

## TRAVEL INSURANCE

# Product Summary for AIR MILES Rental Vehicle Damage Policy

Helps offer protection if something unexpected happens before or during your trip

## HOW TO CONTACT US

### INSURER:

#### First North American Insurance Company

Registered with Autorité des marchés financiers under client number 2000998244

Address:

Affinity Markets

250 Bloor Street East

Toronto, ON M4W 1E5

Telephone: 1-866-298-6581

Email: [airmilestravelinsurance@manulife.ca](mailto:airmilestravelinsurance@manulife.ca)

Website: [manulife.ca](http://manulife.ca)

### AUTORITÉ DES MARCHÉS FINANCIERS:

The Autorité des marchés financiers can provide you with information about your insurer's or your insurance distributor's obligations.

Website: [lautorite.qc.ca](http://lautorite.qc.ca)

Underwritten by First North American Insurance Company, a wholly owned subsidiary of The Manufacturers Life Insurance Company (Manulife)

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## GUIDELINES FOR REVIEWING THIS SUMMARY

### "You" can refer to many people

When referring to "you," we mean the person who purchased the insurance and any other insured person, unless the context states otherwise.

### "Trip" has a specific meaning

The word "trip" refers to the period beginning on the departure date and ending on the return date shown in your confirmation.

### Words in *italics* have a specific meaning

Words and expressions in *italics* are defined at the end of the summary ([8. Definitions](#)). Read these definitions if you have any questions.

### This is a summary

Review the [sample policy](https://www.igoinjured.com/travelcontent/?file=AMTI_MA10I_policyRVD.pdf) ([https://www.igoinjured.com/travelcontent/?file=AMTI\\_MA10I\\_policyRVD.pdf](https://www.igoinjured.com/travelcontent/?file=AMTI_MA10I_policyRVD.pdf)) for complete details. You can get a copy from your travel agency or on the website where you buy your insurance.

**You can also find the sample policy at:** <https://www.manulife.ca/personal/insurance/association-insurance-plans/travel-insurance-policies-and-product-summaries.html>

## THINGS TO CONSIDER

### Before you buy this insurance

- Do you, and all the people you want to insure, meet **all** the eligibility requirements? If not, you might not be covered. To make sure, read section [1. Who can buy this insurance](#).

## Before you travel

- Do all insured people still meet all eligibility requirements? Otherwise, exclusions may apply. Check before you leave.

## DON'T FORGET

All amounts in this summary are shown in Canadian dollars

All coverages are per person unless the context states otherwise

Provide full and accurate information

If you make a false statement or if you fail to declare certain information before or during the coverage period, we may cancel your coverage.

Don't leave without paying

You're not covered until you pay for your insurance.

**Note:** The insurance policy doesn't provide any temporary coverage.

## 1. WHO CAN BUY THIS INSURANCE

Eligibility requirements for purchasing this insurance

You can buy this insurance if you, and any people you want to insure, meet all the following requirements:

- You live in Canada.
- You have a valid drivers license.
- You meet the age limits for a driver's licence and vehicle rental.
- You booked your trip using the AIR MILES reward program (at [airmiles.ca](http://airmiles.ca) or through an Air Miles specialized travel supplier).
- You purchased the travel insurance, prior to your departure, for the entire duration of your trip.

You **can not** buy this insurance if:

- You were advised by a physician not to travel.
- You have been diagnosed with a terminal illness with less than 6 months to live.
- You have a kidney condition that requires dialysis.
- You have used home oxygen during the 12 months before you applied for this insurance.

If you don't meet the eligibility requirements, you can not purchase the insurance

- You will not be covered; or
- The insurance will be cancelled; or
- Your claim will not be paid.

## 2. WHO IS INSURED AND HOW WE CALCULATE YOUR INSURANCE COST



You

You are insured if:

- you meet all the eligibility requirements
- you paid for the insurance



Your insurance costs are based on the following criteria:

- the length of the trip – how long are you travelling?
- the date you purchase the insurance coverage (if you receive a quote for insurance coverage, the cost of insurance may be different when you are ready to purchase)

The cost includes premium tax and the cost of any administration by us.

Other fees and costs

The insurance is sold within Canada only by authorized Manulife distributors. The sale is subject to applicable federal and provincial sales taxes. We charge a single, fixed amount and there are no other fees or expenses related to the cost of the insurance. The insurance product is not renewable.

### 3. THE LENGTH OF YOUR INSURANCE DEPENDS ON YOUR TRAVEL DATES

#### Maximum trip duration

The maximum trip duration this policy will cover, including any extensions is 60 days.

### 4. YOUR INSURANCE APPLIES IN CANADA AND THE UNITED STATES



**Warning:** Exclusions may apply if the Government of Canada issues an advisory against travel to a certain region.

### 5. SUMMARY OF COVERAGES

#### RENTAL VEHICLE DAMAGE

Below, we outline some details of the Rental Vehicle Damage coverage. See “What does Rental Vehicle Damage Insurance cover?” in the [sample policy](#) for the full list of all the insurance benefits, the limits to the amount we pay, and the expenses we do not cover.

Covered maximum: \$60,000 per policy

#### Covered events for Rental Vehicle Damage

Some covered events:

- |   |      |
|---|------|
| • Expenses following the damage to the <i>rental vehicle</i> , or its loss (such as claim payment, legal fees and interest) | 100% |
| • Fire department fees or customs duties  | 100% |
| • Expenses you might be required to pay, such as towing fees  | 100% |

**Warning:** You must not remove any evidence of the loss or damage to the *rental vehicle* without our authorization. Do not make any repairs to the vehicle, unless emergency repairs are required to prevent additional damage.

#### Exclusions for Rental Vehicle Damage

Some of the expenses we do not cover are outlined below. For a full list of exclusions, see “Exclusions & Limitations – What does Rental Vehicle Damage Insurance not cover?” in the [sample policy](#).

- The contents of the *rental vehicle*
- Damages caused by certain behaviours (speed contests, commercial deliveries, using the vehicle to transport passengers for a fee, violating the rental contract, driving while under the influence of drugs or alcohol)
- Damages that weren't caused by an accident (breakage, mechanical failure, rust, ice, etc.)

### 6. HOW TO MAKE A CLAIM



You can use the TravelAid™ mobile app to make a claim.



You can submit your claim online at [Manulife.acmtravel.ca](https://www.manulife.acmtravel.ca)

You will need all your documentation available and in electronic format.



You can also write to us at:

Manulife Travel Insurance c/o Active Care Management

P.O. Box 1237, Station A, Windsor, ON N9A 6P8

Claims are administered by our partner, Active Care Management (ACM). Website: [active-care.ca](https://www.active-care.ca)

#### 30 days to make your claim

You must send us written proof of your claim within 30 calendar days of an event.

#### We pay within 30 days if your claim is approved

We notify you of our decision within 30 days after receiving your claim and all supporting documents. If we decline your claim, we explain our reasons to you, in writing.

## YOUR LEGAL RIGHTS IF YOU DISAGREE WITH OUR DECISION OR WANT TO FILE A COMPLAINT

### 1. You can ask us to reconsider your claim

You can contact Customer Service, and, if you are still not satisfied, the Manulife Ombud's Office.

For more information: [manulife.ca/personal/support/contact-us/resolve-a-complaint](https://manulife.ca/personal/support/contact-us/resolve-a-complaint)

### 2. You can contact the Autorité des marchés financiers

The Autorité des marchés financiers reviews your file and can help us find a solution together, such as offering dispute resolution services.

For more information: [lautorite.gc.ca/en/general-public/assistance-complaints-and-compensation/](https://lautorite.gc.ca/en/general-public/assistance-complaints-and-compensation/)

### 3. You can contest our decision in court

Your legal action must be taken within the 3-year time frame prescribed by the Civil Code (prescription period). We recommend that you seek legal advice for information on your rights and the appeal process.

## 7. YOUR RIGHT TO RESCIND AN INSURANCE CONTRACT

### Within 10 days after purchasing your insurance: full refund

You are eligible for cancellation only if you have not left on your trip. If you want to cancel your insurance contract, you must complete a Notice of Rescission of an Insurance Contract. You can get a copy of this document from your distributor or online at: [https://www.igoinsured.com/travelcontent/?file=MS-MC\\_Sched5.pdf](https://www.igoinsured.com/travelcontent/?file=MS-MC_Sched5.pdf)

Your travel booking and any other contract you enter with your travel agency remains in effect.

### If you return earlier than planned

We may refund a portion of your insurance premium for any unused days of your trip if you return home earlier than planned. See "Refund of Premium" in the [sample policy](#).

## 8. DEFINITIONS

### Rental vehicle

A passenger automobile, mini-van, self-propelled mobile home, self-propelled camper truck or self-propelled trailer that you use during your trip and rent, under a written contract, from a commercial rental agency licensed under the laws of its jurisdiction.

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