

Scotiabank® for business Visa* card

The power to
make decisions.



Small Business Banking

Scotiabank®

Welcome

Congratulations on consenting to accept and becoming the owner of a powerful financial tool – your

ScotiaLine for business Visa card.

You now have all the benefits of a business line of credit with the flexibility and convenience of Visa card access!



Great features, great benefits

What makes your ScotiaLine *for business* Visa card so unique is how it provides the business borrowing power of a line of credit, with the convenience and flexibility of a NO-FEE Visa card.

ScotiaLine *for business* Visa card also offers you the following valuable benefits:

Purchase Security and Extended Warranty¹

Most purchases you make — either with your ScotiaLine *for business* Visa card or your ScotiaLine *for business* Visa card cheques — are covered for 90 days by Purchase Security. Your purchases will be replaced or repaired or you will be reimbursed if they are stolen, damaged or destroyed by fire. And Extended Warranty doubles the written manufacturer's original warranty of most purchases to a maximum of one additional year.

A line of credit that gives you more

Free Supplementary Cards

If you haven't already given a supplementary card to your business partner or employees, now's the perfect time. Look for the FREE supplementary card pamphlet in this welcome package and complete the short enrollment form. For your convenience, all card transactions are itemized separately for each cardholder on your statement.

AVIS Car Rental Discounts

Your ScotiaLine *for business* Visa card also entitles you to special rates and discounts at participating AVIS car rental locations worldwide.

Savings range from 5%–20% depending on the length, time and location of the rental, and are applicable only when you pay the rental expenses with your ScotiaLine *for business* Visa card. Get your discounts by:

- Calling AVIS at 1-800-879-2847 (1-800 TRY AVIS) and quoting this AVIS Worldwide Discount Number, C231400, or
- Presenting your ScotiaLine *for business* Visa card at the AVIS counter when you pick up your car.

Toll-free Access to Quality Customer Service

If you have any questions about your Scotialine *for business* Visa card and its benefits, simply call us, toll-free, at 1-800-387-6508. We're ready to help, 24 hours a day.

Scotia Business Loan Protection (Optional)

Protect your business and the people you care about. This valuable protection can help your business during a difficult time and provides coverage up to \$2,000,000. Scotia Business Loan Protection² includes a Comprehensive Protection option with a unique combination of benefits (Life, Disability, Hospitalization and Terminal Illness).

It's easy to apply: Simply visit any Scotiabank branch and apply.

Worldwide Access to Your Line of Credit

You now have access to your Scotialine *for business* Visa card anywhere a Visa card is accepted so you don't have to worry about whether they'll accept a cheque.

Access your money on your terms

Access to your ScotiaLine *for business* Visa card account has never been easier.

It's fast, easy and convenient. It's available 24 hours a day, 7 days a week via our automated services: *TeleScotia*® Telephone Banking Services, *Scotia OnLine*® Financial Services, and Scotiabank banking machines.

All you need is a *ScotiaCard*® banking card, or your new ScotiaLine *for business* Visa card and a Personal Identification Number (PIN). Don't have a PIN? Getting one is quick and easy at any Scotiabank branch.

TeleScotia Telephone Banking Services and *Scotia OnLine* Internet Banking

- Access *TeleScotia* from any touch-tone telephone in Canada and the continental United States.
- Using *Scotia OnLine* Financial Services you can:
 - Pay bills from or make payments on your ScotiaLine *for business* Visa card.
 - Check your ScotiaLine *for business* Visa card balance and obtain transaction information on your account.

Fast, easy, convenient

Scotiabank Banking Machines

- Access your ScotiaLine *for business* Visa card from more than 2,900 Scotiabank banking machines across Canada.
- Draw funds from, or pay down the balance on your ScotiaLine *for business* Visa card.
- Pay bills from your account to over 9,000 companies across Canada.
- Check your balance, and get a mini-statement of up to the last 10 transactions on your account.

You can also access your ScotiaLine *for business* Visa card wherever you see the *Interac*⁺ symbol at more than 55,000 ABMs across Canada, and at more than 1,000,000 ABMs displaying the Visa or PLUS⁺ symbols worldwide. Some fees may apply. Please refer to your Disclosure Statement for more information.

Consolidate your debt

You Could Save Hundreds of Dollars

Why pay interest at rates as high as 19.9%, even 28.8%? Use your ScotiaLine *for business* Visa card cheques to pay off the balance on your outstanding credit cards and other higher interest loans and you could save hundreds of dollars a year.

See how much you could save with ScotiaLine *for business* Visa card:

Annual interest on an outstanding balance ³ of:	\$10,000
Miscellaneous credit card including Gas card — up to 28.8%	\$2,786
Unsecured ScotiaLine <i>for business</i> Visa card, at 7.44%	\$744
YOU COULD SAVE	\$2,042
Bank credit card of up to 19.9%	\$1,942
Unsecured ScotiaLine <i>for business</i> Visa card, at 6.49%	\$744
YOU COULD SAVE	\$1,198

- ® Registered trademarks of The Bank of Nova Scotia.
- * Visa Int./Lic. user The Bank of Nova Scotia.
- † The Bank of Nova Scotia authorized user of the mark.
- 1 The Certificate of Insurance provided with your card contains full details of all coverages such as definitions, benefits, limitations, and exclusions. Insurance coverage is underwritten by First North American Insurance Company (FNAIC), a wholly owned subsidiary of The Manufacturers Life Insurance Company (Manulife). The Bank of Nova Scotia is not an insurer.
All claims for insurance indemnities must be forwarded to the insurer.
- 2 Scotia Business Loan Protection is underwritten by The Canada Life Assurance Company.
- 3 The mathematical calculations are approximations and for information purposes only. The mathematical calculations are based on minimum monthly repayment assumptions of interest only, 2.1% and 3%, a constant interest rate and no additional advances (due to ongoing account activity) for the duration of one year. Actual interest costs will depend on various factors including: outstanding balance and amounts, timing and application of payments made, the nature of card transactions and any applicable grace periods. Your individual interest rate may be lower or higher. It is dependent on your credit history and is subject to credit approval and the security provided. Interest rate comparison as of December 31, 2010, subject to change without notice, and is based on an unsecured rate of Prime + 3.49%. Scotiabank Prime rate as of October 25, 2018 is 3.95% and is subject to change.

Certificate of Purchase Security, Extended Warranty Insurance Certificate

This Certificate of Insurance contains a clause which may limit the amount payable.

ScotiaLine[®] *for business* Visa^{*} card

This Certificate of Insurance is effective when a Cardholder's ScotiaLine *for business* VISA Card account is eligible for coverage anytime after July 1, 2021. This Certificate provides the principal terms, conditions, limitations and exclusions of the provisions of Group Policy No. **BNS749** (herein called the "Policy"). The Policy alone constitutes the agreement under which benefits will be provided. The Policy is underwritten by First North American Insurance Company (FNAIC), a wholly owned subsidiary of The Manufacturers Life Insurance Company (Manulife) (herein called "Insurer") to The Bank of Nova Scotia (herein called the "Policyholder"). The Cardholder or a person making a claim under this Certificate may request a copy of the Policy by writing to the Insurer at the address shown below.

Please read this Certificate of Insurance carefully and keep it with Your ScotiaLine *for business* Visa Welcome Kit.

The Insurer's Canadian head office is located at 250 Bloor St. E. Toronto, Ontario M4W 1E5.

Claim payment and administrative services are provided by the administrator. Manulife has appointed Active Claims Management (2018) Inc., Operating as "Active Care Management", "ACM", "Global Excel Management" and/or "Global Excel" as the provider of all assistance and claims services under this Policy.

1. DEFINITIONS:

In this Certificate of Insurance, the following words or phrases have the meanings set forth the below:

Account means the up-to-date, unexpired and unrevoked ScotiaLine *for business* Visa account of a Cardholder.

Cardholder means the primary Cardholder under a ScotiaLine *for business* Visa Account and any additional cardholder whose name is embossed on the card. The Cardholder may be referred to as "You" or "Your".

Insured Item means a NEW item (a pair or set being one item) of property, for which the full Purchase Price is charged to an Account.

Manufacturer's Warranty means an express written warranty issued by the manufacturer of the Insured Item at the time of purchase of an Insured Item, which warranty is valid in Canada or the United States.

Mysterious Disappearance means the vanishing of an item which cannot be explained, i.e. there is an absence of evidence of a wrongful act of another person.

Other Insurance means any and all policies of insurance or indemnity which provide additional coverage to a Cardholder for loss or damage covered under the Group Policy and as further defined in Section 6 of this certificate.

Purchase Price means the actual cost of the Insured Item, including any applicable sales tax, as shown on the store receipt.

2. PURCHASE SECURITY:

- a) **Coverage** - The Purchase Security Plan automatically, without registration, protects most new Insured Items purchased anywhere in the world (provided the full Purchase Price is charged to the Account) by insuring them for ninety (90) days from the date of purchase in the event of loss, theft, damage or fire in excess of Other Insurance. If the item is lost, stolen or damaged, it will be replaced or repaired. Repair or replacement will be limited to the original Purchase Price or the replacement price or \$10,000, whichever is the lesser. In the event that the Insured Item cannot be repaired or replaced, the Insurer at its sole option, may reimburse the Cardholder up to the lesser of the Purchase Price or \$10,000.
- b) **Excluded Items** - Purchase Security does not cover the following items: travellers' cheques, cash, tickets or any other negotiable instruments; bullion, rare or precious coins; art objects (such as but not limited to hand made items, limited editions, original, signature pieces or collectible plates); preowned or used items, including antiques; animals; living plants; perishables such as food and liquor; aircraft and parts and accessories thereof; automobiles, motorboats, motorcycles or any other motorized vehicles and parts and accessories thereof; items consumed in use; services; ancillary costs incurred in respect of an Insured Item and not forming part of

the Purchase Price; parts and/or labour required as a result of mechanical breakdown and mail, internet and telephone order items until received and accepted by the Cardholder; and jewellery transported/stored in baggage which is not under the supervision of the Cardholder or Cardholder's travelling companion. In the event baggage containing jewellery is stolen in its entirety while under the supervision of the Cardholder or Cardholder's travelling companion, the maximum coverage is limited to \$2,500 per incident.

3. EXTENDED WARRANTY:

- a) **Coverage** - The Extended Warranty Plan provides the protected Cardholder with double the period of repair services, up to a maximum of one additional full year, when the full Purchase Price is charged to the Account in accordance with the terms and conditions of the original Manufacturer's Warranty on most Insured Items purchased anywhere in the world, provided the Manufacturer's Warranty is honoured in Canada or the United States.
- b) **Registration** - Insured Items with a valid Manufacturer's Warranty of five (5) or more years are ONLY covered if registered within the first year of purchase. Insured Items with a Manufacturer's Warranty of less than five (5) years DO NOT require registration. To register warranties of five (5) or more years, the Cardholder must send to the Insurer, legible and complete copies of the store receipt; the ScotiaLine *for business* Visa charge slip; the Manufacturer's Warranty including all wording; a description of the Insured Item including the model and serial number, if applicable.
- c) **Excluded Items** - Extended Warranty does not cover the following items: aircraft and parts and accessories thereof; automobiles, motorboats, motorcycles and any other motorized vehicles and parts and accessories thereof; used items; living plants; trim parts; services; dealer and assembler warranties or any other obligation other than those specifically covered under the terms of the original Manufacturer's Warranty.

4. ADDITIONAL LIMITS OF LIABILITY AND EXCLUSIONS:

- a) **Limits of Liability** - There is a maximum per claim occurrence limit of \$10,000, and a maximum lifetime liability of \$60,000 under the Purchase Security and Extended Warranty Plans.

The Insurer, at its sole option, will ask You to repair, rebuild or replace the Insured Item whether in whole or in part with a similar or like item in quality or kind. The Insurer will reimburse the LESSER of: the cost of repairs; the cost of replacement of the

Insured Item or the Purchase Price. In the event that the Insured Item cannot be repaired or replaced, the Insurer at its sole option may reimburse the Cardholder up to the Purchase Price or \$10,000, whichever is less. Claims for items belonging to and purchased as a pair or set will be paid for at the full Purchase Price of the pair or set provided that the parts of the pair or set are unusable individually and cannot be replaced individually. Where parts of the pair or set are usable individually, liability will be limited to payment equal to the proportionate part of the Purchase Price that the number of damaged or stolen parts bear to the number of parts in the complete pair or set.

Insured Items the Cardholder gives as gifts are covered under the Purchase Security and Extended Warranty Plans subject to compliance with the terms and conditions of the coverage offered hereunder.

- b) **Exclusions** - The Group Policy does NOT provide coverage for losses resulting from: misuse or abuse; fraud; normal wear and tear; inherent product defects (which means imperfections which impair the use of the product); Mysterious Disappearance; theft from a vehicle unless the vehicle is locked and there are visible signs of forced entry; flood, earthquake or radioactive contamination; hostilities of any kind (including war, invasion, terrorism, rebellion or insurrection), confiscation by authorities, risks of contraband or illegal activity; incidental and consequential damages, including bodily injury, property, punitive and exemplary damages and legal fees.

5. CLAIMS

- a) **Filing a Claim** - To initiate a claim, the Cardholder must notify the administrator PRIOR to proceeding with any action or repairs and no later than forty-five (45) days from the date of loss or damage, by calling **1-800-263-0997** between 8:00 a.m. and 9:00 p.m. Monday through Friday, and 8:30 a.m. to 5:00 p.m. on Saturday, EST. If you would like to file a claim online, please visit www.manulife.ca/scotia
A Cardholder's failure to give notice to the administrator within forty-five (45) days from the date of loss or damage may result in denial of the related claim.
- b) **Validation of a Claim** - The Cardholder MUST maintain ORIGINAL copies of all documents required. Where a claim is due to fraud, malicious acts, burglary, robbery, theft or attempt thereof, or is suspected to be so caused, the Cardholder MUST give immediate notice to the police or other authorities having jurisdiction. The Cardholder may be required to send, at the Cardholder's expense

and risk, the damaged Insured Item on which a claim is based, to an address designated by the Insurer.

- c) **Loss Report for Purchase Security-** Under the Purchase Security Plan, the Cardholder will be required to complete the Loss Report and **MUST** include an original store receipt, the ScotiaLine *for business* Visa charge slip if applicable, and ScotiaLine *for business* Visa statement and police report if obtainable, and if not obtainable, the department, file number, address, contact name on the file and telephone number, and any other information reasonably required by the administrator to determine the Cardholder's eligibility for benefits under the Group Policy.
- d) **Loss Report for Extended Warranty** - Under the Extended Warranty Plan, a Loss Report is **NOT** mailed to the Cardholder. Upon notifying the administrator of the damage and **PRIOR** to proceeding with any repairs, a Cardholder **MUST** substantiate proof of purchase and coverage eligibility under the Group Policy by submitting **ORIGINAL** copies of the store receipt, ScotiaLine *for business* Visa charge slip and/or the ScotiaLine *for business* Visa statement and Manufacturer's Warranty including a signed letter detailing the description of the Insured Item by brand, model and serial number (if applicable) and the facts giving rise to the claim. Upon receipt of the completed documentation, if the claim is eligible for coverage under the Group Policy, the administrator will provide a notice to the Cardholder containing an authorization to proceed with the necessary repairs and the particulars of the repair facility designated to complete the necessary repairs.

6. OTHER INSURANCE

Where a Cardholder has Other Insurance, the loss or damage **MUST** be reported to the primary carrier in addition to filing with the administrator and copies of the payout documents from the Other Insurance carrier must be provided to the administrator. If the loss or damage is not covered under the Other Insurance, a letter from the other Insurance carrier so indicating will be required. **The insurance extended under the Group Policy by the Insurer is issued strictly as excess coverage and does not apply as contributing insurance. The coverage extended under the Group Policy will reimburse the Cardholder only to the extent a permitted claim exceeds coverage and payment under Other Insurance, regardless of whether the Other Insurance contains provisions purporting to make its coverage non-contributory or excess. The Group Policy also provides coverage for the**

amount of the deductible under Other Insurance.

7. SUBROGATION

As a condition to the payment of any claim to a Cardholder, the Cardholder shall, upon request, transfer or assign to the Insurer all legal rights against all other parties for the loss. The Cardholder shall give the Insurer all such assistance as the Insurer may reasonably require to secure its rights and remedies, including the execution of all documents necessary to enable the Insurer to bring suit in the name of the Cardholder.

8. BENEFITS CARDHOLDER ONLY

This protection shall inure ONLY to the benefit of the Cardholder. No other person or entity shall have any right, remedy or claim, legal or equitable to the benefits.

9. DUE DILIGENCE

The Cardholder shall use due diligence and do all things reasonable to avoid or diminish any loss or damage to property protected. The Insurer will not unreasonably apply this provision to avoid claims under the Group Policy.

Where damage or loss is due to a malicious act, burglary, robbery, theft or attempt thereof, or is suspected to be so caused, the Cardholder shall give immediate notice thereof to the police or other authorities having jurisdiction. The Insurer will require evidence of such notice prior to settlement of a claim.

10. FALSE CLAIM

If a Cardholder makes any claim knowing it to be false or fraudulent in any respect, such Cardholder shall no longer be entitled to the benefit of protection of coverage under the Group Policy nor to the payment of any claim made under the Group Policy.

11. LEGAL ACTION

Every action or proceeding against an insurer for the recovery of insurance money payable under the contract is absolutely barred unless commenced within the time set out in the *Insurance Act*, *Limitations Act* or other applicable legislation in Your province or territory.

12. IF YOU HAVE A CONCERN OF COMPLAINT

If You have a concern or complaint about Your coverage, please call the administrator at **1-800-263-0997** or the Policyholder at **1-800-472-6842**. The administrator will do its best to resolve Your concern or complaint. If for some reason the administrator is unable to do so to Your satisfaction, You may pursue the concern or complaint in writing to an independent external organization. You may also obtain detailed information for the Insurer's resolution process and the external recourse

either by calling the administrator at the number listed above or at:

www.manulife.ca/personal/support/contact-us/resolve-a-complaint.html

13. PRIVACY

Manulife is committed to protecting your privacy and the confidentiality of your personal information.

Manulife's Privacy Policy is located at

www.manulife.ca. We will collect, use, and disclose personal information only for the purposes of administering the coverages in this Certificate.

To protect the confidentiality of your personal information, we will establish a financial services file from which your information will be used to administer services and process claims. Access to this file will be restricted to Manulife employees, mandatorys, administrators or agents who are responsible for the assessment and investigation of claims, and to any other persons you authorize or as authorized by law.

These people, organizations and service providers may be in jurisdictions outside Canada, and subject to the laws of those foreign jurisdictions. Your file is secured in Manulife's offices or those of our Administrator, Global Excel Management. You may request to review the personal information it contains and make corrections by writing to: Privacy Officer, Manulife, 500 King Street North, P.O. Box 1602, Waterloo, ON N2J 4C6. Visit www.manulife.ca/privacy-policies.html for further details on our privacy policy.

Scotiabank's Privacy Commitment

Since 1832, Scotiabank's business and reputation have been built on trusted relationships with our customers, employees, and other stakeholders. The protection of information in our custody is a critical component of these trusted relationships.

As part of our ongoing commitment to fostering and maintaining trust, Scotiabank has established a robust privacy program that is designed to protect the personal information entrusted to us.

We work hard to:

- **Be Accountable:** We have established a foundational privacy framework that sets out the structure and accountability for the treatment of personal information across the Bank. Our privacy framework is overseen by a dedicated Privacy Office, led by our Chief Privacy Officer, that sets and maintains Scotiabank's privacy program.
- **Be Safe:** We have implemented measures designed to protect the personal information that has been entrusted to us.
- **Be Respectful:** We collect, use, and disclose personal information in a manner that is fair, ethical and non-discriminatory.
- **Be Useful:** We use information to deliver value, enhance the banking experience, and to manage our business.
- **Be Adaptable:** We monitor privacy and data protection laws, standards and industry practices so that we can provide our products and services in a privacy-respectful manner.
- **Be Transparent:** We explain how we handle personal information in a clear and easily accessible manner.

Our Privacy Agreement describes how we treat personal information including the types of personal information we collect, when and why we collect and use personal information, and the circumstances when we share and disclose it. For a full copy of our Privacy Agreement, please visit:

<https://www.scotiabank.com/ca/en/about/contact-us/privacy.html> or a Scotiabank Branch.

ScotiaLine[®] *for business* Visa^{*} card

Interest Rates

For ScotiaLine *for business* Visa card(s), the Preferred Interest Rate will be equal to Scotiabank's prime rate, as posted at our branches, plus an adjustment factor, as disclosed to you separately. The Preferred Interest Rate, which is equal to your current rate of interest as disclosed on your monthly statement, will apply unless your account becomes two payments past due - consecutive or any two missed payments in a twelve month period. Then, the Standard Interest Rate which is 5% higher will apply and will remain in effect on each of the cash and purchase rates until your account has gone twelve consecutive months without being in arrears. Both interest rates are subject to change from time to time.

Fees

- a) A fee of \$48.00 will be charged for each cheque received by the Bank in payment of your ScotiaLine *for business* Visa card which is dishonoured when presented for payment by us.
- b) A fee of \$48.00 will be charged for each cheque drawn on your ScotiaLine *for business* Visa card which is returned due to insufficient credit available in your account.
- c) A fee of \$5.00 will be charged for each cash withdrawal processed from your ScotiaLine *for business* VISA account at any Scotiabank branch in Canada.
- d) A fee of \$5.00 will be charged for each cash withdrawal processed from your ScotiaLine *for business* Visa account at any non-Scotiabank financial institution in Canada.
- e) A fee of \$5.00 will be charged for each Visa cash advance obtained at any Scotiabank Automated Banking Machines (ABMs) in Canada.
- f) A fee of \$5.00 will be charged for each Visa cash advance obtained at non-Scotiabank Automated Banking Machines (ABMs) in Canada, displaying the *Interac*[†] symbol.

- g) A fee of \$5.00 will be charged for each replacement of a sales or cash advance draft or monthly statement which you request.
- h) A fee of \$5.00 will be charged for each Visa cash advance obtained at any Global ATM Alliance Bank ABM outside of Canada.

Overlimit Fee

Fee is charged on the day your balance first exceeds your credit limit and then once per statement period (charged on the first day of the statement period) if your account remains overlimit from a previous statement period.

Foreign Currency Transactions

Debit and credit vouchers issued or payments made in a foreign currency will be converted and posted to your account in Canadian currency.

For cards, debit or credit vouchers in a foreign currency are charged or credited to your account at the exchange rate determined by Visa International on our behalf. This exchange rate may be different from the rate in effect on the transaction date. This rate includes an amount equal to 2.5% of the converted amount, applied to both debit and credit transactions.

For advances using a cheque, or for payments, the exchange rate will be the posted rate charged to customers at any of our branches.

Other service fees related to foreign transactions are:

- a) a \$7.50 fee for each transaction in which the Visa card has been used to obtain a cash advance at designated ABMs outside of Canada.
- b) a \$7.50 fee for each cash withdrawal processed at any financial institution outside Canada.

The information, including all fees and interest rates, on this disclosure statement are subject to change as set out in your Scotiabank Revolving Credit Agreement. A copy of your Revolving Credit Agreement is included with your Card or visit scotiabank.com.

Scotiabank's Customer Selected PIN Service

- With your ScotiaLine *for business* Visa card and a Personal Identification Number (PIN), you can enter your PIN to validate transactions at enabled point of sale terminals, or obtain cash advances at any Scotiabank ABM in Canada. Cash advances can also be obtained at over 1 million designated ABMs worldwide displaying one or more of the following symbols: In Canada, look for the *Interac*⁺ symbol;

outside Canada, look for banking machines displaying the Visa* or PLUS* symbols.

- To get a PIN, simply visit any Scotiabank branch with your ScotiaLine *for business* Visa card and identification to select your confidential 4-digit code.
- Change your PIN periodically. You can change your PIN at a Scotiabank branch or ABM.
- Supplementary ScotiaLine *for business* Visa card(s) must be ordered by the primary cardholder. By doing so, the business owner(s), not the employee(s) is held jointly and severally liable for the debt. All cards are pinned by the individual cardholder.
- DO NOT pick a PIN which is too familiar, easily identified, can be guessed by someone else or can be found in your wallet, like your name, "1234", your birthdate, your license plate number or your telephone number.
- DO NOT write your PIN down or tell anyone what it is. As long as you keep your PIN confidential, only you will be able to use it. If you suspect that someone else knows your PIN, you should change it immediately.
- Use your hand or body to shield your PIN when you are conducting transactions at point of sale terminals or at an ABM.

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