

# Product Summary of Insurance Coverages with the WestJet RBC® Mastercard<sup>‡</sup> Card

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Royal Bank

## Embedded Insurance Coverage

# Product Summary of Travel Insurance Coverages with the WestJet RBC® Mastercard® Card

## 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 coverages included with the WestJet RBC Mastercard card.

It has been provided to help you decide if these coverages meet your needs. This is not a Certificate of Insurance. For complete details of the insurance coverages included with the WestJet RBC Mastercard 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).

### Travel insurance coverages underwritten by RBC Insurance Company of Canada

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## Is there a cost for these coverages?

There may be an annual fee or costs associated with the WestJet RBC Mastercard card; however, there are no premiums, other fees or expenses that will be charged to any covered person for the insurance coverages described in this Product Summary as they are included with the WestJet RBC Mastercard card.

## Travel insurance coverages included that are underwritten by RBC Insurance Company of Canada

### Travel Accident Insurance

Travel Accident Insurance covers you in the event of an accidental bodily injury resulting in a loss, including death, while travelling on a common carrier, for up to \$500,000 CAD when you have paid for your trip on a common carrier in full with your WestJet RBC Mastercard card and/or WestJet points prior to commencing your trip.

#### Benefits

Below are a few examples of what you can expect from the Travel Accident Insurance benefits included with a WestJet RBC Mastercard card. Refer to the [Certificate of Insurance](#) for full details.

Example of a covered reason	Examples of benefits
Coverage for an accidental injury or death while travelling on a common carrier	■ Maximum amounts listed in the <a href="#">Certificate of Insurance</a> for loss of life, speech, hearing, vision or a limb

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

Travel Accident 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 “Limitations of coverage”, “What is not covered” and “General exclusions” sections of the [Certificate of Insurance](#) for full details on Travel Accident Insurance.

Examples of What is not covered and General exclusions	
■ Self-inflicted harm	■ Chronic use or abuse of alcohol or drugs

### Who can be insured?

Coverage is available for the following covered persons who are permanent residents of Canada and are either:

- the applicant;
- the applicant's spouse;
- the applicant's dependent child who travels with or joins the applicant and/or the applicant's spouse on the same trip; and/or
- an additional cardholder.

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

Coverage begins on the date you leave your province or territory of residence for travel outside your Canadian province or territory of residence on a common carrier, the fare for which was paid in full with the WestJet RBC Mastercard card and/or with WestJet points.

Examples of when coverage ends individually for each applicant and additional cardholder(s):

- The date the Policy is cancelled by us or Royal Bank; however, such termination of coverage shall not apply to fares charged to your account prior to the termination date of the Policy
- The date you or the Royal Bank cancels your WestJet RBC Mastercard account

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

### Hotel/Motel Burglary Insurance

This insurance provides coverage, up to a maximum of \$2,500 per burglary occurrence, for the damage to or the loss of your personal property resulting from the burglary of your hotel room, motel room or cruise cabin when you are a registered guest, provided that the accommodations are paid for in full with your WestJet RBC Mastercard card and/or WestJet points.

#### Benefits

Below is an example of what you can expect from the Hotel/Motel Burglary Insurance benefits included with a WestJet RBC Mastercard card. Refer to the [Certificate of Insurance](#) for full details.

Example of a covered reason	Example of benefits
Covers for loss or stolen personal property as a result of a burglary	<ul style="list-style-type: none"><li>▪ Repair/replacement of your personal property up to the stated amount in the <a href="#">Certificate of Insurance</a></li></ul>

#### What is not covered and General exclusions

Hotel/Motel Burglary Insurance contains provisions that may limit or exclude coverage. The list below summarizes some of the most common exclusions. Please refer to the “What is not covered” and “General exclusions” sections of the [Certificate of Insurance](#) for full details on Hotel/Motel Burglary Insurance.

**Note:** Burglary is defined as the loss of or damage to your personal property as a result of wrongful entry into your hotel room, motel room or cruise cabin for which there are visible signs of force made by tools, explosives, electricity or chemicals.

Examples of What is not covered and General exclusions	
<ul style="list-style-type: none"><li>▪ The loss of cash or travellers cheques</li></ul>	<ul style="list-style-type: none"><li>▪ Failure to take reasonable precautions to keep your personal property safe or secure your room</li></ul>

#### Who can be insured?

Coverage is available for the following covered persons who are permanent residents of Canada and are either:

- the applicant;
- the applicant's spouse;
- the applicant's dependent child who travels with or joins the applicant and/or the applicant's spouse on the same trip; and/or
- an additional cardholder.

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

Coverage begins when you check into your hotel room, motel room or cruise cabin.

Examples of when coverage ends individually for the applicant and each additional cardholder:

- At the time you check out of your hotel room, motel room or cruise cabin
- The date you or the Royal Bank cancels your WestJet RBC Mastercard account

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

### Delayed Baggage Insurance

This insurance covers up to \$500 maximum for the emergency purchases you incur per any one (1) occurrence due to the loss or delay of your checked luggage. The overall maximum for all covered persons is \$2,500 per occurrence when the full cost of your airline ticket issued by an air carrier is paid for with your WestJet RBC Mastercard card and/or WestJet points.

#### Benefits

Below are a few examples of what you can expect from the Delayed Baggage Insurance benefits included with a WestJet RBC Mastercard card. Refer to the [Certificate of Insurance](#) for full details.

Examples of a covered reason	Examples of benefits
Loss or delay of your checked luggage by four (4) hours	<ul style="list-style-type: none"><li>▪ Necessary toiletries</li><li>▪ Essential clothing</li></ul>

#### What is not covered and General exclusions

Delayed Baggage Insurance contains provisions that may limit or exclude coverage. The list below summarizes some of the most common exclusions. Please refer to the “What is not covered” and “General exclusions” sections of the [Certificate of Insurance](#) for full details on Delayed Baggage Insurance.

Examples of What is not covered and General exclusions	
<ul style="list-style-type: none"><li>▪ Purchases made after your luggage has been returned to you</li><li>▪ Any losses incurred at the final destination of the return portion of your trip</li></ul>	

### **Who can be insured?**

Coverage is available for the following covered persons who are permanent residents of Canada and are either:

- the applicant;
- the applicant's spouse;
- the applicant's dependent child who travels with or joins the applicant and/or the applicant's spouse on the same trip; and/or
- an additional cardholder.

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

Coverage begins four (4) hours after the arrival of your flight at the scheduled flight destination when the luggage you checked with the air carrier is lost or delayed.

Examples of when coverage ends individually for the applicant and each additional cardholder; on the earliest of the following:

- The date and time that your luggage is returned to you
- Four (4) days after the arrival of your flight at the scheduled flight destination
- The date that you arrive at the final destination on the return portion of your trip
- The date you or the Royal Bank cancels your WestJet RBC Mastercard 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 coverages are not purchased separately and are included with a WestJet RBC Mastercard card, they cannot be cancelled and/or refunded. If you choose to cancel your credit card, the coverages 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. What you need to make a claim depends on the type of claim you have incurred. Refer to the "What should you do if you have a claim" section for each insurance coverage in the [Certificate of Insurance](#) for a full list of documents required for each type of 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 the following:

- 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 the distributor?

The insurance coverages included with a WestJet RBC Mastercard card are underwritten by RBC Insurance Company of Canada. The WestJet RBC Mastercard card 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)

Embedded Insurance Coverage

# Product Summary of Credit Card and Debit Card Insurance Coverages with the WestJet RBC® Mastercard® card

## 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 coverages included with the WestJet RBC Mastercard card.

It has been provided to help you decide if these coverages meet your needs. This is not a Certificate of Insurance. For complete details of the insurance coverages included with the WestJet RBC Mastercard card, please review the Certificate of Insurance in its entirety found on the RBC Insurance® website under Information for Quebec Residents, [rbciinsurance.com/travel-insurance/distributor/travel-insurance-policies-and-quebec-documents.html](https://rbciinsurance.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 Page 6

## Is there a cost for these coverages?

There may be an annual fee or costs associated with the WestJet RBC Mastercard card; however, there are no premiums, other fees or expenses that will be charged to any covered person for the insurance coverages described in this Product Summary as they are included with the WestJet RBC Mastercard card.

### 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 a WestJet RBC Mastercard card and/or WestJet 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 a WestJet RBC Mastercard card and/or WestJet points.

#### Benefits

Below are a few examples of what you can expect from the Purchase Security & Extended Warranty Insurance benefits included with a WestJet RBC Mastercard card. 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	■ Cost to replace insured items in an amount not exceeding the amount shown on your WestJet RBC Mastercard credit card statement
<b>Extended Warranty Insurance</b> Damage caused to insured items after the original warranty has expired	■ Cost to repair or replace insured items according to the original manufacturer warranty in an amount not exceeding the amount shown on your WestJet RBC Mastercard credit card statement

#### 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 WestJet points, per WestJet RBC Mastercard card 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 homeowners 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

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>■ Living plants, animals, fish or birds</li><li>■ Mysterious disappearance of an insured item or fraudulent acts by you or your family</li></ul> | <ul style="list-style-type: none"><li>■ 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</li></ul> |
|--|---|

#### Who can be insured?

Coverage is available for the following covered persons who are permanent residents of Canada and are either:

- the applicant; and/or
- an additional cardholder.

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

Coverage starts on the date when the insured item is paid for in full with a WestJet RBC Mastercard card and/or WestJet points.

Example of when coverage ends:

- The date you or the Royal Bank cancels your WestJet RBC Mastercard 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 coverages are not purchased separately and are included with a WestJet RBC Mastercard card, they cannot be cancelled and/or refunded. If you choose to cancel your credit card, the coverages 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. What you need to make a claim depends on the type of claim you have incurred. Refer to the “What should you do if you have a claim” section for each insurance coverage in the [Certificate of Insurance](#) for a full list of documents required for each type of 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 the following:

- 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 the distributor?

Purchase Security & Extended Warranty Insurance coverage included with a WestJet RBC Mastercard card is underwritten by RBC Insurance Company of Canada. The WestJet RBC Mastercard 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)





## 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 Auto Rental Collision/Loss Damage Waiver Insurance included with the WestJet RBC Mastercard card. 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 coverages included with the WestJet RBC Mastercard card, please review the Certificate of Insurance in its entirety found on the RBC Insurance® website under Information for Quebec Residents, <https://www.rbcinsurance.com/travel-insurance/distributor/travel-insurance-policies-and-quebec-documents.html>, or on the Aviva website at [aviva.ca/en/find-insurance/travel-insurance/quebec-travel-insurance-by-rbc-policy-docs](https://aviva.ca/en/find-insurance/travel-insurance/quebec-travel-insurance-by-rbc-policy-docs) – Learn more.

## Is there a cost for these coverages?

There may be an annual fee or costs associated with the WestJet RBC Mastercard card; however, there are no premiums, other fees or expenses that will be charged to any covered person for the insurance coverages described in this Product Summary as they are included with the WestJet RBC Mastercard card.

## Credit card and debit card insurance coverage underwritten by Aviva General Insurance Company, a subsidiary of Aviva Canada Inc.

### Auto Rental Collision/Loss Damage Waiver Insurance

This insurance provides coverage for you and/or a rental agency for loss/damages, up to the actual cash value of the damaged or stolen rental vehicle, as well as valid rental agency towing and loss of use charges when the conditions described in this [Certificate of Insurance](#) are met and the entire cost of the rental vehicle is paid for using your WestJet RBC Mastercard card and/or WestJet points.

#### Benefits

Below are a few examples of what you can expect from the Auto Rental Collision/Loss Damage Waiver Insurance benefits included with the WestJet RBC Mastercard card. Refer to the [Certificate of Insurance](#) for full details.

Examples of a covered reason	Examples of benefits
Loss or damage to your rental car	<ul style="list-style-type: none"> <li>Cost of damages or loss of rental vehicle</li> <li>Valid rental agency towing charges</li> <li>Loss of use charges</li> </ul>

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

Auto Rental Collision/Loss Damage Waiver Insurance contains provisions that may limit or exclude coverage. The list below summarizes some of the most common exclusions. Please refer to the “What is not covered” and “General exclusions” sections of the [Certificate of Insurance](#) for full details on Auto Rental Collision/Loss Damage Waiver Insurance.

Examples of What is not covered and General exclusions	
<ul style="list-style-type: none"> <li>Personal injury to yourself or another person</li> <li>Damage to another vehicle</li> </ul>	<ul style="list-style-type: none"> <li>Damage to property other than the rental vehicle</li> <li>Vehicles listed in the <a href="#">Certificate of Insurance</a> as not covered</li> </ul>

This coverage does not cover third party liability coverage. Check with your personal automobile insurer and the rental agency to ensure that you and all other drivers have adequate third party liability, personal injury and damage to property coverage.

The length of time you rent the same vehicle must not exceed forty-eight (48) consecutive days, which shall follow one immediately after the other. In order to break the consecutive-day cycle, a full calendar date must exist between rental periods. Coverage may not be extended for more than forty-eight (48) consecutive days by renewing or taking out a new rental agreement with the same or another rental agency for the same vehicle or another vehicle.

#### Who can be insured?

Coverage is available for the following covered persons who are permanent residents of Canada and are either:

- the applicant or additional cardholder who presents in person at the rental agency, signs the rental contract and takes possession of the rental vehicle; or
- you and all drivers who are permitted by you to operate the rental vehicle must qualify under and follow the terms of the rental agreement and must be legally licensed and permitted to operate the rental vehicle by themselves under the laws of the jurisdiction in which the rental vehicle shall be used.

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

Upon taking possession of the rental vehicle, coverage begins when:

- you present in person at the rental agency, initiate the rental transaction with your WestJet RBC Mastercard card by booking or reserving the rental vehicle with that card, and provide your WestJet RBC Mastercard card for authorization before you take possession of the rental vehicle, indicating the entire cost of the rental, including all applicable taxes and fees, from the rental agency is to be charged to your WestJet RBC Mastercard card. You may use your WestJet points to pay for the entire cost of the rental, including all applicable taxes and fees, from a rental agency. If only a partial payment is made using WestJet points, the remaining balance of that rental, including applicable taxes and fees, must be paid using your WestJet RBC Mastercard card in order to be covered;
- you use your WestJet RBC Mastercard card to fully pay for a car sharing rental vehicle;
- you decline the rental agency's CDW option or similar coverage offered by the rental agency on the rental agreement. If there is no space on the vehicle rental agreement for you to indicate that you have declined the coverage, then indicate in writing on the contract "I decline CDW provided by this merchant." Note: if there is no option available to decline this coverage, this Certificate of Insurance will only cover up to the deductible as stipulated in the rental agency's CDW or similar provision.

Examples of when coverage ends individually for each covered person:

On the earliest of the following:

- The date and time the rental agency reassumes control of the rental vehicle
- The date upon which your rental vehicle is not within the coverage period
- The date you or the Royal Bank cancels your WestJet RBC Mastercard account

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

### **Can I cancel my insurance?**

As this insurance coverage is not purchased separately and is included with the WestJet RBC Mastercard card, 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. In the event of the loss of/damage to your rental vehicle, call **1-855-603-5568** (toll-free and/or collect) within forty-eight (48) hours if you are in Canada or the United States. The representative will answer your questions and send you a letter outlining what documents are required to review your claim.
2. You must notify the rental agency and the Insurer to obtain consent prior to completing any repairs on your own.
3. 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.

#### **Time limits for making a claim**

You must call the Insurer within forty-eight (48) hours of the loss/damage having occurred. Your claim must be submitted with as much documentation within forty-five (45) days of discovering the loss/damage. You will need to provide all required documentation within ninety (90) days of the date of loss or damage.

Once you report the loss/damage, a claim file will be opened and will remain open for six (6) months from the date of the loss or damage. Payment will only be made for a claim or any part of a claim that is completely substantiated as required by the Insurer within six (6) months of the date of loss/damage.

#### **Time for Insurer to pay a claim**

Under normal circumstances, the claim will be reviewed within fifteen (15) days after the Insurer has received all necessary documentation. If the claim cannot be assessed on the basis of the information that has been provided, it may be closed.

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 has not been approved and you wish to appeal, you must advise your adjuster. Your adjuster will prepare and escalate your claim to our internal Customer Care Team. The Customer Care Team will then review the claim in detail and contact you within 24-48 business hours.

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 Aviva can be accessed at [aviva.ca/en/about-aviva/contact-us/customer-concerns-and-complaints/](https://www.aviva.ca/en/about-aviva/contact-us/customer-concerns-and-complaints/).

## How do I contact the Insurer?

Auto Rental Collision/Loss Damage Insurance is underwritten by Aviva General Insurance Company, a subsidiary of Aviva Canada Inc. The WestJet RBC Mastercard card is distributed by Royal Bank of Canada

### **Aviva General Insurance Company**

10 Aviva Way, Suite 100, Markham, L6G 0G1

Telephone: **1-855-603-5568**

Website: **aviva.ca**

**Aviva General Insurance Company** is an Insurer registered with the Autorité des marchés financiers (AMF) under client registration number 2000465701.\*

\* 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)

## How do I contact the distributor?

### **Royal Bank of Canada**

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

Telephone: **1-800-769-2540**

Website: **rbc.com**



**Royal Bank**