

## **Distributor's contact information**

**NAME:** THE BANK OF NOVA SCOTIA

**ADDRESS:** 44 KING STREET WEST

TORONTO, ON M5H 1H1

# Product Summary Non-Travel Benefits – ScotiaLine® for Business Visa\* Card

## Commercial Banking

The insurance benefits are included with your ScotiaLine® for Business Visa\* Card and provided to you at no additional cost.

### HOW TO CONTACT US

#### INSURER:

First North American Insurance Company (FNAIC)

Registered with Autorité des marchés financiers under client number 2000998244

Address:

Affinity Markets

250 Bloor Street East

Toronto, ON M4W 1E5

Telephone: 1-800-263-0997

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

#### AUTORITÉ DES MARCHÉS FINANCIERS:

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

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

Purchase Security and Extended Warranty Insurance is underwritten by First North American Insurance Company (FNAIC), a wholly owned subsidiary of The Manufacturers Life Insurance Company (Manulife).

## GUIDELINES FOR REVIEWING THIS SUMMARY

“You” can refer to many people

Unless the context states otherwise, when referring to you, we mean the *cardholder*.

Words in italics have a specific meaning

Words and expressions in italics are defined at the end of the summary (section [6. Definitions](#)).

This is a summary

You can review full details in the certificates of insurance at:

[https://www.manulife.ca/content/dam/consumer-portal/documents/en/insurance/credit-card-insurance/scotiabank-credit-cards/scotialine-for-business-visa-commercial-banking/scotialine\\_for\\_business\\_visa\\_card\\_commercial\\_banking\\_certificate.pdf](https://www.manulife.ca/content/dam/consumer-portal/documents/en/insurance/credit-card-insurance/scotiabank-credit-cards/scotialine-for-business-visa-commercial-banking/scotialine_for_business_visa_card_commercial_banking_certificate.pdf)

You can also get a copy on our website at:

<https://www.manulife.ca/personal/insurance/associations-insurance-plans/scotiabank-credit-card.html>

## 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 disclose certain information before or during the coverage period, we may deny your claim.

## 1. WHO CAN BE INSURED

[Eligibility requirements for the non-travel benefits outlined in this summary](#)

You are eligible for the insurance if you meet all the following requirements. Specific benefits may have additional requirements.

- You live in Canada.
- Your *account* is in good standing, meaning not suspended, revoked, or otherwise terminated.

If you don't meet the eligibility requirements, the insurance is not valid, you will not be covered, and your claim will not be paid.

[Fees and costs](#)

The insurance coverages are included with your ScotiaLine for Business Visa card and provided to you at no additional cost.

## 2. THE LENGTH OF YOUR INSURANCE

Your insurance is active and in-force for as long as you meet all of the eligibility requirements.

All coverages end on the date that your *account* is cancelled, closed, or as otherwise indicated in the certificate.

## 3. WHERE YOUR INSURANCE APPLIES

Your insurance applies to purchases made worldwide.

**Warning:** Exclusions may apply to the manufacturer's warranty. For more information, please read “Extended Warranty” in the [certificate](#).

## 4. SUMMARY OF BENEFITS

### PURCHASE SECURITY

**Note:** There is a maximum of \$10,000 per claim occurrence and combined lifetime maximum of \$60,000 for Purchase Security and Extended Warranty, in excess of any other insurance coverage.

Purchase Security is a supplemental benefit that automatically applies when you use your Scotiabank credit card to pay for the full *purchase price* of eligible personal property or gift items. Read “Purchase Security” in the [Certificate of Purchase Security, Extended Warranty Insurance Certificate](#) for the full list of all the benefits, the limits to the amount we pay, and the expenses we do not cover.

Maximum duration: 90 days from the date of purchase

#### Covered expenses for Purchase Security

- protection of new items against the risk of physical loss, theft, or damage

#### Exclusions for Purchase Security

Some of the expenses we do not cover are outlined in this section. For a full list of exclusions, read “Excluded Items” in the Purchase Security section of the [certificate](#).

- Money, tickets, securities, documents
- Pre-owned and/or used items
- Living, consumable, or perishable items
- Motorized vehicles and parts
- Mail order purchases until received by the *cardholder*
- Unaccompanied or unattended items

### EXTENDED WARRANTY

**Note:** There is a maximum of \$10,000 per claim occurrence and a combined lifetime maximum of \$60,000 for Extended Warranty and Purchase Security, in excess of any other insurance coverage.

Extended Warranty is a supplemental benefit that automatically applies when you use your Scotiabank credit card to pay for the full *purchase price* of the eligible personal property or gift items. This benefit offers an extended duration for repair services provided by the original manufacturer. Read “Extended Warranty” in the [Certificate of Purchase Security, Extended Warranty Insurance Certificate](#) for the full list of all the benefits, the limits to the amount we pay, and the expenses we do not cover.

Maximum Extended Warranty duration: 1 year on new items

#### Exclusions for Extended Warranty

Some of the expenses we do not cover are outlined in this section. For a full list of exclusions, read the list of excluded items in the Extended Warranty section of the [certificate](#).

- Used and/or pre-owned items
- Motorized vehicles and parts
- Dealer and assembler warranties

## 5. HOW TO MAKE A CLAIM

Submit claims online at: [manulife.ca/scotia](http://manulife.ca/scotia)

From Canada and the United States, call 1-800-263-0997.

From other countries, call us collect at 416-977-1552.

If necessary, we will send you a claim form that includes submission instructions.

You must report your claim and send us all proof within 45 days.

**Note:** Claim payment and administrative services are provided by Active Claims Management Inc. 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 the Policy.

## 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.qc.ca/en/general-public/assistance-and-complaints](https://lautorite.qc.ca/en/general-public/assistance-and-complaints)

### 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.

## 6. DEFINITIONS

**account** – the up-to-date, unexpired and unrevoked ScotiaLine for business Visa account of a *cardholder*.

**cardholder** - the primary *cardholder* under a ScotiaLine for business Visa *account* and any additional cardholder whose name is embossed on the card.

**purchase price** - the actual cost of the insured item, including any applicable taxes, as shown on the store receipt.

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