

BMO<sup>®</sup> World  
Mastercard<sup>®</sup>\* Travel  
Insurance and Vehicle  
Rental Insurance

BMO



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# Product summary for travel insurance

Name and contact information for the insurer and distributor

## INSURER

### **Allianz Global Risks US Insurance Company (Canadian Branch)**

130 Adelaide Street West, Suite 1600

Toronto, ON M5H 3P5

416-915-4247 or 1-866-658-4247

Registered with the Autorité des marchés financiers under client number 2000971682.

[www.agcs.allianz.com](http://www.agcs.allianz.com)

### **Chubb Insurance Company of Canada**

199 Bay Street, Suite 2500

P.O. Box 139 Toronto, ON, M5L 1E2

(416) 359-3222 or 1-800-268-9344

Registered with the Autorité des marchés financiers under client number 2000737552

[www.chubb.com](http://www.chubb.com)

*Refer to the certificate/policy of insurance to determine which coverage each insurer underwrites.*

## ADMINISTRATOR OPERATIONS CENTRE

### **Allianz Global Assistance**

700 Jamieson Parkway

Cambridge, ON N3C 4N6

1-877-704-0341 or 1-519-741-0782

[www.allianz-assistance.ca](http://www.allianz-assistance.ca)

### **Chubb Insurance Plan Administrator**

#### **CSI Brokers Inc.**

1 Yonge Street, Suite 1801

Toronto, ON M5E 1W7

1-800-337-2632

[www.csibrokers.com](http://www.csibrokers.com)

*Refer to the certificate/policy of insurance to determine who administers each coverage.*

## DISTRIBUTOR

### **Bank of Montreal**

129 Saint-Jacques Street West, 2nd floor

Montreal, QC H2Y 1L6

1-877-CALL BMO

(1-877-225-5266)

[www.bmo.com](http://www.bmo.com)

The Autorité des marchés financiers can provide information about your rights and the duties of the insurer, administrator and distributor.

#### Autorité des marchés financiers

Place de la Cité, Tour Cominar  
2640, boulevard Laurier, 4<sup>e</sup> étage

Québec, QC G1V 5C1

1-877-525-0337

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

## Name and type of insurance

**INSURANCE PRODUCT NAME:** Flight Delay Insurance; Baggage and Personal Effects Insurance; Unexpected Return Home Insurance; and Common Carrier Accidental Death and Dismemberment Insurance.

**INSURANCE PRODUCT TYPE:** The Autorité des marchés financiers classifies the above insurance products as Travel Insurance.

## Introduction

This product summary provides an overview of the insurance benefits included with your BMO World Mastercard to help you to make an informed decision in selecting this card. This document highlights some of the key benefits, exclusions, limitations and restrictions that apply to each of the coverages provided. There is no additional charge for the insurance benefits, as they are automatically included with the card.

**NOTE: This is not the certificate/policy of insurance.** Please refer to the certificate/policy of insurance for the complete terms and conditions.

The certificate/policy of insurance and this product summary can be found at: [agcs.allianz.com/global-offices/canada/product-summaries.html](http://agcs.allianz.com/global-offices/canada/product-summaries.html)

## Defined Words

Some words and terms used in this document have specific meaning. Words and terms that appear in ***bold italic*** throughout this product summary are defined below. For a full list, refer to the certificate/policy of insurance.

***Coverage period*** means the time insurance is in effect, as indicated in the various sections of the certificate of insurance.

***Dependent child(ren)*** means an unmarried natural, adopted, or step child of a primary cardholder dependent on the primary cardholder or the primary cardholder's spouse for support who is:

- under 21 years of age;
- under 26 years of age and a full-time student attending a recognized college or university; or

- 21 years of age or older and permanently mentally or physically challenged and incapable of self-support and became so while eligible as a dependent child.

## Coverage summary

The table below summarizes the types of insurance coverages that come with your BMO World Mastercard and the coverage limits.

Each coverage is valid for a different **coverage period**. Details are found in the certificate/policy of insurance.

Type of coverage	Limits (in CAD\$)
Flight Delay Insurance	<ul style="list-style-type: none"> <li>• Up to \$500 per account per trip when your scheduled flight is delayed by more than 6 hours</li> </ul>
Baggage and Personal Effects Insurance	<ul style="list-style-type: none"> <li>• <b>Lost, Stolen or Damaged Baggage:</b> up to \$750 per covered person (maximum \$2,000 per account per trip)</li> <li>• <b>Delayed Baggage:</b> up to \$200 when your baggage is delayed by the common carrier for 12 hours or more</li> </ul>
Unexpected Return Home Insurance	<ul style="list-style-type: none"> <li>• Up to \$2,000 per covered person (maximum \$10,000 per account, per trip)</li> </ul>
Common Carrier Accidental Death and Dismemberment Insurance	<ul style="list-style-type: none"> <li>• Up to \$500,000 per covered person</li> </ul>

### ⓘ IMPORTANT

In order to be eligible for the coverages outlined above, you as the primary cardholder, your spouse and **dependent child(ren)** must be Canadian residents and your BMO World Mastercard account must be in good status where privileges have not expired, been revoked, suspended or terminated.

## Travel insurance coverages

### Flight delay coverage

#### Who can be covered by this insurance?

You as the primary cardholder, your spouse, and **dependent children** when the full or partial cost of your airline ticket(s) is charged to your Mastercard account and/or purchased with your BMO loyalty program points, if applicable.

## What is covered and not covered?

Benefits
Flight Delay Insurance provides coverage if there is a delay in the arrival or departure of your regularly scheduled flight of more than 6 hours. You are eligible for up to \$500 per account per trip, for additional accommodation and travelling expenses as a result of the delay.
Exclusions
You will not be covered for expenses that are caused by or related to the following: <ul style="list-style-type: none"><li>• Mental, nervous or emotional disorders that don't require immediate hospitalization and/or acts of self-harm.</li><li>• Alcohol or drug abuse, or misuse of medication.</li><li>• Pregnancy, delivery or related complications occurring within 9 weeks of expected delivery date.</li><li>• Criminal offences or illegal acts.</li><li>• Bankruptcy or insolvency of a travel supplier, if the supplier was in this state at the time your trip was booked.</li></ul>

*Refer to the Flight Delay Insurance section of the certificate/policy of insurance for a complete list of what is and what is not covered.*

## Baggage And Personal Effects Coverage

### Who can be covered by this insurance?

You as the primary cardholder, your spouse, and **dependent children** when the full or partial cost of your common carrier ticket(s) is charged to your Mastercard account and/or purchased with your BMO loyalty program points, if applicable.

### What is covered and not covered?

Benefits
Baggage and Personal Effects Insurance provides: <ul style="list-style-type: none"><li>• Up to \$750 per covered person (maximum \$2,000 per account per trip) for loss, theft or damage to your baggage and/or your personal items while you are on your trip.</li><li>• Up to \$200 to purchase essential items (i.e., necessary toiletries and clothing) if your checked baggage is delayed by the common carrier for 12 hours or more.</li></ul>

## Exclusions

You will not be covered for expenses that are caused by or related to the following:

- Normal wear and tear, gradual deterioration including from insects or vermin.
- Specific items including cell phones, computers, motorized vehicles, animals, prescription glasses, contact lenses, non-prescription sunglasses, artificial teeth, tickets, and money.
- Loss or damage to jewelry, furs and camera equipment while in the custody of a common carrier.
- Criminal offenses or illegal acts.
- Items you insure with another company.

*Refer to the Baggage and Personal Effects Insurance section of the certificate/policy of insurance for a complete list of what is and what is not covered.*

## Unexpected return home coverage

### Who can be covered by this insurance?

You as the primary cardholder, your spouse, and **dependent children** when the full or partial cost of your common carrier ticket(s) is charged to your Mastercard account and/or purchased with your BMO loyalty program points, if applicable.

### What is covered and not covered?

Unexpected Return Home insurance covers up to \$2,000 per covered person per trip (maximum of \$10,000 per account per trip) if you need to return home early from a trip because of the death of an immediate family member.

### ⚠ IMPORTANT

You must call the Allianz Global Assistance Operations Centre to make the necessary arrangements.

*Refer to the Unexpected Return Home Insurance section of the certificate/policy of insurance for a complete list of what is and what is not covered.*

## Common carrier accidental death and dismemberment coverage

### Who can be covered by this insurance?

You as the primary cardholder, your spouse, and **dependent children** when the full cost of your common carrier ticket(s) is charged to your Mastercard account and/or purchased with your BMO loyalty program points, if applicable.

## What is covered and not covered?

Benefits
Common Carrier Accidental Death and Dismemberment Insurance provides coverage of up to \$500,000 per covered person in the event of an accidental injury or death while you are a passenger on, or while you are entering or exiting a licensed common carrier (includes passenger plane, bus, taxi, car service, train, cruise ship, etc.).
Exclusions
You will not be covered for expenses that are caused by or related to the following: <ul style="list-style-type: none"><li>• Sickness or illness.</li><li>• Pregnancy, childbirth or related complications.</li><li>• Intentional acts of self-harm.</li><li>• Operation of an aircraft or being a crew member of an aircraft.</li></ul>

*Refer to the Common Carrier Accidental Death and Dismemberment Insurance section in the certificate/policy of insurance for a complete list of what is and what is not covered.*



### **CAUTION**

If multiple insured persons suffer a loss from the same accident, the total amount payable per account will be limited to \$1,500,000.

## Other important information

### **Cost of Insurance**

#### **What is the cost of the insurance plans featured on my credit card?**

There is no additional charge for the insurance plans outlined in this document, since they are automatically included with your credit card.

### **Cancellation/Termination of Insurance**

#### **Can I cancel the insurance plans on my credit card?**

The insurance plans that come with your credit card cannot be cancelled without cancelling your card. You can cancel your card at any time by calling the number on the back of your card.

#### **When do the insurance plans end?**

Your insurance plans will end on the date that either:

1. your BMO World Mastercard account is cancelled, closed, or your privileges have expired, been revoked, suspended or terminated; or
2. the insurance plans are cancelled by Allianz or by BMO; whichever date occurs first.



## **Making a Claim**

### **How do I submit a claim?**

You must contact the Allianz Global Assistance Operations Centre as soon as reasonably possible to report a claim. Upon receipt of the notice, the Operations Centre will provide you with the appropriate claim forms.

SEND CLAIM FORMS AND SUPPORTING DOCUMENTS TO:

#### **Operations Centre**

c/o Allianz Global Assistance, Claims Department

P. O. Box 277

Waterloo, Ontario, Canada N2J 4A4

Toll-free Canada/U.S.A: 1-877-704-0341

Collect worldwide: 1-519-741-0782

Online at [allianz-assistance.ca/en\\_CA/customers/file-a-claim.html](http://allianz-assistance.ca/en_CA/customers/file-a-claim.html)

For Common Carrier Accidental Death and Dismemberment claims, please contact the plan administrator:

#### **CSI Brokers Inc.**

1 Yonge Street, Suite 1801

Toronto, ON

M5E 1W7

1-800-337-2632

[www.csibrokers.com](http://www.csibrokers.com)

### **How long do I have to submit a claim?**

For Quebec residents, claims should be reported within 30 days of occurrence, and documentation should be submitted within 90 days of occurrence. If this is not reasonably possible, notice and proof must be provided within 1 year of occurrence.

Eligible claims will be paid within 60 days of required documentation being received.

### **How are insurance benefits paid?**

If you die as a result of an accident under the Common Carrier Accidental Death and Dismemberment Insurance, the death benefit will be paid to your estate, unless you had previously completed and submitted a beneficiary designation form to Chubb Insurance Company of Canada indicating to whom the benefit is to be paid. All other insurance benefits will be paid to you or any other person insured under the policy who suffers a loss.

**Note:** All amounts in this product summary and the certificate of insurance are in Canadian dollars and claim payments will be made in Canadian dollars.

*Refer to the certificate/policy of insurance for full claim details.*

## **Misrepresentation and Non-Disclosure**

If you provide incorrect or incomplete information when you submit a claim, or at any time before you make a claim, the insurer may choose to void your coverage and refuse to pay your claim.

## **Trip Assistance**

The following assistance services are available to you through the Allianz Global Assistance Operations Centre 24 hours a day/7 days a week:

- Emergency cash transfer
- Lost document or luggage assistance
- Pre-trip information
- Legal assistance services

## **Questions**

### **Who can I contact if I have questions about this insurance?**

The insurance plans on your credit card are administered by Allianz Global Assistance through their Operations Centre. If you have any questions you can call the Operations Centre 24 hours a day/7 days a week.

- From Canada and the United States call: 1-877-704-0341
- From elsewhere call collect: 1-519-741-0782
- Or email your questions to [questions@allianz-assistance.ca](mailto:questions@allianz-assistance.ca)

## How to file a complaint

If you submit a claim and are not satisfied with the outcome you have the right to file a complaint by following the process below.

### **1. How to file a complaint with Allianz Global Assistance**

For all coverages other than Common Carrier Accidental Death and Dismemberment, appeals must be submitted in writing describing why the outcome of your claim is incorrect along with any new supporting documentation.

#### **Allianz Global Assistance**

Appeals Department

P.O. Box 277

Waterloo, ON N2J 4A4

[appeals@allianz-assistance.ca](mailto:appeals@allianz-assistance.ca)

#### **Contact the Ombudsman**

If your complaint remains unresolved after following the appeals process above, you may request additional consideration from the Ombudsman Office.

**Allianz Global Risk US Insurance Company  
(Canadian Branch)**

Ombudsperson

130 Adelaide Street West, Suite 1600

Toronto ON, M5H 3P5

Phone: 416-915-1956

Email: [ombudscanada@agcs.allianz.com](mailto:ombudscanada@agcs.allianz.com)

**2. How to file a complaint with Chubb Insurance  
Company of Canada**

If you have a complaint or inquiry about Common Carrier Accidental Death and Dismemberment coverage, please call 1-877-534-3655 between 8:00 a.m. and 8:00 p.m. (ET), Monday to Friday. If for some reason you are not satisfied with the resolution to their complaint or inquiry, you may communicate your complaint or inquiry in writing to our complaints officer:

**Chubb Insurance Company of Canada**

199 Bay Street, Suite 2500

P.O. Box 139 Commerce Court Postal Station

Toronto, ON M5L 1E2

Email: [complaintscanada@chubb.com](mailto:complaintscanada@chubb.com)

**3. External Recourse**

If after submitting an appeal and contacting the insurer's ombudsman you are still unable to resolve your concerns you may contact the General Insurance OmbudService (GIO).

**General Insurance OmbudService (GIO)**

Phone: 1-877-225-0446

Website: [www.giocanada.org](http://www.giocanada.org)

**QUEBEC RESIDENTS**

You may request in writing that a copy of your file be sent to Autorité des marchés financiers (AMF) within 3 years of your claim being denied.

**Autorité des marchés financiers (AMF)**

Phone: 1-877-525-0337

Email: [renseignement-consommateur@lautorite.qc.ca](mailto:renseignement-consommateur@lautorite.qc.ca)

**4. The Financial Consumer Agency of Canada (FCAC)**

The Financial Consumer Agency of Canada provides consumers with information about Financial Products and your rights and responsibilities. They ensure compliance with federal consumer protection laws that apply to banks and insurance companies.

Website: <https://www.canada.ca/en/financial-consumer-agency.html>

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# Product summary for vehicle rental insurance

Name and contact information for the insurer and distributor

## INSURER

### Allianz Global Risks US Insurance Company (Canadian Branch)

130 Adelaide Street West, Suite 1600

Toronto, ON M5H 3P5

416-915-4247 or 1-866-658-4247

Registered with the Autorité des marchés financiers under client number 2000971682.

[www.agcs.allianz.com](http://www.agcs.allianz.com)

## ADMINISTRATOR OPERATIONS CENTRE

### Allianz Global Assistance

700 Jamieson Parkway

Cambridge, ON N3C 4N6

1-877-704-0341 or 1-519-741-0782

[www.allianz-assistance.ca](http://www.allianz-assistance.ca)

## DISTRIBUTOR

### Bank of Montreal

129 Saint-Jacques Street West, 2nd floor

Montreal, QC H2Y 1L6

1-877-CALL BMO

(1-877-225-5266)

[www.bmo.com](http://www.bmo.com)

**The Autorité des marchés financiers can provide information about your rights and the duties of the insurer, administrator and distributor.**

### Autorité des marchés financiers

Place de la Cité, Tour Cominar

2640, boulevard Laurier, 4<sup>e</sup> étage

Québec, QC G1V 5C1

1-877-525-0337

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

## Name and type of insurance

**INSURANCE PRODUCT NAME:** Car Rental Insurance.

**INSURANCE PRODUCT TYPE:** The Autorité des marchés financiers classifies the above insurance product as Vehicle Rental Insurance.

# Introduction

This product summary provides an overview of the insurance benefits included with your BMO World Mastercard to help you to make an informed decision in selecting this card. This document highlights some of the key benefits, exclusions, limitations and restrictions that apply to each of the coverages provided. There is no additional charge for the insurance benefits, as they are automatically included with the card.

**NOTE: This is not the certificate/policy of insurance.** Please refer to the certificate/policy of insurance for the complete terms and conditions.

The certificate/policy of insurance and this product summary can be found at: [agcs.allianz.com/global-offices/canada/product-summaries.html](https://agcs.allianz.com/global-offices/canada/product-summaries.html)

## Defined Words

Some words and terms used in this document have specific meaning. Words and terms that appear in **bold italic** throughout this product summary are defined below. For a full list, refer to the certificate/policy of insurance.

**Dependent Child(ren)** means an unmarried natural, adopted or stepchild of a primary cardholder dependent on the primary cardholder for maintenance and support who is:

- under 21 years of age;
- under 26 years of age and a full-time student attending a recognized college or university; or
- 21 years of age and older and permanently mentally or physically challenged and incapable of self-support and became so while eligible as a dependent child.

**Family Cardholder** means a primary cardholder's spouse and/or **dependent child** who have been issued a supplemental Mastercard by BMO on the primary cardholder's account.

**Rental Car** means a land motor vehicle with four wheels, that is designed for use mainly on public roads and which you have rented from a commercial rental agency for your personal use for the period of time shown on the rental car agreement. Certain motor vehicles are not covered. With regards to the Collision Damage Waiver Benefit, a rental car may also include a commercial car sharing program of which you are a member.

## Coverage summary

The table below summarizes the types of insurance coverages that come with your BMO World Mastercard and the coverage limits.

Each coverage is valid for a different coverage period. Details are found in the certificate/policy of insurance.

Type of coverage	Limits (in CAD\$)
Car Rental Insurance	<p><b>Collision Damage Waiver:</b></p> <ul style="list-style-type: none"> <li>• Maximum Rental Period: 48 consecutive days</li> <li>• Manufacturer's Suggested Retail Price of a <b>rental car</b>: up to \$65,000</li> </ul> <p><b>Accidental Death and Dismemberment:</b> up to \$200,000 for the primary cardholder and up to \$20,000 for each additional insured person (maximum \$300,000 for any one accident)</p> <p><b>Personal Effects:</b> up to \$1,000 per covered person, per occurrence (maximum \$2,000 per account per rental period)</p>

### ⓘ IMPORTANT

In order to be eligible for the coverages outlined above, you as the primary cardholder, your spouse and **dependent child(ren)** must be Canadian residents and your BMO World Mastercard account must be in good status where privileges have not expired, been revoked, suspended or terminated.

## Vehicle rental insurance

### Car rental coverage

#### Who can be covered by this insurance?

You as the primary cardholder, your spouse and **dependent child(ren)** when entering into a non-renewable rental car agreement for a four-wheel passenger vehicle, where the total rental period does not exceed 48 consecutive days, and:

- the **rental car** is rented by the primary cardholder or a **family cardholder**;
- the **rental car** is rented from a commercial car rental agency;
- the full or partial cost of the **rental car** is charged to your credit card account or paid through the redemption of BMO loyalty program points, if applicable;
- only one vehicle is rented during a rental period;
- you decline collision damage waiver benefits offered by the rental agency; and
- the **rental car** is operated by an insured person under the policy who is listed on the rental car agreement.

## Collision Damage Waiver (CDW)

### What is covered and not covered?

#### Benefits

When the rental period does not exceed 48 consecutive days, Car Rental Insurance provides coverage for a **rental car** with a Manufacturer's Suggested Retail Price of up to \$65,000 for:

- Damages
- Theft, including parts and accessories
- Loss-of-use charges when the **rental car** is being repaired
- Towing

#### Exclusions

You will not be covered for expenses that are caused by or related to the following:

- Specific excluded vehicles such as trucks, trailers, off-road vehicles, motorcycles, mopeds, recreational vehicles and antiques.
- Normal wear and tear and gradual deterioration.
- Violation of the rental car agreement.
- Off-road operation or speed contests.
- Alcohol or drug use, or misuse of medication.
- Criminal offenses or illegal acts.

#### ⚠ **WARNING**

This coverage does not provide any form of third-party automobile, property damage or personal injury liability insurance. It is your responsibility to have adequate third-party insurance.

*Refer to the Car Rental Insurance section of the certificate/policy of insurance for a complete list of what is and what is not covered.*

## Accidental Death and Dismemberment

### What is covered and not covered?

#### Benefits

Car Rental Accidental Death and Dismemberment Insurance provides up to \$200,000 for the primary cardholder and up to \$20,000 for each additional insured person for a loss that occurs as a result of an accident, while occupying an eligible **rental car**. Maximum benefit is \$300,000 for any one accident.

- Amount payable varies by type of loss
- Losses include but are not limited to: loss of life, loss of sight, loss of hearing or speech; loss of hand or foot.

## Exclusions

You will not be covered for expenses that are caused by or related to the following:

- Violation of the rental car agreement.
- Off-road operation or speed contests.
- Alcohol or drug use, or misuse of medication.
- Criminal offenses or illegal acts.
- Self-inflicted injury, suicide or attempted suicide.

*Refer to the Car Rental Insurance section of the certificate/policy of insurance for a complete list of what is and what is not covered.*

## Personal Effects

### What is covered and not covered?

#### Benefits

This coverage provides up to \$1,000 per covered person, per occurrence (maximum \$2,000 per account per rental period) when an insured person's personal effects are stolen or damaged while in a **rental car** during the eligible rental period.

#### Exclusions

You will not be covered for expenses that are caused by or related to the following:

- Specific items such as money or perishables.
- Wear and tear and gradual deterioration.
- Off-road operation or speed contests.
- Alcohol or drug use, or misuse of medication.
- Criminal offenses or illegal acts.
- Violation of the rental car agreement
- Situations where the personal property goes missing, cannot be located, and there is no evidence that a theft occurred.
- Failure to take reasonable steps to protect your personal property from theft or damage.

*Refer to the Car Rental Insurance section of the certificate/policy of insurance for a complete list of what is and what is not covered.*

## Other important information

### Cost of Insurance

#### What is the cost of the insurance plans featured on my credit card?

There is no additional charge for the insurance plans outlined in this document, since they are automatically included with your credit card.



## Can I cancel the insurance plans on my credit card?

The insurance plans that come with your credit card cannot be cancelled without cancelling your card. You can cancel your card at any time by calling the number on the back of your card.

## When do the insurance plans end?

Your insurance plans will end on the date that either:

1. your BMO World Mastercard account is cancelled, closed, or your privileges have expired, been revoked, suspended or terminated; or
2. the insurance plans are cancelled by Allianz or by BMO; whichever date occurs first.

## Making a Claim

### How do I submit a claim?

You must contact the Allianz Global Assistance Operations Centre as soon as reasonably possible to report a claim. Upon receipt of the notice, the Operations Centre will provide you with the appropriate claim forms.

SEND CLAIM FORMS AND SUPPORTING DOCUMENTS TO:

#### Operations Centre

c/o Allianz Global Assistance, Claims Department

P. O. Box 277

Waterloo, Ontario, Canada N2J 4A4

Toll-free Canada/U.S.A: 1-877-704-0341

Collect worldwide: 1-519-741-0782

Online at [https://www.allianz-assistance.ca/en\\_CA/customers/file-a-claim.html](https://www.allianz-assistance.ca/en_CA/customers/file-a-claim.html)

### How long do I have to submit a claim?

For Quebec residents, claims should be reported within 30 days of occurrence, and documentation should be submitted within 90 days of occurrence. If this is not reasonably possible, notice and proof must be provided within 1 year of occurrence.

Eligible claims will be paid within 60 days of required documentation being received.

### How are insurance benefits paid?

If you die as a result of an accident under the Car Rental Accidental Death and Dismemberment Insurance, the death benefit will be paid to your estate, unless you had previously completed and submitted a beneficiary designation form to Allianz Global Assistance indicating to whom the benefit is to be paid. All other insurance benefits will be paid to you or any other person insured under the policy who suffers a loss.

**Note:** All amounts in this product summary and the certificate of insurance are in Canadian dollars and claim payments will be made in Canadian dollars.

*Refer to the certificate/policy of insurance for full claim details.*

## **Misrepresentation and Non-Disclosure**

If you provide incorrect or incomplete information when you submit a claim, or at any time before you make a claim, the insurer may choose to void your coverage and refuse to pay your claim.

## **Trip Assistance**

The following assistance services are available to you through the Allianz Global Assistance Operations Centre 24 hours a day/7 days a week:

- Emergency cash transfer
- Lost document or luggage assistance
- Pre-trip information
- Legal assistance services

## **Questions**

### **Who can I contact if I have questions about this insurance?**

The insurance plans on your credit card are administered by Allianz Global Assistance through their Operations Centre. If you have any questions you can call the Operations Centre 24 hours a day/7 days a week.

- From Canada and the United States call: 1-877-704-0341
- From elsewhere call collect: 1-519-741-0782
- Or email your questions to [questions@allianz-assistance.ca](mailto:questions@allianz-assistance.ca)

## **How to file a complaint**

If you submit a claim and are not satisfied with the outcome you have the right to file a complaint by following the process below.

### **1. How to file a complaint with Allianz Global Assistance**

For all coverages other than Common Carrier Accidental Death and Dismemberment, appeals must be submitted in writing describing why the outcome of your claim is incorrect along with any new supporting documentation.

#### **Allianz Global Assistance**

Appeals Department

P.O. Box 277

Waterloo, ON N2J 4A4

[appeals@allianz-assistance.ca](mailto:appeals@allianz-assistance.ca)

#### **Contact the Ombudsman**

If your complaint remains unresolved after following the appeals process above, you may request additional consideration from the Ombudsman Office.

**Allianz Global Risk US Insurance Company  
(Canadian Branch)**

Ombudsperson

130 Adelaide Street West, Suite 1600

Toronto ON, M5H 3P5

Phone: 416-915-1956

Email: [ombudscanada@agcs.allianz.com](mailto:ombudscanada@agcs.allianz.com)

**2. How to file a complaint with Chubb Insurance  
Company of Canada**

If you have a complaint or inquiry about Common Carrier Accidental Death and Dismemberment coverage, please call 1-877-534-3655 between 8:00 a.m. and 8:00 p.m. (ET), Monday to Friday. If for some reason you are not satisfied with the resolution to their complaint or inquiry, you may communicate your complaint or inquiry in writing to our complaints officer:

**Chubb Insurance Company of Canada**

199 Bay Street, Suite 2500

P.O. Box 139 Commerce Court Postal Station

Toronto, ON M5L 1E2

Email: [complaintscanada@chubb.com](mailto:complaintscanada@chubb.com)

**3. External Recourse**

If after submitting an appeal and contacting the insurer's ombudsman you are still unable to resolve your concerns you may contact the General Insurance OmbudService (GIO).

**General Insurance OmbudService (GIO)**

Phone: 1-877-225-0446

Website: [www.giocanada.org](http://www.giocanada.org)

**QUEBEC RESIDENTS**

You may request in writing that a copy of your file be sent to Autorité des marchés financiers (AMF) within 3 years of your claim being denied.

**Autorité des marchés financiers (AMF)**

Phone: 1-877-525-0337

Email: [renseignement-consommateur@lautorite.qc.ca](mailto:renseignement-consommateur@lautorite.qc.ca)

**4. The Financial Consumer Agency of Canada (FCAC)**

The Financial Consumer Agency of Canada provides consumers with information about Financial Products and your rights and responsibilities. They ensure compliance with federal consumer protection laws that apply to banks and insurance companies.

Website: <https://www.canada.ca/en/financial-consumer-agency.html>

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