

# Device Care Connected

## Manitoba & Saskatchewan Coverage Documents

- Insurance Product Summary and Device Claim Tiers
- Insurance Policy

# Device Care Connected Program in Manitoba / Saskatchewan (underwritten by Liberty Mutual Insurance Company, 181 Bay St., Suite 1000, Toronto, ON M5J 2T3)

Your device comes with a 12-month limited manufacturer's warranty for defects. Device Care Connected is an optional insurance program (the "Program") that covers accidental damage incidents, as well as post-warranty defects. This leaflet provides a summary of the applicable terms, underwritten by the Canadian branch of Liberty Mutual Insurance Company and administered by Asurion. The insurance certificate is available at [www.libertymutualcanada.com/teluskoodo](http://www.libertymutualcanada.com/teluskoodo).

## Insured

Customers on file with the Authorised Agent who have subscribed for the Program. Insured mailing address: On file with Authorised Agent.

## Authorised Agent

Name: Asurion Insurance Services Canada Corporation  
Address: 11 Ocean Limited Way, Moncton, NB, E1C 0H1 Canada

## When Coverage under Policy is Effective

Coverage under the Policy becomes effective as of the day you request enrolment and activate your device on the TELUS/Koodo network.

## Monthly Premium

Premium for the covered device is \$9/mo. plus applicable taxes. Telus Corporation receives compensation for the sale of this product.

## Term

In exchange for premium paid, coverage under the Program is provided on a month-to-month basis until terminated by the Insured, Telus Corporation, or Liberty Mutual Insurance Company.

## Limits of Insurance

Maximum of two (2) claims per consecutive 12-month period. The replacement device value maximum is \$3,500 per claim. Once two (2) claims have been made, coverage will cease.

## Deductible

The deductible is determined by the device tier and the type of fulfilment being provided. For your device's deductible, see the reverse side or visit [asurion.com/claims/telus](http://asurion.com/claims/telus) or [asurion.com/claims/koodo](http://asurion.com/claims/koodo).

**You must pay a non-refundable deductible for each approved repair or replacement before your claim can be completed,** and it does not reduce the Limit of Insurance. Only the Insured may pay the deductible. The deductible amount is based on the device tier of the claimed covered property, as shown in the deductible schedule.

Device Tier	Device Replacement	Cracked Front Screen Repair (eligible devices only)	All Other Repairs (eligible devices only)	Battery Replacement (eligible devices only)
Tier 1	\$35	Not Available	Not Available	\$0
Tier 2	\$125	\$39	\$60	\$0
Tier 3	\$165	\$39	\$100	\$0
Tier 4	\$250	\$39	\$125	\$0
Tier 5	\$315	\$39	\$160	\$0
Tier 6	\$450	\$39	\$225	\$0
Tier 7	\$800	\$39	\$400	\$0

## Covered Product

The covered product includes the wireless device, one standard battery, if part of the covered loss, and one Subscriber Identification Module (SIM) card.

## What is Covered

Covered Causes of Loss under the Policy are mechanical or electrical breakdown of the covered product (after the one-year manufacturer warranty expires) or accidental damage from handling as a result of normal use, except as otherwise limited or excluded elsewhere in the Policy.

## What is Not Covered

We will not cover loss or damage caused directly or indirectly by any of the exclusions listed in the Policy. The insurance coverage contains limitations and exclusions, including loss/stolen device; loss or damage caused by governmental authority; nuclear hazard; war; delay or loss of use; dishonest or criminal acts; obsolescence; recall or design defect; cosmetic damage that does not affect the manufacturer's intended use of the product; covered under warranty; late claims; programming; repair work; virus; voluntary parting; intentional loss or damage; pollution; fees or charges; failure to mitigate; and vermin. Refer to the Policy for specific definitions of these exclusions.

## Welcome Kit and Filing a Claim

1. A welcome kit, including all coverage documents, will be provided to the customer either by email or mailed letter.
2. To make a claim under the Program within 60 days of the Covered Cause of Loss:
  - TELUS call toll-free 866-281-4537 or visit [asurion.com/claims/telus](http://asurion.com/claims/telus).
  - Koodo call toll-free 844-574-1839 or visit [asurion.com/claims/koodo](http://asurion.com/claims/koodo).

## Claim Fulfilment

All claims, repairs, and replacements must be authorised in advance. Unauthorised repairs or replacements may not be covered. Once a claim is approved, we will fulfil it at an authorised service centre or by mail, at our sole discretion. In the event we arrange for the repair of the Covered Property, you may be required to mail or deliver the Covered Property for repair as directed by us. We will pay for the cost of shipping the Covered Property to and from the authorised service centre if mail-in service is required. If a replacement is provided, you will receive the replacement by mail within 1 to 10 business days, in most cases. If the Insured chooses to have the replacement device delivered on a Saturday, there is an additional \$20 shipping fee. If the replacement device is shipped outside of Canada, there is an additional \$30 shipping fee.

## Non-Return Fee

If you receive a replacement device and your original covered device is damaged or malfunctioned, you must return it to us using the return envelope provided. A non-return fee of up to \$1,500 may be charged for failure to return the original covered device.

## Material Change and/or Termination

In the event of any material change in the coverage terms, monthly premium or deductible, or in the event of termination of the Program, you will be provided at least fifteen (15) days advance written notice of such changes and/or termination.

## Other Material Disclosures

This leaflet contains information regarding the insurance coverage provided under the Program. PLEASE READ THE POLICY CAREFULLY TO DETERMINE YOUR RIGHTS, DUTIES AND WHAT IS AND IS NOT COVERED. **To obtain the most up-to-date coverage information and a complete Insurance Policy, visit [asurion.com/claims/telus/terms](http://asurion.com/claims/telus/terms) or [asurion.com/claims/koodo/terms](http://asurion.com/claims/koodo/terms).**

You are not required to purchase insurance to activate wireless services. Any questions regarding the Program should be directed to Asurion Customer Service (TELUS customers call 866-281-4537/ Koodo customers call 844-574-1839).

The Program automatically renews month-to-month. You may cancel at any time by calling the appropriate number below, and any unearned premium will be refunded in accordance with applicable law.

No legal action, including but not limited to any action relating to denial of a claim by the insurer, may be brought against the insurer under the Policy unless the action is brought within 3 years after the Insured has knowledge or ought to have had knowledge of the loss or damage to the covered property.

The Program is provided to customers of TELUS/Koodo. This insurance coverage is provided by the Liberty Mutual Insurance Company. In accepting coverage under the Program, you are contracting with Liberty Mutual Insurance Company, and not TELUS/Koodo or Asurion Insurance Services Canada Corporation.

Most of your concerns can be addressed by simply contacting Asurion at **866-213-2143**. In the unlikely event we cannot informally resolve any disputes, you may contact the insurer at [www.libertymutualcanada.com/legal-notices/complaints](http://www.libertymutualcanada.com/legal-notices/complaints) to resolve your dispute and request a copy of your insurance policy.

By accepting coverage under the Program, you permit TELUS/Koodo to release required customer personal information to authorised third parties for the purpose of validating enrolment and claims.

If a person applying for insurance falsely describes the property to the prejudice of the insurer or misrepresents or fraudulently omits to communicate any circumstance that is material to be made known to the insurer in order to enable it to judge the risk to be undertaken, the contract is void as to any property in relation to which the misrepresentation or omission is material.

**Current as of 31 October 2024**

## DEVICE SCHEDULE / PROGRAMME RELATIF AUX APPAREILS

Partial list of eligible devices as of 31 October 2024. This list may be changed from time to time. For a complete list, or to see the service fee/deductible for a specific device, go to [asurion.com/claims/telus](https://asurion.com/claims/telus) or [asurion.com/claims/koodo](https://asurion.com/claims/koodo).

Liste partielle des appareils admissibles en date du 31 octobre 2024. Cette liste peut être modifiée de temps à autre. Pour obtenir une liste complète ou pour consulter les frais de service/la franchise d'un appareil en particulier, visitez le site [asurion.com/fr-ca/claims/telus](https://asurion.com/fr-ca/claims/telus) ou [asurion.com/fr-ca/claims/koodo](https://asurion.com/fr-ca/claims/koodo).

Device Tier Catégorie d'appareil	Sample of tablets and watches Échantillon de tablettes et de montres
Tier 1 Catégorie 1	<b>Alcatel:</b> 3T8, A30, Pop 7; <b>ZTE:</b> Grand X View 4
Tier 2 Catégorie 2	<b>Alcatel:</b> Pop 8S; <b>Huawei:</b> Mediapad T5; <b>LG:</b> G Pad 4 8; <b>Samsung:</b> Galaxy Tab A 8 LTE, Galaxy Tab A 8.4, Galaxy Tab A7 Lite 32GB, Galaxy Tab E
Tier 3 Catégorie 3	<b>Apple iPad:</b> Air 2 (2014) 16GB, Mini Retina (2016) 32GB; <b>Apple Watch:</b> SE (2023) 40MM/44MM, SE 2 (2022) 40MM/44MM; <b>Samsung:</b> Galaxy Tab A9 Plus, Tab A; Galaxy Watch 4 (2021) 40MM/44MM, Galaxy Watch 5 (2022) 40MM/44MM, Galaxy Watch 6 (2023) 40MM, Galaxy Watch 7 (2024) 40MM
Tier 4 Catégorie 4	<b>Apple iPad:</b> 6th Gen (2018) 32GB/128GB, 7th Gen (2019) 32GB/128GB, 8th Gen (2020) 32GB/128GB, 9th Gen (2021) 64GB/256GB, 10th Gen (2022) 64GB/256GB, Air (2014) 16GB, Air (2019) 64GB, Air 2 (2014) 64GB/128GB, Air 2 (2016) 32GB, Air 4th Gen (2020) 64GB, Air 5 (2022) 64GB, Air 11 (2024) 128GB, iPad (2017) 32GB/128GB, Mini 3 (2014) 16GB/64GB/128GB, Mini 4 (2015) 16GB/64GB/128GB, Mini 4 (2016) 64GB, Mini 6 (2021) 64GB, Pro 9.7 (2016) 32GB, Pro 10.5 (2017) 64GB; <b>Apple Watch:</b> Series 3 (2017) 41MM, Series 4 (2018) 40MM/44MM, Series 5 (2019) 40MM, Series 6 (2020) 40MM, Series 7 (41MM/45MM), Series 8 (41MM/45MM), Series 9 (2023) 41MM/45MM; <b>Google:</b> Pixel Watch (2022), Pixel Watch 2 (2023), Pixel Watch 3 (2024) 41MM/45MM; <b>Nexus:</b> 9; <b>Samsung:</b> Galaxy Tab A 10.5, Galaxy Tab S 10 5, Galaxy Tab S 8 4, Tab S2, Tab S2 LTE, Galaxy Watch Ultra (2024), Galaxy Watch 4 Classic (2021) 42MM/46MM, Galaxy Watch 5 Pro (2022), Galaxy Watch 6 (2023) 44MM, Galaxy Watch 6 Classic (2023) 47MM, Galaxy Watch 7 (2024) 44MM; <b>ZTE:</b> Blade X
Tier 5 Catégorie 5	<b>Apple iPad:</b> Air 4th Gen (2020) 256GB, Air 5 (2022) 256GB, Air 11 (2024) 256GB, Air 13 (2024) 128GB, Pro 9.7 (2016) 128GB/256GB, Pro 10.5 (2017) 256GB, Pro 11 (2018) 64GB/256GB, Pro 11 (2020) 128GB, Pro 11 (2022) 128GB, Pro 11 3rd Gen (2021) 128GB, Pro 12.9 (2017) 64GB/256GB; <b>Apple Watch:</b> Series 4 Stainless Steel (2018) 40MM/44MM, Series 5 Stainless Steel (2019) 44MM, Series 6 Stainless Steel (2020) 44MM, Ultra (2022) 49MM, Ultra 2 (2023) 49MM
Tier 6 Catégorie 6	<b>Apple iPad:</b> Pro (2015) 128GB, Pro 10.5 (2017) 512GB, Pro 11 (2018) 512GB/1TB, Pro 11 (2024) 256GB, Pro 12 (2018) 64GB/256GB/512GB/1TB, Pro 12 4th Gen (2020) 128GB, Pro 12.9 (2017) 512GB, (2022) 128GB/256GB, Pro 12.9 5th Gen (2021) 128GB, Pro 13 (2024) 256GB/512GB

# LIBERTY MUTUAL INSURANCE COMPANY

181 Bay St. Suite 1000 Toronto, ON M5J 2T3

## WIRELESS COMMUNICATIONS EQUIPMENT COVERAGE INSURANCE POLICY

Various provisions in the policy restrict coverage. Read the entire policy carefully to determine rights, duties and what is and is not covered.

***THIS POLICY CONTAINS A CLAUSE WHICH MAY LIMIT THE AMOUNT PAYABLE.***

The policy shall take effect on the [Launch Date]. The insurance of any Additional Insured under this policy shall take effect in accordance with Section B.1.b.

The words “we”, “us”, “our” and the “Insurer” refer to Liberty Mutual Insurance Company that is providing the insurance.

The terms “you” and “your” mean, as the context requires, the First Named Insured or any Additional Insured or both.

The word “Agent” refers to Asurion Insurance Services Canada Corporation in Manitoba and Saskatchewan.

The term “Authorized Service Centre” means the service centre providing repair and replacement services on our behalf.

The term “Wireless Service Provider” means Telus Corporation, including Koodo, a brand operated by Telus Corporation who is the “First Named Insured.”

### A. PREMIUM

For each Additional Insured, the Monthly Premium Rate per unit of Covered Property shall be \$9.

### B. COVERAGE

In exchange for premium paid when due, we agree to provide the coverage as stated in the policy on a month-to-month basis, for the specific enrolled mobile number active on the Additional Insured’s account for wireless communication service with the Wireless Service Provider on the date that the Covered Cause of Loss to the Covered Property is sustained. We may make available to you other limited benefits or services related to your Covered Property where available.

#### 1. Who Is Covered

##### a. First Named Insured

The First Named Insured is Telus Corporation for its interest in Covered Property.

##### b. Additional Insureds

The First Named Insured has the right to request Additional Insured status for a customer for his or her interest in Covered Property which he, she or they owns, rents or leases (references herein to “Insured” refer collectively to “First Named Insured” and “Additional Insured”). Requests for coverage for Additional Insureds are subject to our or our Agent’s prior written approval.

#### 2. Covered Property

“Covered Property” means only the mobile wireless communications equipment as follows:

a. One (1) wireless device that we have designated as eligible for coverage under this policy for which: 1) the unique identification number (International Mobile Equipment Identity (IMEI), Electronic Serial Number (ESN), or Mobile Equipment ID (MEID) of such wireless device is reflected in the records of the Wireless Service Provider at the time your coverage initially became effective; and 2) for which outgoing airtime usage has been logged with the Wireless Service Provider on your account after coverage became effective; unless you have logged outgoing airtime on a different wireless device immediately prior to the time of loss, in which case such wireless device becomes the Covered Property so long as: i) such wireless device is owned by you and you provide us proof of ownership and ii) airtime usage was logged on such device on the account with the Wireless Service Provider immediately prior to the time of loss.

b. The following Accessories, used with the wireless device above: one standard battery, and one Subscriber Identification Module (SIM) card (attached to wireless device at the time of the Covered Cause of Loss).

#### 3. Policy Period

The policy period automatically renews month-to-month.

#### 4. Coverage Territory

We insure the Covered Property wherever it is located in the world.

We may require any claims occurring outside Canada or its territories to be processed in Canada.

#### 5. Covered Causes of Loss

Covered Causes of Loss means (a) mechanical or electrical breakdown after the one-year manufacturer warranty expires or (b) accidental damage from handling as a result of normal use, except as limited or excluded elsewhere in this policy. All other terms and conditions of the

policy remain in full force and effect.

## 6. Property Not Covered

Covered Property does not include:

- a. Contraband or property in the course of illegal transportation or trade.
- b. Data, meaning information input to, stored on, or processed by the Covered Property. This includes documents, databases, messages, licenses, contact information, passwords, books, games, magazines, photos, videos, ringtones, music, and maps.
- c. Proprietary electronic devices included with automobile systems and any motor vehicle or watercraft original or after-market equipment or accessories, whether or not permanently installed, including any antenna or wiring.
- d. Property that has been entrusted to (including property in-transit) others for any service, repair or replacement, other than the Authorized Service Centre or its designee.
- e. Nonstandard Software, meaning software other than Standard Software. "Standard Software" means the operating system pre-loaded on or included as standard with the Covered Property from the manufacturer.
- f. Wireless Equipment whose unique identification number (including serial number, ESN, MEID, IMEI or similar unique identification number) has been altered, defaced or removed.
- g. Nonstandard External Media, meaning physical objects on which data can be stored but which are not integrated components of the Covered Property required for it to function. This includes data cards, memory cards, external hard drives, and flash drives. Nonstandard External Media does not include Standard External Media. "Standard External Media" means physical objects on which data can be stored and that came standard in the original packaging with the Covered Property from the manufacturer but which are not integrated components of the Covered Property required for it to function.
- h. Any property that is not owned or leased by you.
- i. Any other equipment or accessories not described as Covered Property.
- j. Batteries (except as otherwise provided with respect to standard batteries or unless otherwise covered as a covered accessory when part of a loss to other Covered Property).

## C. EXCLUSIONS

This insurance does not apply to loss or damage identified in any of the following or directly or indirectly caused by or resulting from any of the following:

### 1. Governmental Authority

Seizure or destruction of property by order of governmental authority.

### 2. Nuclear Hazard

Nuclear reaction or radiation, or radioactive contamination, however caused. If physical loss or damage by fire ensues, we will pay only for such ensuing loss or damage.

### 3. War

- (a) War, including undeclared or civil war;
  - (b) Warlike action by a military force; or
  - (c) Insurrection, rebellion, revolution, usurped power or action taken by governmental authority in hindering or defending against any of these.
- Such loss or damage is excluded regardless of any other cause or event that contributes concurrently or in any sequence to the loss or damage.

### 4. Delay, Loss of Use

Indirect or consequential loss or damage, including loss of use, interruption of business, loss of service, loss of market, loss of time, loss of profits, inconvenience or delay in repairing or replacing Covered Property.

### 5. Dishonest or Criminal Acts

Dishonest, fraudulent or criminal acts by you, any authorized user of the Covered Property, anyone you entrust with the Covered Property, or anyone else with an interest in the Covered Property for any purpose, whether acting alone or in collusion with others.

### 6. Obsolescence

Obsolescence or depreciation.

### 7. Recall or Design Defect

- (a) Manufacturer's recall; or
- (b) Error or omission in design, programming or system configuration.

#### **8. Cosmetic Damage**

Cosmetic damage, however caused, that does not affect the manufacturer's intended use. This includes:

- (a) Marring, or scratching.
- (b) Change in color or other change in the exterior finish.
- (c) Expansion or contraction.

#### **9. Covered Under Warranty**

Loss or damage that is covered under the manufacturer's warranty. In the event we have knowledge of a prior malfunction, proof of repair may be required before coverage for future claims is applicable.

#### **10. Late Claims**

Claims not reported as required by Section D. of the policy.

#### **11. Programming, Repair Work**

Programming, cleaning, adjusting, repairing, modifying, installing, servicing, maintaining, or performing any other work upon Covered Property.

#### **12. Virus**

Computer virus or any other malicious code or similar instruction that:

- (a) Disrupts the normal operation of the Covered Property; or
- (b) Results in destruction of or unsuitability of data or programs stored in the Covered Property.

#### **13. Voluntary Parting**

Voluntarily parting with Covered Property by an Insured or by any person entrusted with Covered Property, whether or not induced to do so by any fraudulent scheme, trick, device or false pretense.

#### **14. Intentional Loss or Damage**

Abuse, intentional acts, or use of the Covered Property in a manner inconsistent with the use for which it was designed, intended, or advised by the manufacturer or that would void the manufacturer's warranty.

#### **15. Pollution**

The discharge, dispersal, seepage, migration or escape of pollutants. Pollutants means any solid, liquid, gaseous, or thermal irritant or contaminant including smoke, vapor, soot, fumes, acid, alkalis, chemicals, artificially produced electric fields, magnetic field, electromagnetic field, sound waves, microwaves, and all artificially produced ionizing or non-ionizing radiation and/or waste. Waste includes materials to be recycled, reconditioned or reclaimed.

#### **16. Fees or Charges**

Any fees or charges assessed by the First Named Insured or anyone acting on their behalf.

#### **17. Failure to Mitigate**

Failure to do what is reasonably necessary to minimize the loss and to protect the Covered Property from any further loss.

#### **18. Vermin**

Insects, rodents, or other vermin.

#### **19. Lost or Stolen**

Covered Property that is lost or stolen.

### **D. FILING A CLAIM**

When your Covered Property experiences a Covered Cause of Loss, simply call **1-844-574-1839** visit [asurion.com/claims/koodo](https://www.asurion.com/claims/koodo) within 60 days of the Covered Cause of Loss. All claims, repairs and replacements must be authorized in advance. Unauthorized repairs or replacements may not be covered. Once a claim is approved, we will provide for claim fulfillment at an authorized service centre or by mail, at our sole discretion.

In the event we arrange for the repair of the Covered Property, you may be required to mail or deliver the Covered Property for repair as directed by us. We will pay for the cost of shipping the Covered Property to and from the authorized service centre if mail-in service is required.

If a replacement is provided, you will receive the replacement by mail within 1 to 10 business days, in most cases. If the Additional Insured chooses to have the replacement device delivered on a Saturday, there is an additional \$20 shipping fee. If the replacement device is shipped outside of Canada, there is an additional \$30 shipping fee. **NOTE:** You are responsible for backing up all software and data prior to commencement of any repairs or replacement. We are not responsible for any lost data, including documents, databases, messages, licenses, contacts, passwords, books/magazines, games, photos, videos, music or other nonstandard software or data on your Covered Property.

## E. LIMITS OF INSURANCE

In no event shall the coverage provided in connection with a claim exceed \$3,500.00. This limit shall apply separately to each claim.

Each Additional Insured is limited to two (2) claims in any consecutive 12-month time period for the Covered Property. When this limit is exhausted, coverage will cease immediately, and we will notify the Additional Insured that his or her coverage has ceased and no future premiums are due.

## F. DEDUCTIBLE

You must pay a non-refundable Deductible for each approved repair or replacement before your claim can be completed, and it does not reduce the Limit of Insurance. Only an Additional Insured may pay the Deductible. The deductible amount is based on the device tier of the claimed Covered Property, as shown in the deductible schedule. See [asurion.com/claims/koodo](https://www.asurion.com/claims/koodo) for the specific Deductible for your device and to determine repair eligibility.

Device Tier	Device Replacement	Cracked Front Screen Repair (eligible devices only)*	All Other Repairs (eligible devices only)	Battery Replacement (eligible devices only)
Tier 1	\$35.00	Not Available	Not Available	\$0.00
Tier 2	\$125.00	\$39.00	\$60.00	\$0.00
Tier 3	\$165.00	\$39.00	\$100.00	\$0.00
Tier 4	\$250.00	\$39.00	\$125.00	\$0.00
Tier 5	\$315.00	\$39.00	\$160.00	\$0.00
Tier 6	\$450.00	\$39.00	\$225.00	\$0.00
Tier 7	\$800.00	\$39.00	\$400.00	\$0.00

\*For eligible flip and foldable phones, Cracked Front Screen Repair is available for the front external screen only. Repair to the inner screen and/or back glass falls under the "All Other Repairs" category (the All Other Repairs deductible applies).

## G. Options Concerning Return of Damaged and/or Malfunctioning Covered Property

If a replacement is provided, we will provide a prepaid shipping label and envelope in which to return the damaged or malfunctioning device to us. If the damaged or malfunctioning claimed Covered Property is not returned within 30 days of the receipt of the replacement device, a non-return fee as applicable to the model of claimed Covered Property, not to exceed fifteen hundred dollars (\$1,500.00), may be charged to the Additional Insured. If the Additional Insured returns a device which is not the claimed Covered Property, a shipping and restocking fee of \$15 may be charged to the Additional Insured.

## H. OUR DUTIES IN EVENT OF LOSS

Upon request, the Insurer or its Agent will provide forms upon which an Additional Insured may make proof of loss.

### 1. When We Repair or Replace

If a claim is made, we or our Agent will notify the Insured of our assessment of the claim within 60 days after we or our Agent receives all the information requested from the Insured presenting the claim.

Repair or replacement of the Covered Property will be done within 60 days after the Insured, or his or her designee has complied with all the terms of the policy, and we have agreed with the Insured about the repair or replacement.

### 2. Our Options

At our option, we or the Authorized Service Centre may repair the Covered Property with substitute parts or provide substitute equipment that:

- Is of like kind, quality and functionality;
- Is either new, refurbished or remanufactured, and may contain original or non-original manufacturer parts; and
- May be a different brand, model or color.

## I. ADDITIONAL CONDITIONS

### 1. Claim Authorization and Loss Payment

**Every action or proceeding against an insurer for the recovery of insurance money payable under this policy is absolutely barred unless commenced with the time set out in *The Insurance Act (Manitoba)* or *The Insurance Act (Saskatchewan)*, as applicable.**

We or our Agent have the right to settle the loss with the Insured or his or her designee.

No claims will be accepted unless authorized by our Agent or us.

All claims must be reported to the Insurer within 60 calendar days of incident by the Insured.

All repairs and replacements must be made by the Authorized Service Centre, unless we or our Agent gives the Insured other specific directions. In no event will Insureds be entitled to reimbursement for any out-of-pocket expenses.

## 2. Eligibility

- a. To be eligible for coverage you must enroll within the first 60 days from activation or equipment upgrade. Enrollment window may be extended during open enrollment campaigns as agreed upon by the Insurer, Agent and Wireless Service Provider. You must also remain a valid, active and current subscriber of your Wireless Service Provider.
- b. If you request enrollment of coverage and your request is approved by us, your coverage is retroactive to the date of your request. The successful completion of a voice or data session that logs airtime on the Wireless Service Provider's network using the Covered Property is required for coverage to be effective.
- c. Eligibility for enrollment after initial activation may be subject to limitations.

## 3. Changes

The First Named Insured, on its own behalf and on behalf of the Additional Insureds, is authorized to agree to changes in the terms of the policy with our consent. The policy's terms can be amended or waived only by endorsement issued by us and made a part of the policy. If notice of such changes is mailed, proof of mailing will be sufficient proof of notice.

## 4. Legal Action Against Us

No one may bring a legal action against us under this policy unless the action is brought within 3 years after the Insured has knowledge or ought to have had knowledge of the loss or damage to the Covered Property.

## 5. Reporting of Premiums by the First Named Insured

a. Within fifteen days after the end of each month, the First Named Insured:

- (1) Will report to the Agent the total number of Covered Property units that were covered under this policy as of the last day of that month; and
- (2) Will remit the monthly premium to us through the Agent based on that report.

The monthly premium will be calculated by multiplying the Monthly Premium Rate per unit of Covered Property by the total number of such units.

If the First Named Insured provides monthly billing and collection services for the Agent, all funds collected by the First Named Insured are our property and shall be held in trust by the First Named Insured for us.

We may examine and audit the First Named Insured's books and records relating to such premium payments and reporting at any time during the policy period and up to three years afterward.

## 6. Transfer of Rights and Duties Under The Policy (Assignment)

No rights and duties under the policy may be transferred without our written consent.

## 7. Statutory Conditions – [Manitoba Customers Only]

The following statutory conditions provided in Schedule B to *The Insurance Act* (Manitoba) are deemed to be part of this policy for Additional Insured in Manitoba pursuant to Section 136.4(2) of the Act:

### Misrepresentation

- 1 If a person applying for insurance falsely describes the property to the prejudice of the insurer, or misrepresents or fraudulently omits to communicate any circumstance that is material to be made known to the insurer in order to enable it to judge the risk to be undertaken, the contract is void as to any property in relation to which the misrepresentation or omission is material.

### Property of others

- 2 The insurer is not liable for loss or damage to property owned by a person other than the insured unless
  - (a) otherwise specifically stated in the contract, or
  - (b) the interest of the insured in that property is stated in the contract.

### Change of interest

- 3 The insurer is liable for loss or damage occurring after an authorized assignment under the *Bankruptcy and Insolvency Act* (Canada) or a change of title by succession, by operation of law or by death.

### Material change in risk

- 4(1) The insured must promptly give notice in writing to the insurer or its agent of a change that is
  - (a) material to the risk, and
  - (b) within the control and knowledge of the insured



- 4(2) If an insurer or its agent is not promptly notified of a change under subparagraph (1) of this condition, the contract is void as to the part affected by the change.
- 4(3) If an insurer or its agent is notified of a change under subparagraph (1) of this condition, the insurer may
- (a) terminate the contract in accordance with Statutory Condition 5, or
  - (b) notify the insured in writing that, if the insured desires the contract to continue in force, the insured must, within 15 days after receipt of the notice, pay to the insurer an additional premium specified in the notice.
- 4(4) If the insured fails to pay an additional premium when required to do so under subparagraph (3)(b) of this condition, the contract is terminated at that time, and Statutory Condition 5(2)(a) applies in respect of the unearned portion of the premium.

#### **Termination of contract**

- 5(1) The contract may be terminated, (a) by the insurer giving to the insured 15 days' notice of termination by registered mail or 5 days' written notice of termination personally delivered, or (b) by the insured at any time on request.
- 5(2) If the contract is terminated by the insurer, (a) the insurer must refund the excess of premium actually paid by the insured over the prorated premium for the expired time, but in no event may the prorated premium for the expired time be less than any minimum retained premium specified in the contract, and (b) the refund must accompany the notice unless the premium is subject to adjustment or determination as to amount, in which case the refund must be made as soon as practicable.
- 5(3) If the contract is terminated by the insured, the insurer must refund as soon as practicable the excess of premium actually paid by the insured over the short rate premium for the expired time specified in the contract, but in no event may the short rate premium for the expired time be less than any minimum retained premium specified in the contract.
- 5(4) The 15-day period referred to in subparagraph (1)(a) of this condition starts to run on the day the registered letter or notification of it is delivered to the insured's postal address.

#### **Requirements after loss**

- 6(1) On the happening of any loss or damage to insured property, the insured must, if the loss or damage is covered by the contract, in addition to observing the requirements of Statutory Condition 9,
- (a) immediately give notice in writing to the insurer,
  - (b) deliver as soon as practicable to the insurer a proof of loss in respect of the loss or damage to the insured property verified by statutory declaration
    - (i) giving a complete inventory of that property and showing in detail quantities and costs of that property and particulars of the amount of loss claimed,
    - (ii) stating when and how the loss occurred, and if caused by fire or explosion due to ignition, how the fire or explosion originated, so far as the insured knows or believes,
    - (iii) stating that the loss did not occur through any willful act or neglect or the procurement, means or connivance of the insured,
    - (iv) stating the amount of other insurances and the names of other insurers,
    - (v) stating the interest of the insured and of all others in that property with particulars of all liens, encumbrances and other charges on that property,
    - (vi) stating any changes in title, use, occupation, location, possession or exposure of the property since the contract was issued, and
    - (vii) stating the place where the insured property was at the time of loss,
  - (c) if required by the insurer, give a complete inventory of undamaged property showing in detail quantities and cost of that property, and
  - (d) if required by the insurer and if practicable,
    - (i) produce books of account and inventory lists,
    - (ii) furnish invoices and other vouchers verified by statutory declaration, and
    - (iii) furnish a copy of the written portion of any other relevant contract.
- 6(2) The evidence given, produced or furnished under subparagraph (1)(c) and (d) of this condition must not be considered proofs of loss within the meaning of Statutory Conditions 12 and 13.

#### **Fraud**

- 7 Any fraud or willfully false statement in a statutory declaration in relation to the particulars required under Statutory Condition 6 invalidates the claim of the person who made the declaration.

#### **Who may give notice and proof**

- 8 Notice of loss under Statutory Condition 6(1)(a) may be given and the proof of loss under of Statutory Condition 6(1)(b) may be made
- (a) by the agent of the insured if

- (i) the insured is absent or unable to give the notice or make the proof, and
  - (ii) the absence or inability is satisfactorily accounted for, or
- (b) by a person to whom any part of the insurance money is payable, if the insured refuses to do so, or in the circumstances described in clause (a) of this condition.

### **Salvage**

9(1) In the event of loss or damage to insured property, the insured must take all reasonable steps to prevent further loss or damage to that property and to prevent loss or damage to other property insured under the contract, including, if necessary, removing the property to prevent loss or damage or further loss or damage to the property.

9(2) The insurer must contribute on a prorated basis towards any reasonable and proper expenses in connection with steps taken by the insured under subparagraph (1) of this condition.

### **Entry, control, abandonment**

10 After loss or damage to insured property, the insurer has

- (a) an immediate right of access and entry by accredited representatives sufficient to enable them to survey and examine the property, and to make an estimate of the loss or damage, and
- (b) after the insured has secured the property, a further right of access and entry by accredited representatives sufficient to enable them to appraise or estimate the loss or damage, but
  - (i) without the insured's consent, the insurer is not entitled to the control or possession of the insured property, and
  - (ii) without the insurer's consent, there can be no abandonment to it of the insured property.

### **In case of disagreement**

11(1) In the event of disagreement as to the value of the insured property, the value of the property saved, the nature and extent of the repairs or replacements required or, if made, their adequacy, or the amount of the loss or damage, those questions must be determined using the applicable dispute resolution process set out in the Act whether or not the insured's right to recover under the contract is disputed, and independently of all other questions.

11(2) There is no right to a dispute resolution process under this condition until

- (a) a specific demand is made for it in writing, and
- (b) the proof of loss has been delivered to the insurer.

### **When loss is payable**

12 Unless the contract provides for a shorter period, the loss is payable within 60 days after the proof of loss is completed in accordance with Statutory Condition 6 and delivered to the insurer.

### **Replacement**

13(1) Unless a dispute resolution process has been initiated, the insurer, instead of making payment, may repair, rebuild or replace the insured property lost or damaged, on giving written notice of its intention to do so within 30 days after receiving the proof of loss.

13(2) If the insurer gives notice under subparagraph (1) of this condition, the insurer must begin to repair, rebuild or replace the property within 45 days after receiving the proof of loss and must proceed with all due diligence to complete the work within a reasonable time.

### **Notice**

14(1) Written notice to the insurer may be delivered at, or sent by registered mail to, the chief agency or head office of the insurer in the province.

14(2) Written notice to the insured may be personally delivered at, or sent by registered mail addressed to the insured's last known address as provided to the insurer by the insured.

## **8. Statutory Conditions - [Saskatchewan Customers Only]**

The following statutory conditions provided in Section 8-28 of *The Insurance Act* (Saskatchewan) are deemed to be part of this policy. If any of the statutory conditions conflict with other terms and conditions of this Policy, these statutory conditions shall prevail and the terms and conditions of the Policy are hereby amended to conform to the statutory conditions below. If any of the terms and conditions in the Policy are found to be invalid, unenforceable, or not amendable to conform to the statutory conditions, such invalid, unenforceable or non-conforming conditions will be null and void but the remaining conditions shall remain in full force and effect.

### **Misrepresentation**

1 If a person applying for insurance falsely describes the property to the prejudice of the insurer, or misrepresents or fraudulently omits to communicate any circumstance that is material to be made known to the insurer in order to enable it to judge the risk to be

undertaken, the contract is void as to any property in relation to which the misrepresentation or omission is material.

### **Property of others**

- 2 The insurer is not liable for loss of or damage to property owned by a person other than the insured unless:
- (a) otherwise specifically stated in the contract; or
  - (b) the interest of the insured in that property is stated in the contract.

### **Change of interest**

- 3 The insurer is liable for loss or damage occurring after an authorized assignment under the Bankruptcy and Insolvency Act (Canada) or a change of title by succession, by operation of law or by death.

### **Material change in risk**

- 4(1) The insured must promptly give notice in writing to the insurer or its agent of a change that is:
- (a) material to the risk; and
  - (b) within the control and knowledge of the insured.
- (2) If an insurer or its agent is not promptly notified of a change under subsection (1) of this condition, the contract is void as to the part affected by the change.
- (3) If an insurer or its agent is notified of a change under subsection (1) of this condition, the insurer may:
- (a) terminate the contract in accordance with Statutory Condition 5; or
  - (b) notify the insured in writing that, if the insured desires the contract to continue in force, the insured must, within 15 days after receipt of the notice, pay to the insurer an additional premium specified in the notice.
- (4) If the insured fails to pay an additional premium when required to do so under clause (3)(b) of this condition, the contract is terminated at that time and Statutory Condition 5(2)(a) applies in respect of the unearned portion of the premium.

### **Termination of Insurance**

- 5(1) The contract may be terminated:
- (a) by the insurer giving to the insured 15 days' notice of termination by registered mail or 5 days' written notice of termination personally delivered; or
  - (b) by the insured at any time on request.
- (2) If the contract is terminated by the insurer:
- (a) the insurer must refund the excess of premium actually paid by the insured over the prorated premium for the expired time, but in no event may the prorated premium for the expired time be less than any minimum retained premium specified in the contract; and
  - (b) the refund must accompany the notice unless the premium is subject to adjustment or determination as to amount, in which case the refund must be made as soon as is practicable.
- (3) If the contract is terminated by the insured, the insurer must refund as soon as is practicable the excess of premium actually paid by the insured over the short rate premium for the expired time specified in the contract, but in no event may the short rate premium for the expired time be less than any minimum retained premium specified in the contract.
- (4) The 15-day period referred to in clause (1)(a) of this condition starts to run on the Day following the day on which the registered letter or notification of it is delivered to the insured's postal address.

### **Requirements after loss**

- 6(1) On the happening of any loss of or damage to insured property, the insured must, if the loss or damage is covered by the contract, in addition to observing the requirements of Statutory Condition 9:
- (a) immediately give notice in writing to the insurer;
  - (b) deliver as soon as is practicable to the insurer a proof of loss in respect of the loss or damage to the insured property verified by statutory declaration:
    - (i) giving a complete inventory of that property and showing in detail quantities and costs of that property and particulars of the amount of loss claimed;
    - (ii) stating when and how the loss occurred, and if caused by fire or explosion due to ignition, how the fire or explosion originated, so far as the insured knows or believes;
    - (iii) stating that the loss did not occur through any willful act or neglect or the procurement, means or connivance of the insured;
    - (iv) stating the amount of other insurances and the names of other insurers;

- (v) stating the interest of the insured and of all others in that property with particulars of all liens, encumbrances and other charges on that property;
- (vi) stating any changes in title, use, occupation, location, possession or exposure of the property since the contract was issued; and
- (vii) stating the place where the insured property was at the time of loss;
- (c) if required by the insurer, give a complete inventory of undamaged property showing in detail quantities and cost of that property; and
- (d) if required by the insurer and if practicable:
  - (i) produce books of account and inventory lists;
  - (ii) provide invoices and other vouchers verified by statutory declaration; and
  - (iii) provide a copy of the written portion of any other relevant contract.
- (2) The evidence given, produced or provided under clauses (1)(c) and (d) of this condition must not be considered proofs of loss within the meaning of Statutory Conditions 12 and 13.

#### **Fraud**

- 7 Any fraud or willfully false statement in a statutory declaration in relation to the particulars required under Statutory Condition 6 invalidates the claim of the person who made the declaration.

#### **Who may give notice and proof**

- 8 Notice of loss under Statutory Condition 6(1)(a) may be given and the proof of loss under Statutory Condition 6(1)(b) may be made:
  - (a) by the agent of the insured if:
    - (i) the insured is absent or unable to give the notice or make the proof; and
    - (ii) the absence or inability is satisfactorily accounted for; or
  - (b) by a person to whom any part of the insurance money is payable, if the insured refuses to do so, or in the circumstances described in clause (a) of this condition

#### **Salvage**

- 9(1) In the event of loss of or damage to insured property, the insured must take all reasonable steps to prevent further loss of or damage to that property and to prevent loss of or damage to other property insured under the contract, including, if necessary, removing the property to prevent loss or damage or further loss or damage to the property.
- (2) The insurer must contribute on a prorated basis towards any reasonable and proper expenses in connection with steps taken by the insured under subsection (1) of this condition.

#### **Entry, control, abandonment**

- 10 After loss of or damage to insured property, the insurer has:
  - (a) an immediate right of access and entry by accredited representatives sufficient to enable them to survey and examine the property, and to make an estimate of the loss or damage; and
  - (b) after the insured has secured the property, a further right of access and entry by accredited representatives sufficient to enable them to appraise or estimate the loss or damage but:
    - (i) without the insured's consent, the insurer is not entitled to the control or possession of the insured property; and
    - (ii) without the insurer's consent, there can be no abandonment to it of the insured property.

#### **In case of disagreement**

- 11(1) In the event of disagreement as to the value of the insured property, the value of the property saved, the nature and extent of the repairs or replacements required or, if made, their adequacy, or the amount of the loss or damage, those questions must be determined using the applicable dispute resolution process set out in The Insurance Act whether or not the insured's right to recover under the contract is disputed, and independently of all other questions.
- (2) There is no right to a dispute resolution process under this condition until:
  - (a) a specific demand is made for it in writing; and
  - (b) the proof of loss has been delivered to the insurer.

#### **When loss is payable**

- 12 Unless the contract provides for a shorter period, the loss is payable within 60 days after the proof of loss is completed in accordance with Statutory Condition 6 and delivered to the insurer.

**Repair or replacement**

- 13(1) Unless a dispute resolution process has been initiated, the insurer, instead of making payment, may repair, rebuild or replace the insured property lost or damaged, on giving written notice of its intention to do so within 30 days after receiving the proof of loss.
- (2) If the insurer gives notice under subsection (1) of this condition, the insurer must begin to repair, rebuild or replace the property within 45 days after receiving the proof of loss and must proceed with all due diligence to complete the work within a reasonable time.

**Notice**

- 14(1) Written notice to the insurer may be delivered at, or sent by registered mail to, the chief office or head office of the insurer in the province.
- (2) Written notice to the insured may be personally delivered at, or sent by registered mail addressed to, the insured's last known address as provided to the insurer by the insured.