

## Auto Rental Collision/Loss Damage Insurance

### IMPORTANT

#### Coverage under this certificate only applies to:

1. a Neo Mastercard, a Neo World Mastercard or a Neo Money™ card with a subscription to the Travel Perk; or
  2. a Neo World Elite® Mastercard, a United® MileagePlus® Neo World Elite® Mastercard or a Cathay World Elite® Mastercard - Powered by Neo
- (each, a “Card”) at the time of the reservation of the Rental Car, through to and including when the claim occurs. The full cost of the Rental Car must be paid with the Card.

Please read this Certificate of Insurance (the “Certificate”) carefully, keep it in a safe place and carry it with You when You travel. It outlines what Collision/Loss Damage Insurance is and what is covered along with the conditions under which a payment will be made when You rent and operate a Rental Car but do not accept the Collision Damage Waiver (CDW) or its equivalent offered by a Rental Agency. It also provides instructions on how to make a claim.

### GENERAL INFORMATION

All capitalized terms are defined in the “Definitions” section of this Certificate.

We certify that effective April 15, 2026, Master Policy 9912-0316, (the “Master Policy”) issued by Chubb Insurance Company of Canada, 199 Bay Street, Suite 2500, P.O. Box 139, Commerce Court Postal Station, Toronto, Ontario, M5L 1E2 to Neo Financial Technologies Inc. (“Neo”) provides Auto Rental Collision/Loss Damage Insurance for You.

This Certificate is not a contract of insurance. It contains the terms and conditions of Your insurance under the Master Policy. This Certificate replaces any certificate or policy previously issued to the Primary Cardholder with respect to the Master Policy.

All benefits are subject in every respect to the Master Policy which alone constitutes the Agreement under which payments are made.

This insurance coverage may be cancelled or modified at the option of Neo at any time.

For general coverage inquiries, to request documentation confirming coverage, or to report a claim, contact Crawford & Company (Canada) Inc.:

1-888-552-3236 (international toll free) or  
416-957-5092 (local)  
<https://ca-fnol.claims.global/chubbcc>

Notice of claim must be provided forty-eight (48) hours after the occurrence or commencement of any loss covered by this Certificate or as soon thereafter as is reasonably possible.

## **COLLISION/LOSS DAMAGE INSURANCE AT A GLANCE**

- Only You may rent a vehicle and decline the Rental Agency's CDW or an equivalent coverage offering. This insurance coverage applies only to Your or an Authorized Driver's personal and business use of the Rental Car.
- You must initiate and complete the entire rental transaction with the same Neo Card.
- Insurance coverage is limited to one Rental Car at a time, i.e., if during the same period there is more than one vehicle rented by the Primary Cardholder or Supplementary Cardholder, only the first rental will be eligible for these benefits.
- The length of time You rent the same Rental Car and/or a different Rental Car must not exceed forty-eight (48) consecutive days, which follow one immediately after the other. In order to break the consecutive day cycle, a full calendar day must exist between rental periods. If the rental period exceeds forty-eight (48) consecutive days, the insurance coverage will not be provided from the first day onwards, i.e., coverage will not be provided for either the first forty-eight (48) consecutive days or any subsequent days. Coverage may not be extended for more than forty-eight (48) days by renewing or taking out a new rental agreement with the same or another Rental Agency for the same vehicle or another vehicle.
- Insurance coverage is limited to loss/damage to, or theft of a Rental Car only up to the Rental Car's actual cash value plus valid Loss of Use charges. Check with Your personal automobile insurer and the Rental Agency to ensure that You and all other drivers have adequate third-party liability coverages, personal injury and damage to property coverage.
- The Primary Cardholder or the Supplementary Cardholder must decline on the rental contract the Rental Agency's CDW. (The Chubb Insurance Company of Canada Collision/Loss Damage Insurance coverage does not pay for the premium charged by the Rental Agency for the Rental Agency's CDW).
- Most vehicles are covered under the Master Policy. (A list of vehicles that are excluded from this insurance coverage is outlined in the section "Types of Vehicles Covered and Excluded").
- Insurance coverage is available except where prohibited by law.
- Claims must be reported within forty-eight (48) hours of the loss/damage occurring by calling 1-888-552-3236 (international toll free) or 416-957-5092 (local).

**PLEASE READ THE FOLLOWING INSURANCE COVERAGE DESCRIPTION CAREFULLY FOR MORE DETAILED INFORMATION ON CONDITIONS AND EXCLUSIONS.**

Chubb Insurance Company of Canada Collision/Loss Damage Insurance provides insurance coverage when You use Your Card to pay in full for a Rental Car and decline the Rental Agency's CDW. There is no additional charge for the Chubb Insurance Company of Canada Collision/Loss Damage Insurance. The insurance coverage compensates You or a Rental Agency for loss/damages up to the actual cash value of the Rental Car and valid Rental Agency Loss of Use charges when the conditions described below are met.

## **ELIGIBILITY**

The Primary Cardholder is eligible to be insured under this Certificate if at the time the full cost of the Rental Car is charged to the Card and including the period of time up to and during the rental period, the Primary Cardholder:

- is a Permanent Resident of Canada;
- has a Card; and
- has an Account in Good Standing.

A Supplementary Cardholder is eligible to be insured under this Certificate if at the time the full cost of the Rental Car is reserved with and charged to the Card and including the period of time up to and during the rental period:

- the Primary Cardholder is eligible to be insured under this Certificate as described above; and
- the Supplementary Cardholder is a Permanent Resident of Canada and continues to meet the definition of Supplementary Cardholder.

An Authorized Driver is eligible to be insured under this Certificate if at the time full cost of the Rental Car is charged to the Card and including the period of time up to and during the rental period:

- the Primary Cardholder is eligible to be insured under this Certificate as described above; and
- they are a Permanent Resident of Canada.

However, You and all Authorized Drivers must otherwise qualify under and follow the terms of the rental contract and must be legally licensed and permitted to drive the Rental Car under the laws of the jurisdiction in which the Rental Car shall be used.

## **WHEN IS COVERAGE EFFECTIVE?**

For insurance coverage to be effective, You must:

- A) Use Your Card to pay for the entire rental from a Rental Agency;
  - B) Decline the Rental Agency's CDW. If there is no space on the vehicle rental contract for You to indicate that You have declined the coverage, then indicate in writing on the contract "I decline CDW provided by this merchant".
- Rental vehicles which are part of prepaid travel packages are also covered if the total package was paid by Your Card.
  - You are covered if You receive a "free rental" as a result of a promotion where You have had to make previous vehicle rentals and if each such previous rentals were entirely paid for with Your Neo Financial Card.

## **WHEN DOES COVERAGE BEGIN?**

Insurance coverage begins as soon as You take control of the Rental Car.

## **WHEN DOES COVERAGE END?**

Insurance coverage ends on the earliest of:

- A) the time when the rental agency assumes control of the Rental Car, whether it be at its place of business or elsewhere;
- B) the end of the chosen rental period;
- C) the date on which the Card is cancelled;
- D) the date on which the balance of the Card is sixty (60) days past due;
- E) the date on which the Master Policy terminates; or
- F) the date on which Neo receives notice from the Primary Cardholder to cancel the Card.

## **BENEFITS**

We will reimburse You up to the amount for which You are liable to the Rental Agency up to the actual cash value of the damaged or stolen Rental Car as well as valid Loss of Use charges resulting from damage or theft occurring while You are the renter of the Rental Car. Chubb Insurance Company of Canada Collision/Loss Damage Insurance is primary insurance (except for losses that may be waived or assumed by the Rental Agency or its insurer, and in such circumstances where local government insurance legislation states otherwise).

## **EXCLUSIONS AND LIMITATIONS**

This insurance does not cover any loss arising from or related to:

- Replacement Vehicle – a replacement vehicle for which Your personal automobile insurance is covering all or part of the cost of the rental
- Third Party Liability
- Personal Injury/Damage to Property – personal injury, and damage to property, except the Rental Car itself or its equipment
- Alcohol or Drug Use – the operation of the Rental Car at any time during which You or an Authorized Driver are driving while intoxicated or under the influence of any narcotic or other controlled substance, as defined by the laws of the jurisdiction where the accident occurs, however, this exclusion does not apply if any narcotic or other controlled substance is taken and used as prescribed by a physician
- Wear and Tear – wear and tear, gradual deterioration, or mechanical or electrical breakdown or failure, inherent vice or damage, insects or vermin
- Violation of Rental Car Agreement – operation of the Rental Car in violation of the terms of the Rental Car Agreement except:
  - a) an Authorized Driver, as defined, may operate the Rental Car;
  - b) the Rental Car may be driven on publicly maintained gravel roads;
  - c) the Rental Car may be driven across provincial and state boundaries in Canada and the U.S. and between Canada and the U.S.

N.B. It must be noted that loss/damage arising while the vehicle is being operated under (a), (b) or (c) above is covered by this insurance. However, the Rental Agency's third-party insurance will not be in force and, as such, You must ensure that You are adequately insured privately for third party liability.

- Intentional Acts – damage due to intentional acts
- Off-road operation – damage caused to the Rental Car by use off of publicly maintained roads
- Transportation for Hire – transportation of property or passengers for hire

- Speed Contests – damage caused to the Rental Car while driving at a rate of speed that is a marked departure from the lawful rate of speed
- Confiscation – confiscation by order of any government or public authority
- Seizure or destruction – seizure or destruction under a quarantine or customs regulation
- Illegal Trade – transporting contraband or illegal trade
- Criminal Offence – committing or attempting to commit any dishonest, fraudulent or a criminal act
- War or Insurrection – declared or undeclared war, or any act of war, riot or insurrection; or hostilities, rebellion, revolution or usurped power
- Cyber Incident

No insurance coverage is provided when Your rental period is more than forty-eight (48) consecutive days, or Your rental period is extended for more than forty-eight (48) consecutive days by renewing or taking out a new Rental Car Agreement with the same or another Rental Agency for the same Rental Car and/or a different Rental Car. If a Rental Car Agreement is extended so that the number of consecutive days of rental exceeds forty-eight (48), coverage will not be provided for either the first forty-eight (48) consecutive days or any subsequent days.

### **WHERE COVERAGE IS AVAILABLE**

This insurance coverage is available on a 24-hour basis worldwide unless precluded by law or the insurance coverage is in violation of the terms of the rental contract in the jurisdiction in which it was formed (other as identified in “Exclusions and Limitations” above).

(See the section on “Helpful Hints” for tips on locations where use of this insurance coverage may be challenged and what to do when a Rental Agency makes the rental or return of a vehicle difficult.)

### **TYPES OF VEHICLES COVERED AND EXCLUDED**

The types of Rental Cars covered include:

All cars, sport utility vehicles, and Mini-Vans (defined as vans made by an automobile manufacturer and classified by the manufacturer or a government authority as Mini-Vans made to transport a maximum of eight (8) people including the driver and which are used exclusively for the transportation of passengers and their luggage) except those excluded below.

The following vehicles are NOT covered:

- A) vans, cargo vans or mini cargo vans (other than Mini-Vans as described above);
- B) trucks, pick-up trucks or any vehicle that can be spontaneously reconfigured into a pick-up truck;
- C) limousines;
- D) off-road vehicles - meaning any vehicle used on roads that are not publicly maintained roads unless used to ingress and egress private property;
- E) motorcycles, mopeds or motor bikes;
- F) trailers, campers, recreational vehicles or vehicles not licensed for road use;
- G) vehicles towing or propelling trailers or any other object;
- H) mini-buses or buses;
- I) any vehicle with a Manufacturer’s Suggested Retail Price (MSRP) excluding all taxes, over sixty-five thousand dollars (\$65,000) Canadian, at the time and place of loss;

- J) exotic vehicles, meaning vehicles such as, but not limited to, Aston Martin, Bentley, Bricklin, Daimler, DeLorean, Excalibur, Ferrari, Jensen, Lamborghini, Lotus, Maserati, Porsche, Rolls Royce;
- K) any vehicle which is either wholly or in part handmade, hand finished or has a limited production of under twenty-five hundred (2,500) vehicles per year;
- L) antique vehicles, meaning a vehicle over twenty (20) years old or which has not been manufactured for ten (10) years or more;
- M) Tax-free Cars.

Luxury vehicles such as BMW, Cadillac, Lincoln and Mercedes Benz are covered as long as they meet the above requirements.

## **CLAIMS PROCEDURES**

Notice of claim must be provided to Crawford & Company (Canada) Inc. forty-eight (48) hours after the occurrence or commencement of any loss covered by this Certificate or as soon thereafter as is reasonably possible, by telephone at 1-888-552-3236 (international toll free) or 416-957-5092 (local) or online at <https://ca-fnol.claims.global/chubbcc>. Decide with the rental agent which one of You will make the claim. If the rental agent decides to settle the claim directly, complete the accident report claim form and assign the right for the Rental Agency to make the claim on Your behalf on the claim form or other authorized forms. It is important to note that You remain responsible for the loss/damage and that You may be contacted in the future to answer inquiries resulting from the claims process. Original documentation may also be required in some instances. (If You have any questions, are having any difficulties, or would like the claims administrator to be involved immediately, call the number provided above). If You will be making the claim, You must call the claims administrator within forty-eight (48) hours of the damage or theft having occurred. Please submit written notice of Your claim within thirty (30) days of the date of loss with such supporting documentation as You are then able to provide to:

Crawford and Company (Canada) Inc.  
National Claims Management Centre  
420-55 Standish Court  
Mississauga, Ontario L5R 4B2  
Fax - 905-602-0185  
Email: [NeoClaims@crowco.ca](mailto:NeoClaims@crowco.ca)

1-888-552-3236 (international toll free) or  
416-957-5092 (local)  
<https://ca-fnol.claims.global/chubbcc>

The following documents must accompany Your claim:

- A) proof that the Rental Car was paid for using the Card;
- B) original Rental Car Agreement;
- C) police report or other report to local authorities;
- D) accident or damage report, if available;
- E) the itemized repair bill, or if not available, a copy of the estimate;
- F) receipt for paid repairs; and
- G) copy of Your billing statement if any repair charges were billed to Your Card.

## Deadline to Submit a Claim

The claim form and the required documents must be completed as requested and returned to Us as soon as possible within six (6) months after the loss or, if You are a Quebec resident, within the year of the loss if You prove Your impossibility to act within six (6) months after the loss. Your insurance must not have been terminated at the time of loss.

## HELPFUL HINTS

Before You rent a vehicle, find out if You are required to provide a deposit if You wish to decline the Rental Agency's CDW. If possible, select a Rental Agency which provides an excellent rate AND allows You to decline the CDW without having to make a deposit.

Rental Agencies in some countries may resist Your declining their CDW coverage. These Rental Agencies may try to encourage You to take their coverage or to provide a deposit. If You experience difficulty using Your Chubb Insurance Company of Canada Collision/Loss Damage Insurance coverage, please call 1-888-552-3236 (international toll free) or 416-957-5092 (local) and provide:

- the name of the Rental Agency involved;
- the Rental Agency's address;
- the Rental Agency's phone number and email address;
- the date of the rental;
- the name of the Rental Agency representative with whom You spoke, and Your rental contract number.

The Rental Agency will then be contacted and acquainted with the Chubb Insurance Company of Canada Collision/Loss Damage Insurance coverage.

In certain locations, the law requires that rental agencies provide Collision Damage Coverage in the price of the vehicle rental. In these locations (such as Costa Rica or elsewhere where Primary Cardholders or Supplementary Cardholders may be required to accept CDW), the Chubb Insurance Company of Canada Collision/Loss Damage Insurance will provide coverage for any required deductible provided that all the procedures outlined in this Certificate are followed and the Rental Agency's Deductible Waiver has been declined on the rental contract.

You will not be compensated for any payment You may have made to obtain the Rental Agency's CDW.

Check the Rental Car carefully for scratches or dents before and after You drive the vehicle. Be sure to point out where the scratches or dents are located to a Rental Agency representative.

If the vehicle has sustained damage of any kind, immediately phone one of the numbers provided and do not sign a blank sales draft to cover the damage and Loss of Use charges or, a sales draft with an estimated cost of repair and Loss of Use charges. The rental agent may make a claim on Your behalf to recover repair and Loss of Use charges by following the procedures outlined in the section "In the Event of an Accident/ Theft".

## DEFINITIONS

“Account” means the Primary Cardholder’s account maintained by Neo.

“Authorized Driver” means any person who drives the Rental Car with Your permission whether or not such person has been listed on the Rental Car contract or has been identified to the Rental Agency at the time of making the rental, provided that they must otherwise qualify under and follow the terms of the rental contract and must be legally licensed and permitted to drive the Rental Car under the laws of the jurisdiction in which the Rental Car shall be used.

“Car Sharing” means a car rental club which gives its members 24-hour access to a fleet of cars parked in a convenient location.

“Card” has the meaning set forth in the first paragraph of this Certificate. The Cards are issued by Neo Financial pursuant to license by Mastercard International Incorporated.

“Computer Programs” means a set of related electronic instructions which direct the operations and functions of a computer or device connected to it, which enable the computer or device to receive, process, store, retrieve or send data.

“Cyber Incident” means any of the following acts:

- A) unauthorized access to or use of Your Digital Data;
- B) alteration, corruption, damage, reduction in functionality, manipulation, misappropriation, theft, deletion, erasure, loss of use or destruction of Your Digital Data;
- C) transmission or introduction of a computer virus or harmful code, including ransomware, into or directed against Your Digital Data;
- D) restriction or inhibition of access to or directed against Your Digital Data; or
- E) computer errors, including human operating error or omission; power failure, surge, or diminution of electronic systems; or mistakes in legitimate electronic code or damage from code installed on a Rental Car during the manufacturing process, upgrade process, or normal maintenance.

“Digital Data” means information, concepts, knowledge, facts, images, sounds, instructions, or Computer Programs stored as or on, created or used on, or transmitted to or from computer software (including systems and applications software), on hard or floppy disks, CD-ROMs, tapes, drives, cells, data processing devices or any other repositories of computer software which are used with electronically controlled equipment. Digital Data shall include the capacity of a Rental Car to store information, process information, and transmit information over the internet.

“Good Standing” means an Account that:

- the Primary Cardholder has applied for;
- Neo has approved and opened;
- the Primary Cardholder has not advised Neo to close; and
- Neo has not suspended or revoked credit privileges for or otherwise closed.

“Loss of Use” means the amount paid to a Rental Agency to compensate it when a Rental Car is unavailable for rental while undergoing repairs for damage incurred during the rental period.

“Permanent Resident” means a person who resides in Canada for at least six (6) months of the year. However, individuals otherwise eligible for coverage who are members of the Canadian Foreign Service need not satisfy this requirement.

“Rental Agency” means an auto rental agency licensed to rent vehicles and which provides a rental agreement. For greater certainty, throughout this Certificate the terms ‘rental company’ and ‘rental agency’ refer to both traditional auto rental agencies and Car Sharing Programs.

“Rental Agency’s CDW” means an optional Collision Damage Waiver (CDW) or similar coverage offered by car rental companies that relieves renters of financial responsibility if the car is damaged or stolen while under rental contract. Rental Agency’s CDW is not insurance.

“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.

“Rental Car Agreement” means the entire written contract that You receive when renting a car from a commercial rental car agency that describes in full all of the terms and conditions of the rental, as well as the responsibilities of all parties under the Rental Car Agreement.

“Primary Cardholder” means the person who is shown as the Primary Cardholder on the Account and whose name is embossed on the Card and who is a Permanent Resident of Canada.

“Supplementary Cardholder” means the person who is shown as the Supplementary Cardholder on the Account and whose name is embossed on the Card and who is a Permanent Resident of Canada.

“Tax-free Car” means a tax-free car package that provides tourists with a short-term (17 days to 6 months), tax-free vehicle lease agreement with a guaranteed buyback. The Chubb Insurance Company of Canada Collision/Loss Damage Insurance program will not provide coverage for Tax-free cars.

“You”/”Your” means the Primary Cardholder and the Supplementary Cardholder.

“We”, “Us” and “Our” refers to Chubb Insurance Company of Canada.

## **GENERAL CONDITIONS**

### **SUBROGATION**

After We have paid Your claim, Your rights and recoveries will be transferred to Us to the extent of Our payment for the loss/damage incurred when the Rental Car was Your responsibility. This means We will then be entitled, at Our own expense, to sue in Your name. If We choose to sue another party in Your name, You must give Us all the assistance We may reasonably require to secure Our rights and remedies. This may include providing Your signature on all necessary documents that enable Us to sue in Your name.

### **DUE DILIGENCE**

You shall use diligence and do all things reasonable to avoid or diminish any loss of, theft of or damage to property protected by Auto Rental Collision/Loss Damage Insurance. We will not

unreasonably apply this provision to avoid claims. Where damage or loss is due to a malicious act, burglary, robbery, theft or attempt thereof, or is suspected to be so due, You shall give immediate notice to the police or other authorities having jurisdiction. We will require evidence of such notice with the loss report prior to settlement to a claim.

#### FALSE CLAIM

If You make any claim knowing it to be false or fraudulent in any respect, You shall no longer be entitled to the benefits of these protections nor to the payment of any claim.

#### ACCESS TO DOCUMENTS

You, and any claimant under the insurance, may request a copy of the Master Policy, subject to certain access restrictions.

#### LEGAL ACTIONS

Every action or proceeding against an insurer for the recovery of insurance money payable under the contract is absolutely barred unless commenced within the time set out in the Insurance Act (or other applicable legislation) in the Primary Cardholder's province or territory of residence.

#### CANADIAN CURRENCY

Amounts shown throughout this certificate are in Canadian currency. Payment and reimbursement shall be payable in Canadian dollars. All benefits limits indicated are in Canadian currency. If currency conversion is necessary, We will use the exchange rate on the date of the loss. This insurance will not pay for any interest.

#### SANCTIONS

This insurance does not apply to the extent that trade or economic sanctions or other laws or regulations prohibits Us from providing insurance, including, but not limited to, the payment of claims.

#### PROTECTING YOUR PRIVACY

At Chubb, We are committed to protecting our customers' privacy. Chubb's policy is to limit access to customer information to those who need it to serve customers' insurance needs and to maintain and improve customer service. The information provided by customers is required by Us, Our reinsurers and authorized administrators to assess customers' entitlement to benefits, including but not limited to determining if coverage is in effect, investigating the applicability of exclusions and coordinating coverage with other insurers. For these purposes, We, Our reinsurers and authorized administrators consult existing insurance files about customers, collect additional information about and from customers, and where required, collect information from and exchange information with, third parties. We do not disclose customer information to third parties other than Our agents and brokers, except as necessary to conduct business, e.g., processing claims or as required by law. We advise customers that, in some instances, employees, service providers, agents, reinsurers, and any of their providers, of Chubb may be located in jurisdictions outside Canada and that customers' personal information may thus be subject to the laws of those foreign jurisdictions.

The Privacy Officer; Chubb Insurance Company of Canada, 199 Bay Street, 25th Floor, Toronto, Ontario, M5L 1E2. For more information on privacy at Chubb, visit [Chubb.com/ca](http://Chubb.com/ca).

#### COMPLAINTS PROCEDURES

If You have a complaint about any aspect of this insurance coverage, please call 647-798-6161 or Toll Free 1-800-387-7199 between 8:30 a.m. and 4:30 p.m. (ET), Monday to Friday.

If for some reason You are not satisfied with the resolution to their complaint, You may communicate Your complaint 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)

If You are still not satisfied with the resolution to Your complaint, You may communicate Your complaint to:

General Insurance OmbudService  
1-877-225-0446  
<https://giocanada.org/submit-a-complaint-2/>

#### GENERAL INQUIRIES

For general coverage inquiries contact Crawford & Company (Canada) Inc.:

1-888-552-3236 (international toll free) or  
416-957-5092 (local)