

**S.P.F. No. 1**

**STANDARD**

**AUTOMOBILE  
POLICY**

**(OWNER'S FORM)**

**for**

**NEW BRUNSWICK**

**PLEASE READ THIS CAREFULLY**

## INDEX

	Page
BODILY INJURIES AND DAMAGE TO OTHER PEOPLE’S PROPERTY.....	1
Section A – Third Party Liability .....	1
Additional Agreements of Insurer .....	1
Agreements of Insured .....	1
ACCIDENT BENEFITS – SECTION B .....	2
Medical, Rehabilitation and Funeral Expenses – Subsection 1 .....	2
Death Benefits and Loss of Income Payments – Subsection 2.....	2
Special Provisions, Definitions, and Exclusions of Section B .....	4
LOSS OF OR DAMAGE TO INSURED AUTOMOBILE -SECTION C.....	6
All Perils Coverage – Subsection 1 .....	6
Collision or Upset Coverage – Subsection 2 .....	6
Comprehensive Coverage – Subsection 3 .....	6
Specified Perils Coverage – Subsection 4.....	6
Deductible Clause.....	6
Exclusions .....	6
Additional Agreements of Insurer.....	7
UNINSURED AUTOMOBILE COVERAGE – SECTION D .....	7
GENERAL PROVISIONS, DEFINITIONS AND EXCLUSIONS .....	11
STATUTORY CONDITIONS .....	12

**PLEASE READ YOUR POLICY**

## INSURING AGREEMENTS

Now, Therefore, in consideration of the payment of the premium specified and of the statements contained in the application **and subject to the limits, terms, conditions, provisions, definitions and exclusions herein stated** and subject always to the condition that the Insurer shall be liable only under the section(s) or subsection(s) of the following Insuring Agreements, A, B, C, and D for which a premium is specified in Item 4 of the application and no other.

### SECTION A – THIRD PARTY LIABILITY

The Insurer agrees to indemnify the insured and, in the same manner and to the same extent as if named herein as the insured, every other person who with his consent personally drives the automobile, or personally operates any part thereof, against the liability imposed by law upon the insured or upon any such other person for loss or damage arising from the ownership, use or operation of the automobile and resulting from

#### BODILY INJURY TO OR DEATH OF ANY PERSON OR DAMAGE TO PROPERTY

**The Insurer shall not be liable under this section,**

- (a) for any liability imposed by any workers' compensation law upon any person insured by this section; or
- (b) – deleted
- (c) for loss or damage resulting from bodily injury to or the death of any employee of any person insured by this section while engaged in the operation or repair of the automobile; or
- (d) for loss of or damage to property carried in or upon the automobile or to any property owned or rented by, or in the care, custody or control of any person insured by this section; or
- (e) – deleted
- (f) – deleted
- (g) for any amount in excess of the limit(s) stated in section A of Item 4 of the application, and expenditures provided for in the Additional Agreements of this section; subject always to the provisions of the section of the **Insurance Act** (Automobile Insurance Part) relating to the nuclear energy hazard; or
- (h) for any liability arising from contamination of property carried in the automobile.

**See also General Provisions, Definitions, Exclusions and Statutory Conditions of this Policy**

### ADDITIONAL AGREEMENTS OF INSURER

Where indemnity is provided by this section, the Insurer shall,

- (1) upon receipt of notice of loss or damage caused to persons or property, make any investigations, conduct such negotiations with the claimant and effect such settlement of any resulting claims as are deemed expedient by the Insurer; and
- (2) defend in the name and on behalf of any person insured by this policy and at the cost of the Insurer any civil action which may at any time be brought against such person on account of such loss or damage to persons or property; and
- (3) pay all costs taxed against any person insured by this policy in any civil action defended by the Insurer and any interest accruing after entry of judgment upon that part of the judgment which is within the limit(s) of the Insurer's liability; and
- (4) in case the injury be to a person, reimburse any person insured by this policy for outlay for such medical aid as may be immediately necessary at the time of such injury; and
- (5) be liable up to the minimum limit(s) prescribed for that province or territory of Canada in which the accident occurred, if that limit(s) is higher than the limit(s) stated in section A of item 4 of the application; and
- (6) not set up any defence to a claim that might not be set up if the policy were a motor vehicle liability policy issued in the province or territory of Canada in which the accident occurred.

### AGREEMENTS OF INSURED

Where indemnity is provided by this section, every person insured by this policy

- (a) by the acceptance of this policy, constitutes and appoints the Insurer his irrevocable attorney to appear and defend in any province or territory of Canada in which action is brought against the insured arising out of the ownership, use or operation of the automobile;

- (b) shall reimburse the Insurer, upon demand, in the amount which the Insurer has paid by reason of the provisions of any statute relating to automobile insurance and which the Insurer would not otherwise be liable to pay under this policy.

## **SECTION B – ACCIDENT BENEFITS**

The Insurer agrees to pay to or with respect to each insured person as defined in this section who sustains bodily injury or death by an accident arising out of the use or operation of an automobile:

### **SUBSECTION I – MEDICAL, REHABILITATION AND FUNERAL EXPENSES**

- (1) All reasonable expenses incurred within four years from the date of the accident as a result of such injury for necessary medical, surgical, dental, chiropractic, hospital, professional nursing and ambulance service and for any other service within the meaning of entitled services in the *Hospital Services Act* or the *Medical Services Payment Act* and for such other services and supplies which are, in the opinion of the physician of the insured person's choice and that of the Insurer's medical advisor, essential for the treatment, occupational retraining or rehabilitation of said person, to the limit of \$50,000 per person.
- (2) Funeral expenses incurred up to the amount of \$ 2,500 in respect of the death of any one person.

The Insurer shall not be liable under this subsection for those portions of such expenses payable or recoverable under any medical, surgical, dental, or hospitalization plan or law or, except for similar insurance provided under another automobile insurance contract, under any other insurance contract or certificate issued to or for the benefit of, any insured person.

### **SUBSECTION 2 – DEATH BENEFITS AND LOSS OF INCOME PAYMENTS**

#### **Part I – Death Benefits**

**A.** Subject to the provisions of this Part, for death that ensues within 180 days of the accident or within 104 weeks of the accident if there has been continuous disability during that period, a payment – based on the status at the date of the accident of the deceased in a household where a head of the household, spouse or dependents survive – of the following amounts:

Head of the Household .....	\$ 50,000
Spouse of the Head of the Household .....	25,000
Dependent within the meaning of sub-subparagraph (b) of subparagraph (3) of paragraph B .....	5,000

In addition, with respect to death of the head of the household, where there are two or more survivors – spouse or dependents – the principal sum payable is increased \$1,000 for each survivor other than the first.

#### **B. For the purposes of this Part,**

- (1) "Spouse of the head of the household" means the spouse with the lesser income from employment in the twelve months preceding the date of the accident.
- (2) "Spouse" means either of a man and woman who,
- (a) are married to each other;
  - (b) are married to each other by a marriage that is voidable and has not been voided by a judgment of nullity; or
  - (c) have gone through a form of marriage with each other, in good faith, that is void and are cohabiting or have cohabited within the preceding year,
- and includes either of a man and woman who, not being married to each other, have lived together as husband and wife continuously for at least one year immediately preceding the occurrence giving rise to a claim.
- (3) "Dependent" means
- (a) the spouse of the head of the household who resides with the head of the household; or
  - (b) a person,
    - (i) under the age of 19 years who resides with and is principally dependent upon the head of the household or the spouse of the head of the household for financial support,

- (ii) 19 years of age or over who, because of mental or physical infirmity, is principally dependent upon the head of the household or the spouse of the head of the household for financial support, or
  - (iii) 19 years of age or over who, because of full-time attendance at a school, college or university, is principally dependent upon the head of the household or the spouse of the head of the household for financial support, or
- (c) a parent or relative,
  - (i) of the head of the household, or
  - (ii) of the spouse of the head of the household,
 residing in the same dwelling premises and principally dependent upon the head of the household or the spouse of the head of the household for financial support.
- (4) The total amount payable shall be paid to a person who is the head of the household or the spouse of the head of the household, as the case may be, if that person survives the deceased by at least 30 days.
- (5) The total amount payable with respect to death where no head of the household or spouse survives the deceased by at least 30 days shall be divided equally among the surviving dependents.
- (6) No amount is payable on death, other than incurred funeral expenses, if no head of the household or dependent survives the deceased by at least 30 days.

## **Part II – Loss of Income**

Subject to the provisions of this Part, a weekly payment for the loss of income from employment for the period during which the insured person suffers substantial inability to perform the essential duties of his occupation or employment, provided,

- (a) such person was employed at the date of the accident;
- (b) within 30 days from the date of the accident, and as a result of the accident, the insured person suffers substantial inability to perform the essential duties of his occupation or employment for a period of not less than seven days;
- (c) no payments shall be made for any period in excess of 104 weeks except that if, at the end of the 104 week period, it has been established that such injury continuously prevents such person from engaging in any occupation or employment for which he is reasonably suited by education, training or experience, the Insurer agrees to make such weekly payments for the duration of such inability to perform the essential duties.

**Amount of Weekly Payment** – The amount of a weekly payment shall be the lesser of,

- (a) \$250 per week; or
- (b) 80 percent of the insured person's gross weekly income from employment, less any payments for loss of income from employment received by or available to such person under,
  - (i) the laws of any jurisdiction, other than payments available under any workers' compensation law or plan;
  - (ii) wage or salary continuation plans available to the person by reason of his employment,
 but no deduction shall be made for any increase in such payment due to a cost of living adjustment subsequent to the insured person's substantial inability to perform the essential duties of his occupation or employment.

## **For the purposes of this Part,**

- (1) there shall be deducted from an insured person's gross weekly income any payments received by or available to him from part-time or other employment or occupation subsequent to the date of the accident;
- (2) a principal unpaid housekeeper residing in the household, not otherwise engaged in occupation or employment for wages or profit, if injured, shall be deemed disabled only if completely incapacitated and unable to perform any of his or her household duties and, while so incapacitated, shall receive a benefit at the rate of \$100 per week for not more than 52 weeks;
- (3) a person shall be deemed to be employed,
  - (a) if actively engaged in an occupation or employment for wages or profit at the date of the accident; or
  - (b) if 18 years of age or over and under the age of 65 years, so engaged for any six months out of the preceding 12 months and in these circumstances shall be deemed to have suffered loss of income at a rate equal to that of his most recent employment earnings;

- (4) a person receiving a weekly payment who, within 30 days of resuming his occupation or employment, is unable to continue such occupation or employment as a result of such injury, is not precluded from receiving further weekly payments;
- (5) where the payments for loss of income payable hereunder, together with payments for loss of income under another contract of insurance other than a contract of insurance relating to any wage or salary continuation plan available to an insured person by reason of his employment, exceed the actual loss of income of the insured person, the Insurer is liable only for that proportion of the payments for loss of income stated in this policy that the actual loss of income of the person insured bears to the aggregate of the payments for loss of income payable under all such contracts.

#### **SPECIAL PROVISIONS, DEFINITIONS AND EXCLUSIONS OF SECTION B**

##### **(1) "INSURED PERSON" DEFINED**

In this section, the words "insured person" mean,

- (a) any person while an occupant of the described automobile or of a newly acquired or temporary substitute automobile as defined in this policy;
- (b) the insured and, if residing in the same dwelling premises as the insured, his or her spouse and any dependent relative of either while an occupant of any other automobile; provided that,
  - (i) the insured is an individual or are husband and wife;
  - (ii) such person is not engaged in the business of selling, repairing, maintaining, servicing, storing, or parking automobiles at the time of the accident;
  - (iii) such other automobile is not owned or regularly or frequently used by the insured or by any person or persons residing in the same dwelling premises as the insured;
  - (iv) such other automobile is not owned, hired, or leased by an employer of the insured or by an employer of any person or persons residing in the same dwelling premises as the insured;
  - (v) such other automobile is not used for carrying passengers for compensation or hire or for commercial delivery;
- (c) in this section, any person, not the occupant of an automobile or of railway rolling-stock that runs on rails, who is struck, in Canada, by the described automobile or a newly acquired or temporary substitute automobile as defined in the policy;
- (d) in this section, the named insured, if an individual and his or her spouse and any dependent relative residing in the same dwelling premises as the named insured, not the occupant of an automobile or of railway rolling-stock that runs on rails, who is struck by any other automobile; provided that,
  - (i) such person is not engaged in the business of selling, repairing, maintaining, servicing, storing, or parking automobiles at the time of the accident;
  - (ii) that automobile is not owned or regularly or frequently used by the insured or by any person or persons residing in the same dwelling premises as the named insured;
  - (iii) that automobile is not owned, hired, or leased by an employer of the insured or by an employer of any person or persons residing in the same dwelling premises as the named insured;
- (e) if the insured is a corporation, unincorporated association, or partnership, any employee or partner of the insured for whose regular use the described automobile is furnished, and his or her spouse and any dependent relative of either, residing in the same dwelling premises as such employee or partner, while an occupant of any other automobile of the private passenger or station wagon type; and
- (f) in this section, any employee or partner of the insured, for whose regular use the described automobile is furnished, and his or her spouse and any dependent relative of either, residing in the same dwelling premises as such employee or partner, while not the occupant of an automobile or of railway rolling-stock that runs on rails, who is struck by any other automobile; provided that,
 

in respect of (e) and (f) above,

  - (i) neither such employee nor partner or his or her spouse is the owner of an automobile of the private passenger or station wagon type;
  - (ii) the described automobile is of the private passenger or station wagon type;
  - (iii) such person is not engaged in the business of selling, repairing, maintaining, servicing, storing, or parking automobiles at the time of the accident;

- (iv) such other automobile is not owned or regularly or frequently used by the employee or partner, or by any person or persons residing in the same dwelling premises as such employee or partner;
- (v) such other automobile is not owned, hired, or leased by the insured or by an employer of any person or persons residing in the same dwelling premises as such employee or partner of the insured;

in respect of (e) above only,

- (vi) such other automobile is not used for carrying passengers for compensation or hire or for commercial delivery.

(2) **“PHYSICIAN” DEFINED**

“Physician” means a legally qualified medical practitioner.

(3) **EXCLUSIONS**

- (a) The Insurer shall not be liable under this section for bodily injury to or death of any person,
  - (i) resulting from the suicide of such person or attempt thereat, whether sane or insane;  
or
  - (ii) who is entitled to receive the benefits of any workers’ compensation law or plan and has not exercised his option to recover damages as provided under said law or plan; or
  - (iii) caused directly or indirectly by radioactive material.
- (b) The Insurer shall not be liable under subsection I or Part II of subsection 2 of this section for bodily injury or death,
  - (i) sustained by any person who, at the time of the accident, was driving or operating the automobile while in a condition for which he is convicted of an offence under Section 253 of the Criminal Code (Canada) or under or in connection with the circumstances of which he is convicted of an offence under Section 254 of the Criminal Code (Canada); or
  - (ii) sustained by any person driving the automobile who is not for the time being either authorized by law or qualified to drive the automobile.

(4) **NOTICE AND PROOF OF CLAIM**

The insured person or his agent, or the person otherwise entitled to make claim or his agent, shall,

- (a) give written notice of claim to the Insurer by delivery thereof or by sending it by registered mail to the chief agency or head office of the Insurer in the Province, within 30 days from the date of the accident or as soon as practicable thereafter;
- (b) within 90 days from the date of the accident for which the claim is made, or as soon as practicable thereafter, furnish to the Insurer such proof of claim as is reasonably possible in the circumstances of the happening of the accident and the loss occasioned thereby;
- (c) if so required by the Insurer, furnish a certificate as to the cause and nature of the accident for which the claim is made and as to the duration of the disability caused thereby from a physician.

(5) **MEDICAL REPORTS**

The Insurer has the right and the claimant shall afford to the Insurer, an opportunity to examine the person of the insured person when and as often as it reasonably requires while the claim is pending, and also, in the case of the death of the insured person, to make an autopsy subject to the law relating to autopsies.

(6) **RELEASE**

Notwithstanding any release provided for under the relevant sections of *The Insurance Act*, the Insurer may demand, as a condition precedent to payment of any amount under this section of the policy, a release in favour of the insured and the Insurer from liability to the extent of such payment from the insured person or his personal representative or any other person.

(7) **WHEN MONEYS PAYABLE**

- (a) All amounts payable under this section, other than benefits under Part II of subsection 2, shall be paid by the Insurer within 30 days after it has received proof of claim. The initial benefits for loss of time under Part II of subsection 2 shall be paid within 30 days after it has received proof of claim, and payments shall be made thereafter within each 30-day period while the Insurer remains liable for payments if the insured person, whenever required to do so, furnishes prior to payment proof of continuing disability.

- (b) No person shall bring action to recover the amount of a claim under this section unless the requirements of provisions (3) and (4) are complied with, nor until the amount of the loss has been ascertained as provided in this section.
- (c) Every action or proceeding against the Insurer for the recovery of a claim under this section shall be commenced within one year from the date on which the cause of action arose and not afterwards.

**(8) LIMITATION ON BENEFIT PAYABLE**

Where a person is entitled to benefits under more than one contract providing insurance of the type set forth in subsections 1 or 2, he or his personal representative or any person claiming through or under him or by virtue of legislation providing for indemnity for fatal accidents may recover only an amount equal to one benefit.

Insofar as applicable the general provisions, definitions, exclusions and statutory conditions of the policy also apply.

**SECTION C – LOSS OF OR DAMAGE TO INSURED  
AUTOMOBILE**

The Insurer agrees to indemnify the insured against direct and accidental loss of or damage to the automobile, including its equipment.

**Subsection 1 – ALL PERILS – from all perils;**

**Subsection 2 – COLLISION OR UPSET – caused by collision with another object or by upset;**

**Subsection 3 – COMPREHENSIVE – from any peril other than by collision with another object or by upset;**

The words “another object” as used in this subsection 3 shall be deemed to include (a) a vehicle to which the automobile is attached and (b) the surface of the ground and any object therein or thereon.

Loss or damage caused by missiles, falling or flying objects, fire, theft, explosion, earthquake, windstorm, hail, rising water, malicious mischief, riot or civil commotion shall be deemed loss or damage caused by perils for which insurance is provided under this subsection 3.

**Subsection 4 – SPECIFIED PERILS – caused by fire, lightning, theft or attempt thereat, windstorm, earthquake, hail, explosion, riot or civil commotion, falling or forced landing of aircraft or of parts thereof, rising water, or the stranding, sinking, burning, derailment or collision of any conveyance in or upon which the automobile is being transported on land or water;**

**DEDUCTIBLE CLAUSE**

Each occurrence causing loss or damage covered under any subsection of section C, except loss or damage caused by fire or lightning or theft of the entire automobile covered by such subsection, shall give rise to a separate claim in respect of which the Insurer’s liability shall be limited to the amount of loss or damage in excess of the amount deductible, if any, stated in the applicable subsection of section C of Item 4 of the application.

**EXCLUSIONS**

**The Insurer shall not be liable,**

- (1) under any subsection of section C for loss or damage
  - (a) to tires or consisting of or caused by mechanical fracture or breakdown of any part of the automobile or by rusting, corrosion, wear and tear, freezing, or explosion within the combustion chamber, unless the loss or damage is coincident with other loss or damage covered by such subsection or is caused by fire, theft or malicious mischief covered by such subsection; or
  - (b) caused by the conversion, embezzlement, theft or secretion by any person in lawful possession of the automobile under a mortgage, conditional sale, lease or other similar written agreement; or
  - (c) caused by the voluntary parting with title or ownership, whether or not induced to do so by any fraudulent scheme, trick, device or false pretense; or
  - (d) caused directly or indirectly by contamination by radioactive material; or
  - (e) to contents of trailers or to rugs or robes or;
  - (f) to tapes and equipment for use with a tape player or recorder when such tapes or equipment are detached therefrom; or
  - (g) where the insured drives or operates the automobile



- (i) while under the influence of intoxicating liquor or drugs to such an extent as to be for the time being incapable of the proper control of the automobile; or
- (ii) while in a condition for which he is convicted of an offence under Section 253 of the Criminal Code (Canada) or under or in connection with the circumstances for which he is convicted of an offence under Section 254 of the Criminal Code (Canada); or
- (h) where the insured permits, suffers, allows or connives at the use of the automobile by any person contrary to the provisions of (g); or
- (2) under subsections 3 (Comprehensive), 4 (Specified Perils) only, for loss or damage caused by theft by any person or persons residing in the same dwelling premises as the insured, or by any employee of the insured engaged in the operation, maintenance or repair of the automobile whether the theft occurs during the hours of such service or employment or not.

**See also General Provisions, Definitions, Exclusions  
and Statutory Conditions of this Policy**

**ADDITIONAL AGREEMENTS OF INSURER**

- (1) Where loss or damage arises from a peril for which a premium is specified under a subsection of this section, the Insurer further agrees:
  - (a) to pay general average, salvage and fire department charges and customs duties of Canada or of the United States of America for which the insured is legally liable;
  - (b) to waive subrogation against every person who, with the insured's consent, has care, custody or control of the automobile, provided always that this waiver shall not apply to any person (1) having such care, custody or control in the course of the business of selling, repairing, maintaining, servicing, storing or parking automobiles, or (2) who has (i) committed a breach of any condition of this policy or (ii) driven or operated the automobile in the circumstances referred to in (i) or (ii) of paragraph (g) of the Exclusions to section C of this policy;
  - (c) to indemnify the insured and any other person who personally drives a temporary substitute automobile as defined in the General Provisions of this policy against the liability imposed by law or assumed by the insured or such other person under any contract or agreement for direct and accidental physical loss or damage to such automobile and arising from the care, custody and control thereof, provided always that:
    - (i) such indemnity is subject to the deductible clause and exclusions of each such subsection;
    - (ii) if the owner of such automobile has or places insurance against any peril insured by this section, the indemnity provided herein shall be limited to the sum by which the deductible amount, if any, of such other insurance exceeds the deductible amount stated in the applicable subsection of this policy;
    - (iii) the Additional Agreements under section A of this policy shall, insofar as they are applicable, extend to the indemnity provided herein.
- (2) Loss of Use by Theft – Where indemnity is provided under subsections 1, 3 or 4 of section C hereof, the Insurer further agrees, following a theft of the entire automobile covered thereby, to reimburse the insured for expense not exceeding \$25.00 for any one day nor totalling more than \$750.00 incurred for the rental of a substitute automobile, including taxicabs and public means of transportation.

Reimbursement is limited to such expense incurred during the period commencing seventy-two hours after such theft has been reported to the Insurer or the police and terminating, regardless of the expiration of the policy period, (a) upon the date of the completion of repairs to or the replacement of the property lost or damaged, or (b) upon such earlier date as the Insurer makes or tenders settlement for the loss or damage caused by such theft.

**SECTION D –  
UNINSURED AUTOMOBILE COVERAGE**

**1. Definitions**

For the purposes of this section,

- (a) “insured automobile” means the automobile as defined or described under the contract;
- (b) “person insured under the contract” means,
  - (i) in respect of a claim for damage to the insured automobile, the owner of the automobile,
  - (ii) in respect of a claim for damage to the contents of the insured automobile, the owner of the contents, and
  - (iii) in respect of a claim for bodily injuries or death,

- a. any person while driving, being carried in or upon or entering or getting on to or alighting from the insured automobile,
- b. the insured named in the contract and, if residing in the same dwelling premises as the insured named in the contract, his or her spouse and any dependent relative,
  - (1) while driving, being carried in or upon or entering or getting on to or alighting from an uninsured automobile, or
  - (2) who is struck by an uninsured or unidentified automobile, but does not include a person struck while driving, being carried in or upon or entering or getting on to or alighting from railway rolling-stock that runs on rails, and
- c. if the insured named in the contract is a corporation, unincorporated association or partnership, any director, officer, employee or partner of the insured named in the contract, for whose regular use the insured automobile is furnished and, if residing in the same dwelling place, his or her spouse and any dependent relative,
  - (1) while driving, being carried in or upon or entering or getting on to or alighting from an uninsured automobile, or
  - (2) who is struck by an uninsured or unidentified automobile, but does not include a person struck while driving, being carried in or upon or entering or getting on to or alighting from railway rolling-stock that runs on rails,

if such director, officer, employee or partner or his or her spouse is not the owner of an automobile insured under a contract;
- (c) “unidentified automobile” means an automobile with respect to which the identity of either the owner or driver cannot be ascertained;
- (d) “uninsured automobile” means an automobile with respect to which neither the owner nor driver of it has applicable and collectible bodily injury liability and property damage liability insurance for its ownership, use or operation, but does not include an automobile owned by or registered in the name of the insured or his or her spouse.

## 2. Uninsured Automobile and Unidentified Automobile Coverage

- (1) The insurer agrees to pay all sums that
  - (a) a person insured under the contract is legally entitled to recover from the owner or driver of an uninsured automobile or unidentified automobile as damages for bodily injuries resulting from an accident involving an automobile.
  - (b) a person is legally entitled to recover from the owner or driver of an uninsured automobile or unidentified automobile as damages for bodily injury to or the death of a person insured under the contract resulting from an accident involving an automobile, and
  - (c) a person insured under the contract is legally entitled to recover from the identified owner or driver of an uninsured automobile as damages for accidental damage to the insured automobile or its contents or to both the insured automobile and its contents, resulting from an accident involving an automobile.

### (2) Qualification of Dependent Relative

A dependent relative referred to in paragraph (b) of the definition “person insured under the contract” in clause 1 of this Section.

- (a) who is the owner of an automobile insured under a contract, or
- (b) who sustains bodily injuries or dies as the result of an accident while driving, being carried in or upon or entering or getting on to or alighting from his or her own uninsured automobile,

shall be deemed not to be a dependent relative for the purposes of this Section.

## 3. Limits and Exclusions

- (1) The insurer is not liable under paragraph (1) of clause 2 of this Section
  - (a) in any event to pay in respect of any one accident a total amount in excess of the minimum limit for a contract evidenced by a motor vehicle liability policy established under subsection 243(1) of the **Insurance Act**.
  - (b) where an accident occurs in a jurisdiction other than New Brunswick, to pay in respect of the accident a total amount in excess of
    - (i) the minimum limit for motor vehicle liability insurance coverage in the other jurisdiction, or
    - (ii) the minimum limit referred to in paragraph (a),

whichever is less, regardless of the number of persons sustaining bodily injury or dying or the amount of damages for accidental damage to the insured automobile or its contents or both the insured automobile and its contents,

- (c) to make any payment to a claimant who claims damages resulting from an accident that occurred in a jurisdiction in which the claimant may make a valid claim for payment of such damages from an unsatisfied judgment fund or similar fund,
  - (d) to make any payment to a claimant who is legally entitled to recover a sum of money under the third party liability section of any motor vehicle liability policy,
  - (e) to make any payment to a claimant who would otherwise be legally entitled to recover a sum of money under any contract of insurance as a result of the accident, other than money payable on death, that exceeds the sum that the person is legally entitled to recover under paragraph (1) of clause 2 of this section,
  - (f) subject to paragraphs (a), (b) and (e), to pay a claimant with respect to any one accident a sum in excess of the difference between the sum that the claimant is legally entitled to recover as damages from the owner or driver of the automobile and the sum that the claimant is otherwise legally entitled to recover under any valid contract of insurance, other than money payable on death, as a result of the accident,
  - (g) to pay a claimant the first two hundred and fifty dollars in respect of any damages for accidental damage to the insured automobile or its contents or to both the insured automobile and its contents, resulting from any one accident, and
  - (h) to make any payment respecting bodily injury, death or damage caused directly or indirectly by radioactive material.
- (2) Where, by reason of any one accident, liability results from bodily injury or death and from damage to the insured automobile or its contents or to both the insured automobile and its contents
- (a) claims arising out of bodily injury or death have priority to the extent of ninety per cent of the total amount legally payable under the contract over claims arising out of damage to the insured automobile or its contents or to both the insured automobile and its contents, and
  - (b) claims arising out of damage to the insured automobile or its contents or to both the insured automobile and its contents have priority to the extent of ten per cent of the total amount legally payable under the contract over claims arising out of bodily injury or death.

#### 4. Accidents Involving Unidentified Automobiles

Where bodily injuries to or the death of a person insured under the contract results from an accident involving an unidentified automobile, the claimant or a person acting on behalf of the claimant shall

- (a) report the accident within a period of twenty-four hours after the accident or as soon after that period as practicable to a peace officer, a judicial officer or an administrator of motor vehicle laws,
- (b) deliver to the insurer within a period of thirty days after the accident or as soon after that period as practicable a written notice, stating that the claimant has a cause of action arising out of the accident for damages against a person whose identity cannot be ascertained and setting out the facts in support of the cause of action, and
- (c) at the request of the insurer, make available for inspection by the insurer, where practicable, any automobile involved in the accident in which the person insured under the contract was an occupant at the time of the accident.

#### 5. Determination of Legal Liability and Amount of Damages

- (1) Issues as to whether or not a claimant is legally entitled to recover damages and as to the amount of such damages shall be determined
  - (a) by written agreement between the claimant and the insurer,
  - (b) at the request of the claimant and with the consent of the insurer, by arbitration by
    - (i) one person, if the parties are able to agree on such person, or
    - (ii) where the parties are unable to agree on one person, three persons, one of whom is chosen by the claimant, one of whom is chosen by the insurer and one of whom is selected by the two persons so chosen, or
  - (c) subject to subsection (3), by The Court of Queen's Bench of New Brunswick in an action brought against the insurer by the claimant.
- (2) The **Arbitration Act** applies to an arbitration under paragraph (1) (b).
- (3) An insurer may, in its defence of an action referred to in paragraph (1) (c), contest the issue of
  - (a) the legal entitlement of the claimant to recover damages, or
  - (b) the amount of damages payable,

only if such issue has not already been determined in a contested action in The Court of Queen's Bench of New Brunswick.

#### **6. Notice and Proof of Claim**

- (1) A claimant claiming damages for bodily injury to or the death of a person resulting from an accident involving an uninsured automobile or unidentified automobile or a person acting on behalf of the claimant shall
  - (a) within a period of thirty days after the date of the accident or as soon after that period as practicable, give written notice of the claim to the insurer by delivering it personally or by sending it by registered mail to the chief agent or head office of the insurer in New Brunswick,
  - (b) within a period of ninety days after the date of the accident or as soon after that period as practicable, deliver to the insurer as fully detailed a proof of claim as is reasonably possible in the circumstances respecting the events surrounding the accident and the damages resulting from it,
  - (c) provide the insurer, at the insurer's request, with the certificate of a medical practitioner legally qualified to practise medicine, describing the cause and nature of the bodily injury or death to which the claim relates and the duration of any disability resulting from the accident, and
  - (d) provide the insurer with details of any policies of insurance, other than life insurance, to which the claimant may have recourse.
- (2) Statutory condition 4 of subsection 230(2) of the **Insurance Act** applies with the necessary modifications where a claimant claims damages for accidental damage to an insured automobile or its contents or to both an insured automobile and its contents.

#### **7. Notice of Legal Proceeding**

- (1) A claimant who is a person insured under the contract or is a person claiming damages for bodily injury to or the death of a person insured under the contract and who commences an action or other legal proceeding seeking damages against another person owning or operating an automobile involved in the accident shall immediately deliver a copy of the notice of action or other originating process to the chief agent or head office of the insurer in New Brunswick by delivering it personally or by sending it by registered mail.
- (2) Subject to subsection (3), if a claimant referred to in subsection (1) obtains a judgment against the other person referred to in subsection (1) and is unable to recover all or a portion of the sum awarded to the claimant in the judgment, the insurer shall, at the claimant's request, pay to the claimant the sum or portion of the sum remaining due.
- (3) Before making payment under subsection (2), the insurer may require the claimant to assign the claimant's judgment to the insurer and the insurer shall account to the claimant for any recovery it makes under the judgment of a sum in excess of the total of the sum paid to the claimant, after deducting the insurer's costs.

#### **8. Physical or Mental Examinations and Autopsies**

- (1) The insurer has the right and the claimant shall afford the insurer an opportunity
  - (a) to conduct a physical or mental examination of any person insured under the contract to whom the claimant's claim relates at the time and as often as the insurer reasonably requires and while the claim is pending, and
  - (b) where a claim relates to the death of a person insured under the contract, to initiate an autopsy at the insurer's expense subject to the law relating to autopsies.
- (2) The insurer shall provide the claimant, at the claimant's request, with a copy of any medical, psychological or autopsy report relating to an examination or autopsy under subsection (1).

#### **9. Limitations**

- (1) No person shall commence an action to recover the amount of a claim provided for under the contract and under subsection 255(2) of the **Insurance Act** unless the requirements of this Section have been complied with.
- (2) Every action or other legal proceeding against an insurer for the recovery of an amount of damages shall be commenced within two years after the date on which the cause of action against the insurer arose and not afterward.

#### **10. Limitation of Benefit Payable**

A claimant who is entitled to claim under more than one contract providing insurance of the type provided for under subsection 255(2) of the **Insurance Act** may not recover an amount exceeding the amount which the claimant would be entitled to receive if the claimant were entitled to recover under only one of the contracts.

#### **11. Application of General Provisions**

In so far as applicable, the general provisions, definitions and exclusions and the statutory conditions of this policy apply with the necessary modifications to this Section.

## **GENERAL PROVISIONS, DEFINITIONS AND EXCLUSIONS**

### **1. TERRITORY**

This policy applies only while the automobile is being operated, used, stored or parked within Canada, the United States of America or upon a vessel plying between ports of those countries.

### **2. OCCUPANT DEFINED**

In this policy the word "occupant" means a person driving, being carried in or upon or entering or getting on to or alighting from an automobile.

### **3. CONSENT OF INSURED**

No person shall be entitled to indemnity or payment under this policy who is an occupant of any automobile which is being used without the consent of the owner thereof.

### **4. GARAGE PERSONNEL EXCLUDED**

No person who is engaged in the business of selling, repairing, maintaining, storing, servicing or parking automobiles shall be entitled to indemnity or payment under this policy for any loss, damage, injury or death sustained while engaged in the use or operation of or while working upon the automobile in the course of that business or while so engaged is an occupant of the described automobile or a newly acquired automobile as defined in this policy, unless the person is the owner of such automobile or his employee or partner.

### **5. AUTOMOBILE DEFINED**

In this policy except where stated to the contrary the words "the automobile" mean:

**Under sections A (Third Party Liability), B (Accident Benefits), C (Loss of or Damage to Insured Automobile), D (Uninsured Automobile)**

- (a) The Described Automobile – an automobile, trailer or semi-trailer specifically described in the policy or within the description of insured automobiles set forth therein;
- (b) A Newly Acquired Automobile – an automobile, ownership of which is acquired by the insured and, within fourteen days following the date of its delivery to him, notified to the Insurer in respect of which the insured has no other valid insurance, if either it replaces an automobile described in the application or the Insurer insures (in respect of the section or subsection of the Insuring Agreements under which claim is made) all automobiles owned by the insured at such delivery date and in respect of which the insured pays any additional premium required; provided however, that insurance hereunder shall not apply if the insured is engaged in the business of selling automobiles;

**and under sections A (Third Party Liability), B (Accident Benefits), D (Uninsured Automobile) only**

- (c) A Temporary Substitute Automobile – an automobile not owned by the insured, nor by any person or persons residing in the same dwelling premises as the insured, while temporarily used as the substitute for the described automobile which is not in use by any person insured by this policy, because of its breakdown, repair, servicing, loss, destruction or sale;
- (d) Any Automobile of the private passenger or station wagon type, other than the described automobile, while personally driven by the insured or by his or her spouse if residing in the same dwelling premises as the insured, provided that
  - (i) the described automobile is of the private passenger or station wagon type;
  - (ii) the insured is an individual or are husband and wife;
  - (iii) neither the insured nor his or her spouse is driving such automobile in connection with the business of selling, repairing, maintaining, servicing, storing or parking automobiles;
  - (iv) such other automobile is not owned or regularly or frequently used by the insured or by any person or persons residing in the same dwelling premises as the insured;
  - (v) such other automobile is not owned, hired or leased by an employer of the insured or by an employer of any person or persons residing in the same dwelling premises as the insured;
  - (vi) such other automobile is not used for carrying passengers for compensation or hire or for commercial delivery;
- (e) If the insured is a corporation, unincorporated association or registered co-partnership, any automobile of the private passenger or station wagon type, other than the described automobile, while personally driven by the employee or partner for whose regular use the described automobile is furnished, or by his or her spouse if residing in the same dwelling premises as such employee or partner, provide that

- (i) neither such employee or partner or his or her spouse is the owner of an automobile of the private passenger or station wagon type;
- (ii) the described automobile is of the private passenger or station wagon type;
- (iii) neither such employee, partner or spouse is driving the automobile in connection with the business of selling, repairing, maintaining, servicing, storing or parking automobiles;
- (iv) such other automobile is not owned, hired or leased or regularly or frequently used by the insured or such employee or by any partner of the insured or by any persons residing in the same dwelling premises as any of the aforementioned persons;
- (v) such other automobile is not used for carrying passengers for compensation or hire or commercial delivery;
- (f) Trailers – any trailer used in connection with the automobile.

#### 6. TWO OR MORE AUTOMOBILES

- (a) When two or more automobiles are described hereunder, (i) with respect to the use or operation of such described automobiles, each automobile shall be deemed to be insured under a separate policy; (ii) with respect to the use or operation of an automobile not owned by the insured, the limit of the Insurer's liability shall not exceed the highest limit applicable to any one described automobile.
- (b) When the insured owns two or more automobiles which are insured as described automobiles under two or more automobile insurance policies, the limit of the Insurer under this policy with respect to the use or operation of an automobile not owned by the insured shall not exceed the proportion that the highest limit applicable to any one automobile described in this policy bears to the sum of the highest limits applicable under each policy and in no event shall exceed such proportion of the highest limit applicable to any one automobile under any policy.
- (c) A motor vehicle and one or more trailers or semi-trailers attached thereto shall be held to be one automobile with respect to the limit(s) of liability under sections A, B and D and separate automobiles with respect to the limit(s) of liability, including any deductible provisions, under section C.

#### 7. WAR RISKS EXCLUDED

The Insurer shall not be liable under section B, C or D of this policy for any loss, damage, injury or death caused directly or indirectly by bombardment, invasion, civil war, insurrection, rebellion, revolution, military or usurped power, or by operation of armed forces while engaged in hostilities, whether war be declared or not.

#### 8. EXCLUDED USES

Unless coverage is expressly given by an endorsement of this policy, the Insurer shall not be liable under this policy while,

- (a) the automobile is rented or leased to another; provided that the use by an employee of his automobile on the business of his employer and for which he is paid shall not be deemed the renting or leasing of the automobile to another;
- (b) the automobile is used to carry explosives, or to carry radioactive material for research, education, development or industrial purposes, or for purposes incidental thereto;
- (c) the automobile is used as a taxicab, public omnibus, livery, jitney or sightseeing conveyance or for carrying passengers for compensation or hire; provided that the following uses shall not be deemed to be the carrying of passengers for compensation or hire;
  - (i) the use by the insured of his automobile for the carriage of another person in return for the former's carriage in the automobile of the latter;
  - (ii) the occasional and infrequent use by the insured of his automobile for the carriage of another person who shares the cost of the trip;
  - (iii) the use by the insured of his automobile for the carriage of a temporary or permanent domestic servant of the insured or his spouse;
  - (iv) the use by the insured of his automobile for the carriage of clients or customers or prospective clients or customers;
  - (v) the occasional and infrequent use by the insured of his automobile for the transportation of children to or from school or school activities conducted within the educational program.

#### STATUTORY CONDITIONS

In these statutory conditions, unless the context otherwise requires, the word "insured" means a person insured by this contract whether named or not. **Statutory conditions 1, 8 and 9 shall apply as policy conditions with respect to section B.** Material Change in Risk

1. (1) The Insured named in this contract shall promptly notify the Insurer or its local agent in writing of any change in the risk material to the contract and within his knowledge.
- (2) Without restricting the generality of this foregoing the words “change in the risk material to the contract” include:
  - (a) any change in the insurable interest of the insured named in this contract in the automobile by sale, assignment or otherwise, except through change of title by succession, death or proceeding under the **Bankruptcy Act** (Canada);  
and in respect of insurance against loss of or damage to the automobile;
  - (b) any mortgage, lien or encumbrance affecting the automobile after the application for this contract;
  - (c) any other insurance of the same interest, whether valid or not, covering loss or damage insured by this contract or any portion thereof.

**Prohibited Use by Insured**

2. (1) The Insured shall not drive or operate the automobile,
  - (a) unless he is for the time being either authorized by law or qualified to drive or operate the automobile; or
  - (b) while he is prohibited under order of any court from driving or operating an automobile; or
  - (c) while he is under the age of sixteen years or under such other age as is prescribed by the law of the province in which he resides at the time this contract is made as being the minimum age at which a license or permit to drive an automobile may be issued to him; or
  - (d) for any illicit or prohibited trade or transportation; or
  - (e) in any race or speed test.

**Prohibited Use by Others**

- (2) The insured shall not permit, suffer, allow or connive at the use of the automobile,
  - (a) by any person,
    - (i) unless that person is for the time being either authorized by law or qualified to drive or operate the automobile; or
    - (ii) while that person is under the age of sixteen years or under such other age as is prescribed by the law of the province in which he resides at the time this contract is made as being the minimum age at which a licence or permit to drive an automobile may be issued to him/her; or
  - (b) by any person who is a member of the household of the insured while that person is prohibited under order of any court from driving or operating an automobile; or
  - (c) for any illicit or prohibited trade or transportation; or
  - (d) in any race or speed test.

**Requirements Where Loss or Damage to Persons or Property**

3. (1) The insured shall,
  - (a) promptly give to the Insurer written notice, with all available particulars, of any accident involving loss or damage to persons or property and of any claim made on account of the accident;
  - (b) verify by statutory declaration, if required by the Insurer, that the claim arose out of the use or operation of the automobile and that the person operating or responsible for the operation of the automobile at the time of the accident is a person insured under this contract; and
  - (c) forward immediately to the Insurer every letter, document, advice or writ received by him from or on behalf of the claimant.
- (2) The insured shall not,
  - (a) voluntarily assume any liability or settle any claim except at his own cost; or
  - (b) interfere in any negotiations for settlement or in any legal proceeding.

- (3) The insured shall, whenever requested by the Insurer, aid in securing information and evidence and the attendance of any witness and shall co-operate with the Insurer, except in a pecuniary way, in the defence of any action or proceeding or in the prosecution of any appeal.

#### **Requirements Where Loss or Damage to Automobile**

4. (1) Where loss or damage to the automobile occurs, the insured shall, if the loss or damage is covered by this contract,
  - (a) promptly give notice thereof in writing to the Insurer with the fullest information obtainable at the time;
  - (b) at the expense of the Insurer, and as far as reasonably possible, protect the automobile from further loss or damage; and
  - (c) deliver to the Insurer within ninety days after the date of the loss or damage a statutory declaration stating, to the best of his knowledge and belief, the place, time, cause and amount of the loss or damage, the interest of the insured and of all others therein, the encumbrances thereon, all other insurance, whether valid or not, covering the automobile and that the loss or damage did not occur through any wilful act or neglect, procurement, means or connivance of the insured.
- (2) Any further loss or damage accruing to the automobile directly or indirectly from a failure to protect it as required under subcondition (1) of this condition is not recoverable under this contract.
- (3) No repairs, other than those that are immediately necessary for the protection of the automobile from further loss or damage, shall be undertaken and no physical evidence of the loss or damage shall be removed,
  - (a) without the written consent of the Insurer; or
  - (b) until the Insurer has had a reasonable time to make the examination for which provision is made in statutory condition 5.

#### **Examination of Insured**

- (4) The insured shall submit to examination under oath, and shall produce for examination at such reasonable place and time as is designated by the Insurer or its representative all documents in his possession or control that relate to the matters in question, and he shall permit extracts and copies thereof to be made.

#### **Insurer Liable for Cash Value of Automobile**

- (5) The Insurer shall not be liable for more than the actual cash value of the automobile at the time any loss or damage occurs, and the loss or damage shall be ascertained or estimated according to that actual cash value with proper deduction for depreciation, however caused, and shall not exceed the amount that it would cost to repair or replace the automobile, or any part thereof, with material of like kind and quality, but, if any part of the automobile is obsolete and out of stock, the liability of the Insurer in respect thereof shall be limited to the value of that part at the time of loss or damage, not exceeding the maker's latest list price.

#### **Repair or Replacement**

- (6) Except where an appraisal has been made, the Insurer, instead of making payment, may, within a reasonable time, repair, rebuild or replace the property damaged or lost with other of like kind and quality if, within seven days after the receipt of the proof of loss, it gives written notice of its intention to do so.

#### **No Abandonment; Salvage**

- (7) There shall be no abandonment of the automobile to the Insurer without the Insurer's consent. If the Insurer exercises the option to replace the automobile or pays the actual cash value of the automobile, the salvage, if any, shall vest in the Insurer.

#### **In Case of Disagreement**

- (8) In the event of disagreement as to the nature and extent of the repairs and replacements required, or as to their adequacy, if effected, or as to the amount payable in respect of any loss or damage, those questions shall be determined by appraisal as provided under **The Insurance Act** before there can be recovery under this contract, whether the right to recover on the contract is disputed or not, and independently of all other questions. There shall be no right to an appraisal until a specific demand therefor is made in writing and until after proof of loss has been delivered.

#### **Inspection of Automobile**

5. The insured shall permit the Insurer at all reasonable times to inspect the automobile and its equipment.

#### **Time and Manner of Payment of Insurance Money**

6. (1) The Insurer shall pay the insurance money for which it is liable under this contract within sixty days after the proof of loss has been received by it or, where an appraisal is made under subcondition (8) of statutory condition 4, within fifteen days after the award is rendered by the appraisers.



**When Action May be Brought**

- (2) The insured shall not bring an action to recover the amount of a claim under this contract unless the requirements of statutory conditions 3 and 4 are complied with or until the amount of the loss has been ascertained as therein provided or by a judgment against the insured after trial of the issue or by agreement between the parties with the written consent of the Insurer.

**Limitation of Actions**

- (3) Every action or proceeding against the Insurer under this contract in respect of loss or damage to the automobile shall be commenced within two years next after the happening of the loss and not afterwards, and in respect of loss or damage to persons or property shall be commenced within two years next after the cause of action arose and not afterwards.

**Who May Give Notice and Proofs of Claim**

7. Notice of claim may be given and proofs of claim may be made by the agent of the insured named in this contract in case of absence or inability of the insured to give the notice or make the proof, such absence or inability being satisfactorily accounted for or, in the like case or if the insured refuses to do so, by a person to whom any part of the insurance money is payable.

**Termination**

8. (1) This contract may be terminated,
  - (a) by the Insurer giving to the insured fifteen days' notice of termination by registered mail or five days' written notice of termination personally delivered;
  - (b) by the insured at any time on request.
- (2) Where this contract is terminated by the Insurer,
  - (a) the Insurer shall refund the excess of premium actually paid by the insured over the pro rata premium for the expired time, but in no event shall the pro rata premium for the expired time be deemed to be less than any minimum retained premium specified; and
  - (b) the refund shall accompany the notice unless the premium is subject to adjustment or determination as to the amount, in which case the refund shall be made as soon as practicable.
- (3) Where this contract is terminated by the insured, the Insurer shall refund as soon as practicable the excess of premium actually paid by the insured over the short rate premium for the expired time, but in no event shall the short rate premium for the expired time be deemed to be less than any minimum retained premium specified.
- (4) The refund may be made by money, postal or express company money order or cheque payable at par.
- (5) The fifteen days mentioned in clause (a) of subcondition (1) of this condition commences to run on the day following the receipt of the registered letter at the post office to which it is addressed.

**Notice**

9. Any 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. Written notice may be given to the insured named in this contract by letter personally delivered to him or by registered mail addressed to him/her at his latest post office address as notified to the Insurer. In this condition the expression "registered" means registered in or outside Canada.

## IDENTIFICATION OF INSURER / ACTION AGAINST INSURER

This insurance has been effected in accordance with the authorization granted to the Coverholder by the Underwriting Members of the Syndicates whose definitive numbers and proportions are shown in the Table attached to Agreement No. **B0429BA1801387 in respect of Sections A&C, BA0429BA1803800 in respect of Section B.** (hereinafter referred to as "the Underwriters"). The Underwriters shall be liable hereunder each for his own part and not one for another in proportion to the several sums that each of them has subscribed to the said Agreement.

In any action to enforce the obligations of the Underwriters they can be designated or named as "Lloyd's Underwriters" and such designation shall be binding on the Underwriters as if they had each been individually named as defendant. Service of such proceedings may validly be made upon the Attorney In Fact in Canada for Lloyd's Underwriters, whose address for such service is 1155 rue Metcalfe, Suite 2220, Montreal, Quebec H3B 2V6.

### NOTICE

Any notice to the Underwriters may be validly given to the Coverholder.

**In witness whereof** this policy has been signed as authorized by the Underwriters, by **Oasis Outdoor Adventure & Sport Insurance Solutions Inc..**



Per.....

## NOTICE CONCERNING PERSONAL INFORMATION

### How we use your information

By purchasing insurance from certain Underwriters at Lloyd's, London ("Lloyd's"), a customer provides Lloyd's with his or her consent to the collection, use and disclosure of personal information. Consent is subject to the customer's understanding of the nature, purpose and consequences of the collection, use or disclosure of their personal information.

Information is collected and stored for the following purposes:

- the communication with Lloyd's policyholders
- the underwriting of policies
- the evaluation of claims
- the analysis of business results
- purposes required or authorized by law

### What personal information we collect about you

We collect, process and store the following personal information about you:

- Name
- Address including postal code and country
- Policy number
- Claim number
- Credit card details
- Bank account details

We also collect information about you when you visit [www.lloyds.com](http://www.lloyds.com). Further details can be found on our online Privacy & Cookies policy at <http://www.lloyds.com/common/privacy-and-cookies-statement>.

We will not use your personal information for marketing purposes and we will not sell your personal information to other parties.

#### **Who we disclose your information to**

For the purposes identified, personal information may be disclosed to Lloyd's related or affiliated organisations or companies, their agents/mandataires, and to certain non-related or unaffiliated organisations or companies, including service providers. These entities may be located outside Canada therefore a customer's information may be processed in a foreign jurisdiction (the United Kingdom and the European Union) and their information may be accessible to law enforcement and national security authorities of that jurisdiction.

#### **Disclosure without consent**

The following are reasonable grounds to permit the disclosure of personal information without the knowledge or consent of a customer:

- Detecting or suppressing fraud
- Investigating or preventing financial abuse
- For communication with the next of kin or authorized representative of an injured, ill or deceased individual
- Investigating a breach of an agreement or a contravention of the laws of Canada or a foreign jurisdiction
- Witness statement necessary to assess, process or settle insurance claims
- Information produced in the course of employment and the disclosure is consistent with the purpose it was produced for

#### **How to access your information and/or contact us**

To access and request correction or deletion of your information, or to obtain written information about Lloyd's policies and practices in respect of service providers located outside Canada, please contact the Ombudsman at [info@lloyds.ca](mailto:info@lloyds.ca). The Ombudsman will also answer customer's questions about the collection, use, disclosure or storage of their personal information by such Lloyd's service providers.

Further information about Lloyd's personal information protection policy may be obtained from the customer's broker or by contacting Lloyd's on: 514 861 8361, 1 877 455 6937, or through [info@lloyds.ca](mailto:info@lloyds.ca).

10/15

LSW1543C

#### **SERVICE OF SUIT CLAUSE (CANADA)**

##### **(Action against Insurer)**

In any action to enforce the obligations of the Underwriters they can be designated or named as "Lloyd's Underwriters" and such designation shall be binding on the Underwriters as if they had each been individually named as defendant. Service of such proceedings may validly be made upon the Attorney In Fact in Canada for Lloyd's Underwriters, whose address for such service is 1155, rue Metcalfe, Suite 2220, Montreal, Quebec, H3B 2V6.

LMA5028

#### **Sanction Limitation and Exclusion Clause**

No (re)insurer shall be deemed to provide cover and no (re)insurer shall be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose that (re)insurer to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

LMA3100

## CANADIAN AUTOMOBILE INSURANCE SPECIFIC CONDITIONS ENDORSEMENT

(for use in conjunction with LMA3115 Canadian Binding Authority Agreement

and applies to all Canadian Automobile insurance business)

Attaching to and forming part of **Agreement Number: B0429BA1801387 in respect of Sections A&C, BA0429BA1803800 in respect of Section B.**

- a. The Coverholder shall set premiums only in accordance with the rates, terms and conditions that the Regulator(s) have approved for use by the Underwriters and as contained in the respective Lloyd's Automobile Rules and Rate Manuals;
- b. With respect to any insurance or proposed insurance, the Coverholder shall ensure that it complies with any underwriting practices that the Underwriters are required to adhere to by the Regulator(s) in respect of:-
  - b.1 Forms of application, policy, endorsement or renewal or continuation certificate;
  - b.2 Grounds for declining to issue an insurance, refusing to renew an insurance, terminating an insurance, or refusing to provide or continue any coverage or endorsement in respect of an insurance;
  - b.3 Notice periods for non-renewal of an insurance or change of its terms;
  - b.4 Payments, or procedures for payment, of any claim or benefit under an insurance;
  - b.5 Procedures for dispute resolution;
- c. The Coverholder shall adhere to any applicable Requirements regarding the transfer of any insurance to any provincial Risk Sharing Plan or Plan de Répartition des Risques.

01/07/13

LMA5032A

### **SEVERAL LIABILITY NOTICE**

The subscribing insurers' obligations under contracts of insurance to which they subscribe are several and not joint and are limited solely to the extent of their individual subscriptions. The subscribing insurers are not responsible for the subscription of any co-subscribing insurer who for any reason does not satisfy all or part of its obligations.

LSW 1001

## **LLOYD'S PRIVACY POLICY STATEMENT**

### **UNDERWRITERS AT LLOYD'S, LONDON**

The Certain Underwriters at Lloyd's, London want you to know how we protect the confidentiality of your non-public personal information. We want you to know how and why we use and disclose the information that we have about you. The following describes our policies and practices for securing the privacy of our current and former customers.

### **INFORMATION WE COLLECT**

The non-public personal information that we collect about you includes, but is not limited to:

- Information contained in applications or other forms that you submit to us, such as name, address, and social security number
- Information about your transactions with our affiliates or other third-parties, such as balances and payment history
- Information we receive from a consumer-reporting agency, such as credit-worthiness or credit history

## INFORMATION WE DISCLOSE

We disclose the information that we have when it is necessary to provide our products and services information when the law requires or permits us to do so.

**LLOYD'S**

## CONFIDENTIALITY AND SECURITY

Only our employees and others who need the information to service your account have access to your personal information. We have measures in place to secure our paper files and computer systems.

## RIGHT TO ACCESS OR CORRECT YOUR PERSONAL INFORMATION

**You have a right to request access to or correction of your personal information that is in our possession.**

## CONTACTING US

If you have any questions about this privacy notice or would like to learn more about how we protect your privacy, please contact the agent or broker who handled this insurance. We can provide a more detailed statement of our privacy practices upon request.

06/03

LSW1135B

**LLOYD'S**

### IDENTIFICATION OF INSURER / ACTION AGAINST INSURER

Lloyd's Approved Coverholder ("the Coverholder"): **B0429BA1801387 in respect of Sections A&C, BA0429BA1803800 in respect of Section B.**

**Oasis Outdoor Adventure & Sport Insurance Solutions Inc**

Where LLOYD'S UNDERWRITERS are subscribing insurers to the Policy, the following applies to them:

### IDENTIFICATION OF INSURER / ACTION AGAINST INSURER

This insurance has been entered into in accordance with the authorization granted to the Coverholder by the Underwriting Members of the Syndicates whose definitive numbers and proportions are shown in the Table attached to the Agreement shown in the List of Subscribing Companies (hereinafter referred to as "the Underwriters"). The Underwriters shall be liable hereunder each for his own part and not one for another in proportion to the several sums that each of them has subscribed to the said Agreement.

In any action to enforce the obligations of the Underwriters they can be designated or named as "Lloyd's Underwriters" and such designation shall be binding on the Underwriters as if they had each been individually named as defendant. Service of such proceedings may validly be made upon the Attorney In Fact in Canada for Lloyd's Underwriters, whose address for such service is 1155, rue Metcalfe, Suite 2220, Montreal, Quebec H3B 2V6.

### NOTICE

Any notice to the Underwriters may be validly given to the Coverholder.

07/05

LSW1550

### LLOYD'S UNDERWRITERS' POLICYHOLDERS' COMPLAINT PROTOCOL

Lloyd's strives to enhance your customer experience with us through superior service and innovative insurance products.

We have developed a formal complaint handling protocol in accordance with the Insurance Companies Act of Canada to ensure your concerns as our valued customer are addressed expeditiously by our representatives. This protocol will assist you in understanding the steps we will undertake to help resolve any dispute which may arise with our product or service. All complaints will be handled in a professional manner. All complaints will be investigated, acted upon, and responded to in writing or by telephone by a Lloyd's representative promptly after the receipt of the complaint. If you are not satisfied with our products or services, you can take the following steps to address the issue:

- Firstly, please contact the broker who arranged the insurance on your behalf about your concerns so that he or she may have the opportunity to help resolve the situation.
- If your broker is unable to help resolve your concerns, we ask that you provide us in writing an outline of your complaint along with the name of your broker and your policy number.

Please forward your complaint to:

**Lloyd's Underwriters**

Attention: Complaints Officer:

1155 rue Metcalfe, Suite 2220, Montréal (Québec) H3B 2V6

Tel: 1-877-455-6937 - Fax: (514) 861-0470

E-mail: [info@lloyds.ca](mailto:info@lloyds.ca)

Your complaint will be directed to the appropriate business contact for handling. They will write to you within two business days to acknowledge receipt of your complaint and to let you know when you can expect a full response. If need be, we will also engage internal staff in Lloyd's Policyholder and Market Assistance Department in London, England, who will respond directly to you, and in the last stages, they will issue a final letter of position on your complaint.

In the event that your concerns are still not addressed to your satisfaction, you have the right to continue your pursuit to have your complaint reviewed by the following organizations:

**General Insurance OmbudService (GIO):** assists in the resolution of conflicts between insurance customers and their insurance companies. The GIO can be reached at:

Toll free number: 1-877-225-0446

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

**For Quebec clients:**

**Autorité des marchés financiers (AMF):** The regulation of insurance companies in Quebec is administered by the AMF. If you remain dissatisfied with the manner in which your complaint has been handled, or with the results of the complaint protocol, you may send your complaint to the AMF who will study your file and who may recommend mediation, if it deems this action appropriate and if both parties agree to it. The AMF can be reached at

Toll Free: 1-877-525-0337

Québec: (418) 525-0337

Montréal: (514) 395-0311

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

If you have a complaint specifically about Lloyd's Underwriters' complaints handling procedures you may contact the FCAC.

**Financial Consumer Agency of Canada (FCAC)** provides consumers with accurate and objective information about financial products and services, and informs Canadians of their rights and responsibilities when dealing with financial institutions. FCAC also ensures compliance with the federal consumer protection laws that apply to banks and federally incorporated trust, loan and insurance companies. The FCAC does not get involved in individual disputes. The FCAC can be reached at:

427 Laurier Avenue West, 6th Floor, Ottawa ON K1R 1B9

Services in English: 1-866-461-FCAC (3222)

Services in French: 1-866-461-ACFC (2232)

[www.fcac-acfc.gc.ca](http://www.fcac-acfc.gc.ca)

## Code of Consumer Rights and Responsibilities

Insurers (including Lloyd's Underwriters), along with the brokers and agents who sell home, auto and business insurance are committed to safeguarding your rights both when you shop for insurance and when you submit a claim following a loss. Your rights include the right to be informed fully, to be treated fairly, to timely complaint resolution, and to privacy. These rights are grounded in the contract between you and your insurer and the insurance laws of your province. With rights, however, come responsibilities including, for example, the expectation that you will provide complete and accurate information to your insurer. Your policy outlines other important responsibilities. Insurers and their distribution networks, and governments also have important roles to play in ensuring that your rights are protected.

### **Right to Be Informed**

You can expect to access clear information about your policy, your coverage, and the claims settlement process. You have the right to an easy-to-understand explanation of how insurance works and how it will meet your needs. You also have a right to know how insurers calculate price based on relevant facts. Under normal circumstances, insurers will advise an insurance customer or the customer's intermediary of changes to, or the cancellation of a policy within a reasonable prescribed period prior to the expiration of the policy, if the customer provides information required for determining renewal terms of the policy within the time prescribed, which could vary by province, but is usually 45 days prior to expiry of the policy.

You have the right to ask who is providing compensation to your broker or agent for the sale of your insurance. Your broker or agent will provide information detailing for you how he or she is paid, by whom, and in what ways.

You have a right to be told about insurers' compensation arrangements with their distribution networks. You have a right to ask the broker or agent with whom you deal for details of how and by whom it is being paid. Brokers and agents are committed to providing information relating to ownership, financing, and other relevant facts.

### **Responsibility to Ask Questions and Share Information**

To safeguard your right to purchase appropriate coverage at a competitive price, you should ask questions about your policy so that you understand what it covers and what your obligations are under it. You can access information through one-on-one meetings with your broker or agent. You have the option to shop the marketplace for the combination of coverages and service levels that best suits your insurance needs. To maintain your protection against loss, you must promptly inform your broker or agent of any change in your circumstances.

### **Right to Complaint Resolution**

Insurers, their brokers and agents are committed to high standards of customer service. If you have a complaint about the service you have received, you have a right to access Lloyd's Underwriters' complaint resolution process for Canada. Your agent or broker can provide you with information about how you can ensure that your complaint is heard and promptly handled. Consumers may also contact their respective provincial insurance regulator for information. Lloyd's is a member of an independent complaint resolution office, the General Insurance OmbudService.

#### **Responsibility to Resolve Disputes**

You should always enter into the dispute resolution process in good faith, provide required information in a timely manner, and remain open to recommendations made by independent observers as part of that process.

### **Right to Professional Service**

You have the right to deal with insurance professionals who exhibit a high ethical standard, which includes acting with honesty, integrity, fairness and skill. Brokers and agents must exhibit extensive knowledge of the product, its coverages and its limitations in order to best serve you.

## **Right to Privacy**

Because it is important for you to disclose any and all information required by an insurer to provide the insurance coverage that best suits you, you have the right to know that your information will be used for the purpose set out in the privacy statement made available to you by your broker, agent or insurance representative. This information will not be disclosed to anyone except as permitted by law. You should know that Lloyd's Underwriters are subject to Canada's privacy laws - with respect to their business in Canada.

10/12

LSW1565C

## **WAR AND CIVIL WAR EXCLUSION CLAUSE**

(Approved by Lloyd's Underwriters' Non-Marine Association)

Notwithstanding anything to the contrary contained herein this Policy does not cover Loss or Damage directly or indirectly occasioned by, happening through or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government or public or local authority.

NMA464

## **CANCELLATION CLAUSE**

NOTWITHSTANDING anything contained in this Insurance to the contrary this Insurance may be cancelled by the Assured at any time by written notice or by surrendering of this Contract of Insurance. This Insurance may also be cancelled by or on behalf of the Underwriters by delivering to the Assured or by mailing to the Assured, by registered, certified or other first class mail, at the Assured's address as shown in this Insurance, written notice stating when, not less than 45 days thereafter, the cancellation shall be effective. The mailing of notice as aforesaid shall be sufficient proof of notice and this Insurance shall terminate at the date and hour specified in such notice.

If this Insurance shall be cancelled by the Assured the Underwriters shall retain the customary short rate proportion of the premium hereon, except that if this Insurance is on an adjustable basis the Underwriters shall receive the Earned Premium hereon or the customary short rate proportion of any Minimum Premium stipulated herein whichever is the greater.

If this Insurance shall be cancelled by or on behalf of the Underwriters the Underwriters shall retain the pro rata proportion of the premium hereon, except that if this Insurance is on an adjustable basis the Underwriters shall receive the Earned Premium hereon or the pro rata proportion of any Minimum Premium stipulated herein whichever is the greater.

Payment or tender of any Unearned Premium by the Underwriters shall not be a condition precedent to the effectiveness of Cancellation but such payment shall be made as soon as practicable.

If the period of limitation relating to the giving of notice is prohibited or made void by any law controlling the construction thereof, such period shall be deemed to be amended so as to be equal to the minimum period of limitation permitted by such law.

20/4/61

NMA1331



## NUCLEAR INCIDENT EXCLUSION CLAUSE-LIABILITY-DIRECT (BROAD)-CANADA

(For use with all Public Liability Policies except Personal, Farmers' and Storekeepers')

It is agreed that this Policy does not apply:

- (a) to liability imposed by or arising from any nuclear liability act, law or statute, or any law amendatory thereof; nor
- (b) to bodily injury or property damage with respect to which an Insured under this policy is also insured under a contract of nuclear energy liability insurance (whether the Insured is unnamed in such contract and whether or not it is legally enforceable by the Insured) issued by the Nuclear Insurance Association of Canada or any other insurer or group or pool of insurers or would be an Insured under any such policy but for its termination upon exhaustion of its limit of liability; nor
- (c) to bodily injury or property damage resulting directly or indirectly from the nuclear energy hazard arising from:
  - (i) the ownership, maintenance, operation or use of a nuclear facility by or on behalf of an Insured;
  - (ii) the furnishing by an Insured of services, materials, parts or equipment in connection with the planning, construction, maintenance, operation or use of any nuclear facility; and
  - (iii) the possession, consumption, use, handling, disposal or transportation of fissionable substances, or of other radioactive material (except radioactive isotopes, away from a nuclear facility, which have reached the final stage of fabrication so as to be usable for any scientific, medical, agricultural, commercial or industrial purpose) used, distributed, handled or sold by an Insured.

As used in this policy:

- 1. The term "nuclear energy hazard" means the radioactive, toxic, explosive, or other hazardous properties of radioactive material;
- 2. The term "radioactive material" means uranium, thorium, plutonium, neptunium, their respective derivatives and compounds, radioactive isotopes of other elements and any other substances which may be designated by or pursuant to any law, act or statute, or law amendatory thereof as being prescribed substances capable of releasing atomic energy, or as being requisite for the production, use or application of atomic energy;
- 3. The term "nuclear facility" means:
  - (a) any apparatus designed or used to sustain nuclear fission in a self-supporting chain reaction or to contain a critical mass of plutonium, thorium and uranium or any one or more of them;
  - (b) any equipment or device designed or used for (i) separating the isotopes of plutonium, thorium and uranium or any one or more of them, (ii) processing or utilising spent fuel, or (iii) handling, processing or packaging waste;
  - (c) any equipment or device used for the processing, fabricating or alloying of plutonium, thorium or uranium enriched in the isotope uranium 233 or in the isotope uranium 235, or any one or more of them if at any time the total amount of such material in the custody of the Insured at the premises where such equipment or device is located consists of or contains more than 25 grams of plutonium or uranium 233 or any combination thereof, or more than 250 grams of uranium 235;
  - (d) any structure, basin, excavation, premises or place prepared or used for the storage or disposal of waste radioactive material;

and includes the site on which any of the foregoing is located, together with all operations conducted thereon and all premises used for such operations.

4. The term "fissionable substance" means any prescribed substance that is, or from which can be obtained, a substance capable of releasing atomic energy by nuclear fission.

5. With respect to property, loss of use of such property shall be deemed to be property damage.

It is understood and agreed that, except as specifically provided in the foregoing to the contrary, this Clause is subject to the terms, exclusions, conditions and limitations of the Policy to which it is attached.

01/4/96

NMA1978a

## BIOLOGICAL OR CHEMICAL MATERIALS EXCLUSION

It is agreed that this Insurance excludes loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with the actual or threatened malicious use of pathogenic or poisonous biological or chemical materials regardless of any other cause or event contributing concurrently or in any other sequence thereto.

06/02/03

NMA2962

### NEW BRUNSWICK RISK SHARING POOL ENDORSEMENT

(for use in conjunction with LMA3115 Canadian Binding Authority Agreement

and applies to all New Brunswick Automobile insurance business)

Attaching to and forming part of **Agreement Number: B0429BA1801387 in respect of Sections A&C, BA0429BA1803800 in respect of Section B**

The Coverholder may transfer risks to the New Brunswick Risk Sharing Pool ("the Pool") up to such limit as is advised to the Coverholder by the Attorney In Fact in Canada for Lloyd's Underwriters. Such transfer shall be made only in accordance with the rules from time to time promulgated by the body authorised by statute to administer the Pool.

01/07/13

LMA5037A



#### IDENTIFICATION DE L'ASSUREUR / ACTION CONTRE L'ASSUREUR

Courtier mandataire agréé du Lloyd's as evidence under contract  
**B0429BA1801387 in respect of Sections A&C, BA0429BA1803800 in respect of Section B:**  
**Oasis Outdoor Adventure & Sport Insurance Solutions Inc**

Lorsque LES SOUSCRIPTEURS DU LLOYD'S sont des coassureurs à la police d'assurance, la clause qui suit s'applique à eux :

#### IDENTIFICATION DE L'ASSUREUR / ACTION CONTRE L'ASSUREUR

La présente assurance a été souscrite conformément à l'autorisation accordée au Courtier mandataire par les Souscripteurs des Syndicats du Lloyd's dont les numéros et pourcentages figurent au tableau annexé à l'Accord contractuel indiqué dans la liste des compagnies participantes (ci-après appelés « les Souscripteurs »). Les Souscripteurs garantissent chacun pour sa part et sans solidarité entre eux, proportionnellement aux divers montants souscrits à l'Accord contractuel par chacun d'eux.

Dans toute action en exécution des obligations des Souscripteurs, la désignation « Les Souscripteurs du Lloyd's » sera une désignation qui liera les Souscripteurs comme si chacun d'eux avait été nommé individuellement comme défendeur. La signification de telles procédures peut être valablement faite au fondé de pouvoir au Canada pour Les Souscripteurs du Lloyd's, dont l'adresse pour une telle signification est le 1155, rue Metcalfe, bureau 2220, Montréal, Québec H3B 2V6.

Les avis destinés aux Souscripteurs peuvent être valablement donnés au Courtier mandataire.

07/05

LSW1550-16

## **CODE DES DROITS ET RESPONSABILITÉS DU CONSOMMATEUR**

Les assureurs (y compris les Souscripteurs du Lloyd's), de même que les courtiers et agents qui font souscrire des polices d'assurance habitation, automobile et entreprise, tiennent à protéger vos droits tant que lorsque vous cherchez une assurance que lorsque vous présentez une demande d'indemnité à la suite d'un sinistre. Vous avez notamment droit à une information complète, à un traitement équitable, à un règlement diligent de vos plaintes et à la protection des renseignements personnels qui vous concernent. Ces droits sont fondés sur le contrat conclu entre vous et votre assureur et sur les lois de votre province en matière d'assurance. Cependant, les droits s'accompagnent de responsabilités. On s'attend par exemple à ce que vous fournissiez des renseignements complets et exacts à votre assureur. D'autres responsabilités importantes sont décrites dans votre police. Les assureurs et leurs réseaux de distribution ainsi que les gouvernements ont également un rôle important dans la protection de vos droits.

### **Droit d'être informé**

Vous pouvez vous attendre à des renseignements clairs sur votre police, votre protection et le processus de règlement des sinistres. Vous avez droit à des explications claires sur le fonctionnement de l'assurance et la façon dont elle répond à vos besoins. Vous avez également le droit de savoir comment les assureurs calculent le prix à partir de faits pertinents. Normalement, les assureurs donnent au client ou à son intermédiaire un préavis raisonnable (dont la durée est fixée par la loi) du non-renouvellement de son assurance ou des modifications prenant effet au renouvellement pourvu que le client fournisse les renseignements nécessaires à l'établissement des conditions de renouvellement au moins 45 jours (ou le nombre de jours fixé dans la loi) avant l'expiration du contrat.

Vous avez le droit de demander qui rémunère votre courtier ou agent pour la souscription de votre assurance. Votre courtier ou agent vous expliquera comment il est rémunéré, par qui et sous quelles formes.

Vous avez le droit de connaître les ententes de rémunération conclues par les assureurs avec leurs réseaux de distribution. Vous avez le droit de demander à votre courtier ou agent de vous expliquer comment et par qui il est payé. Les courtiers et les agents doivent fournir les renseignements concernant la propriété, le financement et autres faits pertinents.

### **Responsabilité de poser des questions et de fournir des renseignements**

Pour protéger votre droit à la souscription d'une assurance appropriée à un prix concurrentiel, vous devez poser des questions sur votre police afin de comprendre la protection qu'elle vous procure et les obligations qu'elle vous impose. Vous pouvez obtenir des renseignements dans le cadre de rencontres en tête-à-tête avec votre courtier ou agent. Vous êtes libre de faire le tour du marché de manière à obtenir la combinaison de garanties et de services qui répond le mieux à vos besoins. Pour conserver votre protection contre les sinistres, vous devez informer sans délai votre courtier ou agent de tout changement dans votre situation.

### **Droit au règlement des plaintes**

Les assureurs, leurs courtiers et leurs agents s'imposent des normes élevées en matière de service à la clientèle. Si vous avez à vous plaindre du service que vous avez reçu, vous avez le droit de recourir au processus de règlement des plaintes des Souscripteurs du Lloyd's pour le Canada. Votre courtier ou agent peut vous expliquer ce que vous devez faire pour que votre plainte soit entendue et traitée rapidement. Les consommateurs peuvent aussi consulter l'autorité de réglementation de l'assurance de leur province. Le Lloyd's est membre d'un organisme de règlement des plaintes indépendant, le Service de conciliation en assurance de dommages.

### **Responsabilité de régler les différends**

Vous devez toujours vous engager de bonne foi dans le processus de règlement des différends, fournir promptement les renseignements demandés et être ouvert aux recommandations formulées par des observateurs indépendants dans le cadre de ce processus.

### **Droit à un service professionnel**

Vous avez le droit de traiter avec des professionnels de l'assurance qui observent des normes déontologiques avec honnêteté, intégrité, équité et compétence. Les courtiers et agents d'assurance doivent démontrer la valeur de leur produit, de ses garanties et de ses restrictions afin de vous offrir un service optimal.

**LLOYD'S**

sent  
ndie

## **Droit à la protection des renseignements personnels**

Étant donné qu'il est important que vous communiquiez à l'assureur tous les renseignements dont il a besoin pour vous fournir la protection qui vous convient le mieux, vous avez le droit de savoir que les renseignements qui vous concernent seront utilisés uniquement aux fins décrites dans l'énoncé sur la protection des renseignements personnels mis à votre disposition par votre courtier, agent ou représentant d'assurance. Ces renseignements ne seront communiqués à des tiers que dans la mesure où la loi le permet. Vous devez savoir que, en ce qui concerne leurs affaires canadiennes, les Souscripteurs du Lloyd's sont assujettis aux lois canadiennes régissant la protection des renseignements personnels.

10/12

LSW1565C-16

## **CLAUSE D'EXCLUSION EN RAISON DE GUERRE ET DE GUERRE CIVILE**

Nonobstant les dispositions contraires contenues dans les présentes, la présente police ne couvre pas la perte ou les dommages occasionnés ou provoqués, directement ou indirectement, par une guerre, une invasion, des actes d'ennemis étrangers, des hostilités (qu'une guerre soit déclarée ou non), une guerre civile, une rébellion, une révolution, une insurrection, une force militaire, une usurpation de pouvoir ou la confiscation, la nationalisation, la réquisition, la destruction ou l'endommagement de tout bien par un gouvernement ou une autorité publique ou locale ou à la suite d'une directive de ceux-ci.

1/1/38

NMA464-16

## **PROTOCOLE RELATIF AUX PLAINTES DE TITULAIRES DE POLICES DU LLOYD'S**

Le Lloyd's s'efforce de rehausser l'expérience client par un service supérieur et des produits d'assurance innovants.

Nous avons établi un protocole de traitement des plaintes, comme l'exige la *Loi sur les sociétés d'assurance* du Canada, afin que les problèmes signalés par nos précieux clients soient traités promptement par nos représentants. Ce protocole vous aidera à comprendre les mesures que nous prendrons dans le but de résoudre tout conflit lié à notre produit ou à notre service. Toutes les plaintes seront traitées de manière professionnelle. Dans tous les cas, une enquête sera faite, des dispositions seront prises et une réponse sera donnée par écrit ou par téléphone par un représentant du Lloyd's peu de temps après la réception de la plainte. Si vous n'êtes pas satisfait de nos produits ou de nos services, voici ce que vous pouvez faire:

- Communiquez d'abord avec votre courtier (celui par l'intermédiaire duquel vous avez souscrit l'assurance) afin qu'il ait l'occasion de régler la question.
- Si votre courtier est incapable de résoudre le problème, veuillez nous exposer votre plainte par écrit, en prenant soin d'indiquer le nom du courtier et votre numéro de police.

Veuillez nous adresser vos plaintes comme suit:

### **Souscripteurs du Lloyd's**

Attention : Responsable des plaintes

1155, rue Metcalfe, bureau 2220, Montréal (Québec) H3B 2V6

Tél. : 1-877-455-6937 Téléc. : 514- 861-0470

CE : [info@lloyds.ca](mailto:info@lloyds.ca)

Votre plainte sera remise à la personne appropriée pour qu'elle s'en occupe. Cette personne vous écrira dans les deux jours ouvrables suivants pour accuser réception de votre plainte et pour vous dire dans combien de temps une réponse complète devrait vous parvenir. Si nécessaire, la plainte sera aussi transmise au service Policyholder and Market Assistance du Lloyd's, à Londres. Dans ce cas, ce service vous répondra directement et, à la fin du processus, rédigera la lettre exposant notre position finale à l'égard de votre plainte.

Si le problème n'est toujours pas réglé à votre satisfaction, vous avez le droit de continuer à chercher une solution en le soumettant aux organismes suivants:

Le Service de conciliation en assurance de dommages (SCAD) facilite la résolution de conflits opposant des consommateurs et leur assureur. Voici comment le joindre:

Tél. : 1-877-225-0446

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

**Pour les clients du Québec:**

L'Autorité des marchés financiers (AMF). – Au Québec, la réglementation des sociétés d'assurance relève de l'AMF. Si vous n'êtes pas satisfait de la manière dont votre plainte a été traitée ou réglée par le Lloyd's, vous pouvez la soumettre à l'AMF. Celle-ci étudiera le dossier et pourra recommander une médiation si elle le juge approprié et si les deux parties y consentent. Voici comment joindre l'AMF:

Québec: (418) 525-0337

Montréal: (514) 395-0311

Autres régions : 1-877-525-0337

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

Si votre plainte porte sur le **processus** de traitement des plaintes employé par les Souscripteurs du Lloyd's, vous pouvez vous adresser à l'Agence de consommation en matière financière du Canada (ACFC).

L'Agence de consommation en matière financière du Canada (ACFC) donne aux consommateurs des renseignements précis et objectifs sur les produits et services financiers et informe les Canadiens au sujet de leurs droits et responsabilités dans leurs rapports avec des institutions financières. Elle surveille aussi la conformité aux dispositions relatives à la protection des consommateurs qui sont prévues dans les lois fédérales applicables aux banques et aux sociétés de fiducie, de prêt et d'assurance constituées en vertu d'une loi fédérale. Voici les coordonnées de l'ACFC:

427, avenue Laurier Ouest, 6<sup>e</sup> étage, Ottawa ON K1R 1B9

Service en français : 1-866-461-ACFC (2232)

Service en anglais : 1-866-461-FCAC (3222)

[www.fcac-acfc.gc.ca](http://www.fcac-acfc.gc.ca)

09/14

LSW1542F-16

**IDENTIFICATION OF INSURER / ACTION AGAINST INSURER**



Lloyd's Approved Coverholder ("the Coverholder"): **B0429BA1801387** in respect of Sections A&C, **BA0429BA1803800** in respect of Section B:

**Oasis Outdoor Adventure & Sport Insurance Solutions Inc**

**CONDITIONS PARTICULIÈRES**

**N° DE POLICE** Voir la Page de la déclaration

**NOM DE L'ASSURÉ:** Voir la Page de la déclaration

**ADRESSE DE L'ASSURÉ:** Voir la Page de la déclaration

**PÉRIODE D'ASSURANCE:** Voir la Page de la déclaration

**du:** Voir la Page de la déclaration

**au:** Voir la Page de la déclaration

(les deux jours à 0 h 01, heure normale à l'adresse de l'assuré)

**PRIME: Voir la Page de la déclaration**

**MONTANT DE GARANTIE : Voir la Page de la déclaration**

Ce contrat d'assurance est composé de cette page de Conditions particulières ainsi que des formulaires, intercalaires et avenants ci-joints.

#### **IDENTIFICATION DE L'ASSUREUR / ACTION CONTRE L'ASSUREUR**

La présente assurance a été souscrite conformément à l'autorisation accordée au Courtier mandataire par les Souscripteurs des Syndicats du Lloyd's dont les numéros et pourcentages figurent au tableau annexé à l'Accord contractuel n° **B0429BA1801387 in respect of Sections A&C, BA0429BA1803800 in respect of Section B:** (ci-après appelés « les Souscripteurs »). Les Souscripteurs garantissent chacun pour sa part et sans solidarité entre eux, proportionnellement aux divers montants souscrits à l'Accord contractuel par chacun d'eux.

Dans toute action en exécution des obligations des Souscripteurs, la désignation « Les Souscripteurs du Lloyd's » sera une désignation qui liera les Souscripteurs comme si chacun d'eux avait été nommé individuellement comme défendeur. La signification de telles procédures peut être valablement faite au fondé de pouvoir au Canada pour Les Souscripteurs du Lloyd's, dont l'adresse pour une telle signification est le 1155, rue Metcalfe, bureau 2220, Montréal, Québec H3B 2V6.

#### **AVIS**

Les avis destinés aux Souscripteurs peuvent être valablement donnés au Courtier mandataire.

**En foi de quoi** ce document a été signé avec l'autorisation des Souscripteurs, par **[Insérer le nom du Courtier mandataire canadien]**



**Par.....**

L'assuré est prié de lire cette police et, en cas d'erreur, de la retourner immédiatement pour correction.

Tout événement susceptible de mettre en jeu la présente assurance doit être immédiatement déclaré au Courtier mandataire dont le nom et l'adresse sont indiqués ci-dessus. Toutes les demandes de renseignements et tous les différends doivent également être communiqués à ce Courtier mandataire.

Pour les fins de la *Loi sur les sociétés d'assurance* (Canada), cette police canadienne a été émise dans le contexte des activités d'assurance des souscripteurs du Lloyd's au Canada.

#### **CETTE POLICE CONTIENT UNE CLAUSE POUVANT LIMITER LE MONTANT DE L'INDEMNITÉ**

12 Janvier 2012

LSW1548B-16

#### **AVIS RELATIF AUX RENSEIGNEMENTS PERSONNELS**

##### **Comment utilisons-nous vos renseignements**

En prenant une assurance auprès de Souscripteurs du Lloyd's de Londres (« Lloyd's »), le client consent à ce que le Lloyd's recueille, utilise et communique des renseignements personnels à son égard aux fins suivantes :

- communication avec les titulaires de contrat
- sélection et tarification des risques
- examen des demandes de règlement

- détection et prévention de la fraude
- analyse des résultats commerciaux
- autres fins exigées ou autorisées par la loi
- 

#### **Quels renseignements personnels que recueillons nous**

Nous recueillons, traitons et sauve-gardons les renseignements personnels suivants

- nom
- adresse y compris le code postal et pays
- numéro de police
- numero de réclamation
- détails de carte de crédit
- coordonnées bancaires
- 

Nous recueillons également vos renseignements lorsque vous visitez [www.lloyds.com](http://www.lloyds.com). vous trouverez plus de détails sur notre politique de Confidentialité & cookies en ligne à <http://www.lloyds.com/common/privacy-and-cookies-statement>.

Nous n'utiliserons pas vos informations personnelles à des fins commerciales, et nous ne vendrons pas vos renseignements personnels à quiconque.

#### **À qui nous divulguons vos renseignements**

Dans la limite des fins indiquées, les renseignements personnels peuvent être communiqués aux sociétés apparentées au Lloyd's et à leurs agents ainsi qu'à certains autres organismes, notamment des prestataires de services. Comme ces entités peuvent être situées ailleurs qu'au Canada, il est possible que des renseignements sur un client soient traités à l'étranger (au Royaume-Uni ou dans un pays membre de l'Union européenne) et soient de ce fait accessibles aux organismes d'application de la loi et aux autorités nationales de sécurité d'un ressort étranger.

#### **Comment accéder à vos renseignements ou nous contacter**

Pour avoir accès pour faire une demande de correction ou de suppression de vos renseignements, ou pour recevoir de l'information écrite sur les politiques et pratiques du Lloyd's à l'égard des prestataires de services de l'extérieur du Canada, veuillez communiquer avec l'ombudsman à [info@lloyds.ca](mailto:info@lloyds.ca) qui répond aussi aux questions des clients au sujet de la collecte, de la communication et de la conservation de leurs renseignements personnels par les prestataires de services du Lloyd's situés à l'étranger

Pour de plus amples renseignements sur la politique du Lloyd's en matière de protection des renseignements personnels, le client peut s'adresser à son courtier ou communiquer avec le Lloyd's au: 514 861 8361, 1 877 455 6937, ou à [info@lloyds.ca](mailto:info@lloyds.ca).

07/15

LSW1543B-16