

# Product Summary of Credit Card and Debit Card Insurance Coverage with an RBC® Visa<sup>‡</sup> CreditLine for Small Business™

## What is the purpose of this document?

This document is a summary of the most important things you should know as they relate to the insurance coverage included with the RBC Visa CreditLine for Small Business. It has been provided to help you decide if this coverage meets your needs.

This is not a Certificate of Insurance. For complete details of the insurance coverage included with this credit card, please review the Certificate of Insurance in its entirety found on the RBC Insurance® website under Information for Quebec Residents, [rbcinsurance.com/travel-insurance/distributor/travel-insurance-policies-and-quebec-documents.html](https://rbcinsurance.com/travel-insurance/distributor/travel-insurance-policies-and-quebec-documents.html).

**Credit card and debit card insurance coverage underwritten  
by RBC Insurance Company of Canada**

- Purchase Security & Extended Warranty Insurance

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## Is there a cost for these coverages?

There may be an annual fee or costs associated with the RBC Visa CreditLine for Small Business; however, there are no premiums, other fees or expenses that will be charged to any covered person for the insurance coverage described in this Product Summary as it is included with the RBC Visa CreditLine for Small Business.

## Credit card and debit card insurance coverage underwritten by RBC Insurance Company of Canada

### Purchase Security & Extended Warranty Insurance

Purchase Security Insurance provides coverage against risks of direct accidental physical loss or damage, for ninety (90) days from the date of purchase, to insured items purchased in full using an RBC Visa CreditLine for Small Business and/or Avion® points.

Extended Warranty Insurance automatically doubles the original manufacturer's warranty, up to a maximum extension of one (1) year. Items covered by Extended Warranty Insurance must have been purchased in full using an RBC Visa CreditLine for Small Business and/or Avion points.

#### Benefits

Below are a few examples of what you can expect from Purchase Security & Extended Warranty Insurance benefits included with an RBC Visa CreditLine for Small Business. Refer to the [Certificate of Insurance](#) for full details.

Examples of a covered reason	Examples of benefits
<b>Purchase Security Insurance</b> Insured items that are stolen	<ul style="list-style-type: none"><li>• Cost to replace insured items in an amount not exceeding the amount shown on your RBC Visa CreditLine for Small Business statement</li></ul>
<b>Extended Warranty Insurance</b> Damage caused to insured items after original warranty has expired	<ul style="list-style-type: none"><li>• Cost to repair or replace insured items according to the original manufacturer warranty in an amount not exceeding the amount shown on your RBC Visa CreditLine for Small Business statement</li></ul>

#### Limitations of coverage, What is not covered and General exclusions

Purchase Security & Extended Warranty Insurance contains provisions that may limit or exclude coverage. The list below summarizes some of the most common limitations and exclusions. Please refer to the "What is not covered" and "General exclusions" sections of the [Certificate of Insurance](#) for full details on Purchase Security & Extended Warranty Insurance.

The maximum amount of coverage is \$50,000, or the equivalent number of Avion points, per RBC Visa CreditLine for Small Business per year.

Purchase Security is classified as supplemental insurance, in that it covers expenses in excess of expenses payable by any other insurance plan. For example, if you are covered under business insurance, this insurance will cover the deductible only.

Your Extended Warranty Insurance starts immediately following the expiry of the original manufacturer's warranty, but in no event shall the combined Extended Warranty and original manufacturer's warranty exceed five (5) years.

#### Examples of What is not covered and General exclusions

- Living plants, animals, fish or birds
- Mysterious disappearance of an insured item or fraudulent acts by you
- Any wear and tear, gradual deterioration, latent defect or inherent vice, marring or scratching of any fragile or brittle article after an insured item is received in good condition

#### Who can be insured?

Coverage is available for covered persons who are permanent residents of Canada and are an applicant.

#### When does the insurance coverage begin and end?

Coverage starts on the date when the insured item is paid for in full with an RBC Visa CreditLine for Small Business and/or Avion points.

Example of when coverage ends:

- The date you or the Royal Bank cancels your RBC Visa CreditLine for Small Business account.

For additional details on when coverage begins and ends, please refer to the [Certificate of Insurance](#).

## Can I cancel my insurance?

As the insurance coverage is not purchased separately and is included with an RBC Visa CreditLine for Small Business, this is not a coverage that can be cancelled and/or refunded. If you choose to cancel your credit card, the coverage will terminate at the same time.

## How do I submit a claim?

### To file a claim

1. Call our claims department at **1-800-533-2778**. If you call us at the time of the loss, you will receive the necessary claims assistance.
2. Complete and send in all required documentation. Refer to the “What should you do if you have a claim” section of the **Certificate of Insurance** for a full list of documents required for the claim.

### Time limits for making a claim

You must provide notice of your claim within thirty (30) days of the date the claim arises.

You must submit the information required for your claim within ninety (90) days of the date the claim arises. If it is not reasonably possible to provide such information within ninety (90) days, you must do so within one (1) year of the date the claim arises or such other time period as may be permitted by your applicable provincial/territorial legislation or your claim may not be reviewed.

### Time for Insurer to pay a claim

If your claim is approved, payment will be made within sixty (60) days of receipt of all of the required information.

You will be reimbursed in Canadian dollars.

### Misrepresentation and concealment

It is important to make sure you give complete and accurate information when submitting a claim. Failure to do so may result in the cancellation of the insurance and denial of the claim.

## What can I do if my claim is not approved?

If your claim is not approved and you disagree with our decision, you have the option to appeal. You can contact the RBC Client Complaints Appeal Office for assistance at:

- [ccao@rbc.com](mailto:ccao@rbc.com) or **1-888-728-6666** or
- [rbcinsurance.com/contact-us/personal-insurance/index.html](http://rbcinsurance.com/contact-us/personal-insurance/index.html)

In order to submit the appeal, you will need to outline your concerns and resolution expectations. You will also need to send us:

- A copy of the final decision/proposal letter that you received
- Any new information or documentation that has not already been submitted to support your position

There is a limitation period for commencing an action in the Province of Quebec. If you decide to commence an action in court, we recommend you seek independent legal advice on your rights and the applicable limitation period. You may only commence a legal action in the province or territory where the Certificate of Insurance was issued.

## How do I file a complaint?

The complete process to file a complaint with RBC Insurance Company of Canada can be accessed on the RBC Insurance Company of Canada public website at [rbcinsurance.com](http://rbcinsurance.com) under “Make a Complaint” at [rbc.com/customercare/index.html](http://rbc.com/customercare/index.html).

## How do I contact the Insurer or distributor?

Purchase Security & Extended Warranty Insurance coverage included with an RBC Visa CreditLine for Small Business is underwritten by RBC Insurance Company of Canada. The RBC Visa CreditLine for Small Business is distributed by Royal Bank of Canada.

**Insurer: RBC Insurance Company of Canada**

P.O. Box 97, Station A, Mississauga, ON, L5A 2Y9

Bureau régional du Québec

C.P. 11472, succursale Centre-ville,

Montréal (Québec) H3C 5N2

Telephone: 1-800-387-4357

Website: [rbcinsurance.com](http://rbcinsurance.com)

RBC Insurance Company of Canada is an Insurer registered with the Autorité des marchés financiers (AMF) under client registration number 2000671765.\*

\* Link to Autorité des marchés financiers (AMF) Insurers Register:

[lautorite.qc.ca/en/general-public/registers/register-insurers-deposit-institutions-and-trust-companies/](http://lautorite.qc.ca/en/general-public/registers/register-insurers-deposit-institutions-and-trust-companies/)

**Distributor: Royal Bank of Canada**

Royal Bank Plaza, P.O. Box 1, Toronto, ON M5J 2J5

Telephone: 1-800-769-2540

Website: [rbc.com](http://rbc.com)



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