

Extended warranty & purchase security insurance

This Extended Warranty & Purchase Security Insurance applies to Citizens Bank/Vancity Reloadable *Visa* cardholders.

Effective June 1, 2006, all Citizens Bank of Canada Reloadable *Visa** Cardholders are automatically eligible to be an Insured Person under Policy VC0106.06 issued by Elite Insurance Company (Elite).

Extended Warranty provides an extension of up to one extra year to most manufacturer's warranties. Purchase Security insures against direct physical damage or theft for ninety (90) days from time of purchase. The principal provisions relating to the coverage and payment of loss under the Policy are summarized in this certificate. This protection is provided at no additional cost and is in effect for purchases made on or after June 1, 2006.

This certificate is not the Policy nor a contract of insurance. It contains the provisions relating to the coverage and payment of loss that are contained within the Policy described herein. Coverage may terminate or be changed at anytime without notice in accordance with the Policy. The Coverage described in this certificate is automatically terminated if the Cardholder or Insured Person ceases to fall within the Definitions, Provisions, Conditions, Coverage or Limitations and Exclusions as stated in the Policy. This certificate also replaces any and all certificates previously issued.

Definitions

Card means a Reloadable *Visa* card issued by Citizens Bank of Canada

Cardholder means the person in whose name Citizens Bank of Canada issues a Card.

Insured Person means a Cardholder who pays for the personal property insured by charging it to the Card. At the request of an Insured Person, a recipient of a gift will be covered in the same manner as if he or she was an Insured Person.

Insured Personal Property means a new item of personal property for personal use for which the cost has been charged to the Card.

Manufacturer's Written Warranty means an express written warranty issued by or on behalf of the manufacturer of the Insured Personal Property at the point of sale at the time of purchase of Insured Personal Property. The Manufacturer's Written Warranty must be valid in Canada.

When coverage begins

All coverage for a Cardholder will take effect at the time the Cardholder becomes an Insured Person by paying for the Insured Personal Property by charging the payment to the Card.

When coverage ends

An Insured Person's coverage will end at the earliest of the following:

1. for Extended Warranty, at the expiry of the Extended Warranty Period.
2. for Purchase Security, ninety (90) days after the date on which the Insured Personal Property is purchased.

Extended warranty coverage

Elite will extend for Insured Persons the Manufacturer's Written Warranty on goods and products purchased anywhere in the world. The extension is equal to the length of the Manufacturer's Warranty or one (1) year whichever is less (Extended Warranty Period). Elite, at its sole option, will pay the cost of either repairing, rebuilding, reconditioning or replacing Insured Personal Property that failed during the Extended Warranty Period and would have been warranted had the Manufacturer's Warranty still have been in force. The full cost of the Insured Personal Property must be charged to the Card.

Exclusions

The following goods and products are not covered under Extended Warranty:

1. items that can not be serviced in Canada under the item's Manufacturer's Warranty;
2. items with a Manufacturer's Warranty greater than five (5) years in length;
3. items intended or used for business or commercial purposes;
4. automobiles, motor boats, airplanes, motor cycles, motorscooters, mopeds, and other motorized vehicles or equipment, except motorized wheelchairs and residential property maintenance equipment;
5. items damaged while undergoing any process or while being worked upon, where damage results from such process of work; and

6. delay, loss of use, or consequential damages.

Limitations

Losses are limited to costs which would have been waived had the Manufacturer's Warranty still been in effect. Elite will only pay for covered loss or damage to an amount not exceeding the least of:

1. the actual cash value of the Services; or
2. the actual cash value of the property at the time the covered loss occurred; or
3. \$2,500 per item or set of items; and to a maximum aggregate limit of \$50,000 during the lifetime of a Cardholder.

Purchase security coverage

Elite will indemnify Insured Persons for DIRECT PHYSICAL DAMAGE or THEFT (Loss) to Insured Personal Property. This indemnity is not primary insurance.

Limitations

Indemnification for Loss is limited to:

1. \$2,500 per occurrence even if the occurrence involves more than one item of Insured Personal Property.
2. The total liability shall not exceed the amount charged to the Card.
3. For property purchased with a partial payment utilizing the Card, the total limit of liability will be prorated based upon the percentage the partial payment utilizing the Card bears to the full purchase price.
4. Claims for items belonging to a pair or set will be paid for at the full purchase price of the pair or set providing the items are unusable individually and cannot be replaced individually.
5. Valid claims will be satisfied, at Elite's sole option, either by replacing, repairing or rebuilding the item or by cash payment.

Exclusions

There shall be no payment for Loss arising from the following perils:

1. flood or earthquake;
2. war, invasion, hostilities, rebellion, insurrection, confiscation by order of any government or public authority or risks of contraband or Losses arising from illegal activity or acts;
3. normal wear and tear, including damage to sports equipment due to the use thereof;
4. mysterious disappearance, lost items;
5. radioactive contamination;
6. inherent product defects; or
7. theft from on or in a motor vehicle.

There shall also be no payment under the Policy for Loss:

1. of cash, or its equivalent, travelers cheques, tickets and any other negotiable instruments;
2. of animals, fish, birds or living plants;
3. of jewellery and watches in baggage unless carried by hand and under the personal supervision of the Insured Person or Insured Person's traveling companion, previously known to the Insured Person;
4. of property intended or used for commercial or business purposes;
5. of motorized or self-propelled vehicles of any kind, their accessories or attached equipment except for motorized gardening equipment, snowblowers or wheelchairs;
6. to property as a result of direct physical abuse to the property by or at the direction of the Insured Person or the Insured Person's immediate family;
7. to property where the property was procured by the Insured Person through fraud or illegal means; or
8. where the Insured Person knowingly makes a false or fraudulent claim.

General policy provisions

Currency

The losses under this policy are payable in Canadian currency.

Claims

The Cardholder must notify Elite immediately after learning of any circumstance likely to give rise to a claim. Failure to give this notice within forty-eight (48) hours may result in voiding the insurance provided under the Policy.

Initial notification

This protection is provided at no additional cost and is in effect for purchases made on or after June 1, 2006.

The following general information is required for all claims:

- Cardholder's name, address, phone number and Reloadable *Visa* card number
- if the item was a gift, who is the claimant
- date and details of the claim
- date and details of item purchased including copy of invoice and charge slip
- estimated amount of claim
- detail of report given to authorities (if Theft)
- for Purchase Security, detail of report given to residential or other primary insurer

Claims may be initially submitted by phone, please call 604.669.8427 locally or outside of Canada or toll-free 1.800.665.1174 or write to:

Vancity *Visa* Insurance Benefits
Elite Insurance Company
1100 - 1125 Howe Street
Vancouver, BC V6Z 2Y6

Written proof

Written proof of loss, if required, must be given to Elite within thirty (30) days from the date of loss. This must be a detailed sworn statement. Original and copy of necessary documents (invoice, charge slip, repair bills, estimates, Manufacturer's Warranty if applicable and the like) and reports (police, fire, insurance claim and the like) relating to the claim may be required. Elite will provide, if necessary, any claim forms to the claimant as soon as reasonably possible but not later than fifteen (15) days after being notified of the claim.

The Cardholder may be required to send, at the Cardholder's expense and risk, the damaged item on which a claim is based, to an address designated by Elite.

Subrogation

To the extent Elite pays for a loss suffered by an Insured Person, Elite will take over the rights and remedies the Insured Person had relating to the covered loss. This is known as subrogation. When a claim is paid, the Insured Person shall, upon request from Elite, transfer the item and assign the legal right to recover from the party responsible for the Loss to Elite to the extent of the Loss indemnified under the Policy.

Proceedings

No action or proceeding against Elite by an Insured Person may be brought in any court of law in respect of any claim under the Policy unless: the Insured Person shall have fully complied with all requirements of the Policy; and the action or proceeding is commenced by the issue of originating process within twelve (12) months after the date on which the Loss occurred.

Other insurance

The insurance under the Policy is supplementary. This insurance coverage is in excess of any other applicable valid and collectible insurance or indemnity available to Insured Persons. Elite will be liable only for the excess of the amount of loss over the amount covered by other insurance or indemnity, and for the amount of any applicable deductible, after all other insurance or indemnity has been exhausted. Insurance provided by this Policy will not apply as contributory insurance and this non-contribution shall prevail despite any non-contribution provision in other insurance or indemnity policies or contracts. The Policy will indemnify Insured Persons only to the extent that direct physical damage or theft is not covered by such other insurance.

Law and jurisdiction

The Policy and any matters relating to coverage shall be governed by the law of the Canadian territory or province in which the Insured Person resides and the law of Canada applicable therein. Elite submits, and by making a claim under the Policy, Insured Persons submit, to the exclusive jurisdiction of the courts of such territory or province, with respect to the Policy or such matters. The Policy and the coverage are valid only where not prohibited by applicable law.

Fraud

Any fraud or willfully false statement in a statutory declaration in relation to any of the above particulars vitiates the claim of the person making the declaration.

Benefit to bailee

This insurance will in no way inure directly or indirectly to the benefit of any carrier or other bailee.

No assignments of interests

No interest under the Policy may be assigned or transferred without the prior written consent of Elite. Assignment or transfer without such consent shall void all coverage as to the assignor/transferor and the assignee/transferee under the Policy.

We hope you enjoy all the benefits that the Reloadable Visa Card provides, which include

- Worldwide acceptance
- Online account access
- Ready cash
- Security
- Purchase security coverage¹.
- Extended warranty coverage¹.

*Visa Int./ Citizens Bank of Canada, Licensed User.

¹Certain limitations, conditions, restrictions and exclusions apply to all Visa card insurance coverage. The insurance

coverage is subject to change or cancellation without notice. Purchase Security and Extended Warranty Insurance is underwritten by Elite Insurance Company.