

Scotiabank®
More Rewards®* VISA* Card
Welcome Kit

Earn More Rewards
on everyday
purchases



You're richer
than you think.®



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Turn your everyday purchases into great More Rewards

Thank you for choosing the *Scotiabank*[®] More Rewards^{®*} VISA* card

Earn up to 6 More Rewards points on everyday purchases. Redeem instantly for in-store savings on groceries and on a wide selection of valuable rewards like travel, electronics and more.

The More Rewards program

Earn More Rewards points on everyday purchases with your *Scotiabank* More Rewards VISA card¹:

- Earn 6 More Rewards points per \$1 in purchases at participating grocery locations such as Save-On-Foods, Overwaitea Foods, Cooper’s Foods, PriceSmart Foods and Urban Fare stores
- Earn 6 More Rewards points per \$1 in purchases at all participating More Rewards partner locations²
- Earn 4 More Rewards points for all other eligible purchases
- No earnings cap

Maximize your rewards

Earn additional points – use your *Scotiabank* More Rewards VISA card along with your More Rewards membership card at nearly 500 More Rewards partner locations to accumulate points on both cards.

Request additional VISA cards for members of your household to consolidate your family spending and earn More Rewards points faster.



The *Scotiabank* More Rewards VISA Card

Use your *Scotiabank* More Rewards VISA card for all of your everyday purchases and earn More Rewards points toward free groceries, travel and merchandise. Watch your points grow every time you shop and check your balance at morerewards.ca.

Earn points even faster with your *Scotiabank* More Rewards VISA card

- Use your *Scotiabank* More Rewards VISA card at More Rewards partner locations² and earn 6 points for every dollar spent¹
- Earn 4 More Rewards points for every dollar spent on all other eligible purchases¹
- Earn additional points when using both your *Scotiabank* More Rewards VISA card and your More Rewards membership card

Plus, watch for promotions or advertised products that feature bonus More Rewards points and sign up online at morerewards.ca to receive More Rewards e-mail offers.



Rewards you can use

The More Rewards program gives you many ways to treat yourself or someone you care about. You can choose to redeem from an exciting selection of rewards, including:

- Groceries
- Household goods
- Gift cards
- Travel
- Electronics
- And more!

Redeeming is easy

There are three ways to redeem your More Rewards points:

- Present your More Rewards membership card at any eligible grocery partner location and redeem your points instantly at checkout for in-store savings.
- Visit morerewards.ca to view the complete catalogue of available rewards, choose your item and redeem your points.
- Visit the customer service desk at any Save-On-Foods, Overwaitea Foods, PriceSmart Foods, Cooper's Foods or Urban Fare location to order your rewards item. Your reward will be delivered to your store for pickup within 1 to 3 weeks. You'll be notified by telephone when your order arrives.

To check your points balance, redeem points, access special offers and more, visit morerewards.ca.

Enjoy convenience and protection

Purchase Security and Extended Warranty[†]

Most personal items purchased anywhere in the world are automatically insured against theft, loss or damage – as long as the full cost of the item is charged to your *Scotiabank* More Rewards VISA card. Coverage applies to the first 90 days from the date of purchase and is in excess of any other insurance coverage.

When you use your *Scotiabank* More Rewards VISA card to purchase most personal items and charge the full cost of the item to your card, extended warranty coverage doubles the period of the original manufacturer's warranty for up to one additional year. Items covered by a manufacturer's warranty of five years or more must be registered within the first year of purchase.

There is a maximum lifetime liability of \$60,000 under the Purchase Security and Extended Warranty coverages.

Price Protection Service[†]

When you use your *Scotiabank* More Rewards VISA card to buy a new item in Canada that is offered for sale in Canada at a lower price within 60 days of your purchase, the Price Protection Service can pay you the price difference up to \$100 per item and \$500 per calendar year.



Visa Checkout – The easier way to pay online

Make your online shopping easier with Visa Checkout. No need to re-enter your payment and shipping details every time you shop at participating online retailers. Just enter your username and password and you're done. Visit scotiabank.com/visacheckout to learn more. Enroll your *Scotiabank* More Rewards VISA card today.

Visa payWave* – The faster way to pay

Visa payWave is a convenient payment feature included on *Scotiabank* More Rewards VISA cards at no additional fee. Save time when paying for small, everyday purchases. No swiping, signing, or entering your PIN for most purchases at participating merchants†.



Look for the payWave symbol at participating retailers.

VISA Zero Liability Policy

Use your *Scotiabank* More Rewards VISA card to shop anywhere – whether it's on the Internet or in a store – and you are protected from unauthorized use of your VISA card. The VISA Zero Liability Policy eliminates consumer liability for fraudulent transactions.

Certain restrictions and limitations apply. Please visit visa.ca for a full description of the VISA Zero Liability Policy.

As a cardholder, you are responsible to ensure that you protect your Personal Identification Number (PIN) when using it with your VISA card to make a purchase at enabled point of sale terminals, or when used at an ABM to obtain a cash advance.

Instant cash advances

You can use your *Scotiabank* More Rewards VISA card to get instant cash advances up to your available credit limit, at any financial institution worldwide displaying the VISA symbol.

Automated banking machines

You can also use your *Scotiabank* More Rewards VISA card to obtain up to \$1,000 per day (subject to your available credit) through over 1 million designated Automatic Banking Machines (ABMs) worldwide. Cash advances can be obtained at any ABM displaying one or more of the following symbols: in Canada, look for the *Interac*** symbols; outside Canada, look for banking machines displaying the VISA or PLUS* symbols.

Click, call or visit

You can access your *Scotiabank* More Rewards VISA account information through *Scotia OnLine*® Financial Services and *TeleScotia*® Telephone Banking Services.

- Obtain account balances
- Pay your *Scotiabank* More Rewards VISA account
- Transfer funds between credit and deposit accounts
- Pay bills or post-date payments for over 6,000 bill payment companies

For more information or to register, just call 1-800-4SCOTIA or visit scotiabank.com.

Scotia OnLine Internet banking

Manage your finances from anywhere you can access the Internet. With *Scotia OnLine* Financial Services, you have a fully integrated view of all your *Scotiabank* accounts, view your current transactions plus your last statement details. With epost 'View My Bills,' receive and view your *Scotiabank* credit card bills online. You can even download account information into personal financial software.

TeleScotia telephone banking (1-800-267-1234)

Whether you're at home, the office or across the country, *TeleScotia* gives you the freedom to bank by phone, 24 hours a day. You can pay bills, transfer funds, post-date bill payments and transfers between accounts, up to 1 year in advance.

Financial protection for life's twists and turns

Scotia Credit Card Protection (optional)

With one simple application for this optional credit card balance insurance, you can have financial protection from a range of life events: Disability, Job Loss, Strike or Lockout, Critical Illness or loss of Life. A monthly benefit equal to 5%³ of your outstanding credit card account balance can be paid to your credit card account if you are unable to work, which can help pay down your balance faster. In the event you are diagnosed with a covered Critical Illness, or if you pass away, your outstanding credit card account balance can be paid in full, up to a maximum of \$20,000.

This comprehensive coverage is available at a monthly premium rate of only \$0.95 per \$100 of average daily balance on your credit card account (plus any applicable sales tax). The affordable cost includes benefits for a Co-Borrower at no additional charge. The premium is conveniently charged to your credit card account to help ensure your coverage stays in place.

Approval is fast! If you are a resident of Canada, and are at least 18 and under 65 years of age⁴, please call 1-855-753-4272 between 8:00 a.m. and 8:00 p.m. (ET) Monday to Friday and a Customer Service Representative will be pleased to assist you. Or please visit our website at scotialifefinancial.com for more information.

Contact information

To Activate Your Card

Visit scotiabank.com/activatecreditcard

or call 1-800-806-8600

Scotiabank More Rewards VISA Customer Service

For general information:

In Canada & U.S. 1-844-252-5190

All other areas (collect) 416-288-4144

More Rewards Card Customer Service Centre

In Canada & U.S. 1-800-242-9229

Or visit morerewards.ca

To Report Insurance Claims

In Canada & U.S. 1-866-614-3895

Outside Canada & U.S. (collect) 613-634-4998

Scotia Credit Card Protection

In Canada 1-855-753-4272

TeleScotia Telephone Banking

In Canada & U.S. 1-800-267-1234

The Bank of Nova Scotia is the issuer of the Scotiabank More Rewards VISA card. Overwaitea Food Group Limited Partnership is responsible for the operation and administration of the More Rewards Program.

- ® Registered trademarks of The Bank of Nova Scotia.
 - ®* More Rewards is a registered trademark of the Overwaitea Food Group LP. Used by permission.
 - * Trademark of Visa International Service Association and used under license.
 - ** The Bank of Nova Scotia authorized user of the mark.
 - † Merchants set their own limits for the maximum value of a Visa payWave transaction that does not require a signature or PIN.
 - ‡ Purchase Security and Extended Warranty are underwritten by American Bankers Insurance Company of Florida (ABIC), while Price Protection Service is a service provided by ABIC. Details of the coverage, including definitions, benefits, limitations, and exclusions are in the Certificate of Insurance provided with the card. The Bank of Nova Scotia is not an insurer. All claims must be forwarded to ABIC. Read the Certificate of Insurance then keep it in a safe place with your other valuable documents.
- ¹ Scotiabank More Rewards VISA cardholders will receive points for net purchases made with their Scotiabank More Rewards VISA card. Scotiabank More Rewards VISA cards must be connected to a More Rewards membership in order to earn points. Points are not awarded for cash advances, balance transfers, Scotia® Credit Card Cheques, credit vouchers, payments, returns, fees or interest. More Rewards Program Terms, including earn and redemption rates, may change without notice. Please refer to the More Rewards Program Terms and Conditions for details available at morerewards.ca.
 - ² More Rewards partner locations are listed at morerewards.ca and subject to change from time to time without notice. Online shopping purchases made with your Scotiabank More Rewards VISA card at online merchants identified at morerewards.ca do not qualify for this higher earn rate.
 - ³ 5% of your outstanding credit card account balance up to 24 months to a maximum of \$1,000 per month and a total maximum of \$20,000 if you are unable to work due to involuntary Job Loss, Strike or Lockout or become disabled.
 - ⁴ Critical Illness, Disability, Job Loss and Strike/Lockout coverage terminates at age 65, Life coverage terminates at age 70.

Scotiabank Privacy Agreement

Your privacy is important to Scotiabank. This Agreement sets out the information practices for Scotiabank¹ in Canada, including what type of information is collected, how the information is used, and with whom the information is shared.

This Agreement may be amended from time to time. (See “Further Information”, below, for an explanation of how we will advise you of any future changes.)

In this Agreement, “we”, “our”, “us” and “Scotiabank” mean Scotiabank¹ and include any program or joint venture any of these parties participates in; “you” and “your” mean an individual who has made application to us for, enrolled in or signed an application in respect of any personal or business banking, insurance, brokerage or financial product or service offered by us (“Service”), including any coapplicants, guarantors or personal representatives.

COLLECTING, USING AND DISCLOSING YOUR INFORMATION

1. When you apply for, or provide a guarantee in respect of, or use any Service and while you are our customer, you agree that we may collect personal information from you and about you such as:
 - Your name, address, telephone number, nature of your principal business or occupation and date of birth, which is required by law;
 - Identification, such as a valid driver’s license or passport. We may also ask for documents such as a recent utility bill to verify your name and address;
 - Your annual income, assets and liabilities and credit history;
 - Information about your transactions, including payment history, account activity and how you intend to use the account or Service and the source of any incoming funds or assets;
 - Information we may need in order to provide you with a Service such as health information if you are applying for certain insurance products. In some instances, providing this information is optional;
 - Information about third parties such as your spouse if you are applying for certain Services, where this information is required by law; and
 - Information about beneficial owners, intermediaries and other parties, which is required by law.

For legal entities such as businesses, partnerships, trusts, estates, clubs or other organizations, we may collect the information referred to above from each authorized person, partner, trustee, executor and club member, as appropriate.

In addition, when you apply for, enroll in or use a Service via a digital channel (such as online or mobile banking), we may collect information about your computer or device, operating system, internet connection or telephone account, settings, IP address and device locational data, and transaction data, as well as personal information as described above. We may collect, use, disclose and retain this information for the purposes described below, as well as to determine which settings are appropriate for your computer system, to provide or enhance digital functionality and banking options, and for security purposes, internal analysis and reporting. You may withhold consent to the collection, use and disclosure of this information, although in some cases this may prevent you from using the digital channel to apply for or use a Service or to communicate with us, or may reduce the functionality of that channel.

We may collect your personal information, and use it, and disclose it to any person or organization for the following purposes:

- To confirm your identity;
- To understand your needs;
- To determine the suitability of our Services for you;
- To determine your eligibility for our Services;
- To set up, manage and offer Services that meet your needs;
- To provide you with ongoing Service;
- To provide you with various options for applying for and accessing Services;
- To satisfy legal and regulatory requirements that we believe are applicable to us, including the requirements of any self-regulatory organizations to which we belong;

- To help us collect a debt or enforce an obligation owed to us by you;
- To respond to a court order, search warrant or other demand or request which we believe to be valid, or to comply with the rules of production of a court;
- To manage and assess our risks;
- To investigate and adjudicate insurance claims, other claims or complaints; and
- To prevent or detect fraud or criminal activity or to manage and settle any actual or potential loss in connection with fraud or criminal activity.

When we collect your health information for the purpose of providing an insurance Service, we will use that information strictly for that purpose. (See below for more information.) We do not provide directly all the services related to your relationship with us. We may use third party service providers to process or handle personal information on our behalf and to assist us with various services such as printing, postal and electronic mail distribution and marketing (including by telephone and electronic means), and you acknowledge that we may release information about you to them. Some of our service providers are located outside of Canada. As a result, your personal information may be accessible to regulatory authorities in accordance with the law of these jurisdictions. When personal information is provided to our service providers, we will require them to protect the information in a manner that is consistent with Scotiabank privacy policies and practices.

2. We may collect, use and disclose your Social Insurance Number (SIN), as well as other information, for income tax reporting purposes, as required by law. In addition, we may ask you for your SIN to verify and report credit information to credit bureaus and credit reporting agencies as well as to confirm your identity. This allows us to keep your personal information separate from that of other customers, particularly those with similar names, and helps maintain the integrity and accuracy of your personal information. You may refuse to consent to its use or disclosure for purposes other than as required by law.
3. We may verify relevant information you give us with your employer or your references and you authorize any person whom we contact in this regard to provide such information to us. If you apply for or enroll in a Service and during the time you have the Service, we may consult various financial service industry databases or private investigative bodies maintained in relation to the type of Service you have applied for, enrolled in or have. You also authorize us to release information about you to these databases and investigative bodies. In Canada, investigative bodies are designated under the regulations of the *Personal Information Protection and Electronic Documents Act* (PIPEDA) and include such organizations as the Bank Crime Prevention and Investigation Office of the Canadian Bankers Association and the Investigative Services Division of the Insurance Bureau of Canada.
4. You agree that we may monitor, record, and retain any telephone call or electronic communication we have with you. This is to establish a record of the information you provide, to ensure that your instructions are followed properly and to ensure customer service levels are maintained. Records of calls and electronic communications are destroyed when they are no longer required for business or other purposes, and any personal information is safeguarded in accordance with this Agreement.
5. Scotiabank may use video surveillance in and around our branches, bank machines and other locations for the purpose of safeguarding our clients and employees and protecting against theft, fraud and vandalism. Any video images recorded are destroyed when they are no longer required for business or other purposes, and any personal information is safeguarded in accordance with this Agreement.
6. If you have a Service with us, we may use, disclose to and collect from credit bureaus or financial service industry databases, credit and other information about you in order to offer you pre-approved credit products or margin facilities. We may also do this after the Service has ended. You may withdraw your consent at any time by giving us reasonable notice (see below).
7. We may give information (except health information) about you to other members of Scotiabank (where the law allows this) so that these companies may tell you directly about their products and services. Scotiabank includes companies engaged in the following services to the public: deposits, loans and other personal financial services; credit, charge, debit and payment card services; full service and discount brokerage services; mortgage loans; trust and custodial services; insurance services; investment management and financial planning services; and mutual funds investment services. This consent will also apply to any companies that form a part of Scotiabank in the future. You also agree that we may provide you with information from third parties we select. Your consent to this is not a condition of doing business with us and you may withdraw it at any time (see below).

For a list of Scotiabank's affiliates and subsidiaries in Canada, please refer to the *Public Accountability Statement/Corporate Social Responsibility Report* available at any Scotiabank branch or on the Scotiabank website at www.scotiabank.com.

8. We may ask you for contact information such as your telephone, mobile or fax number or e-mail address, and keep and use this information as well as disclose it to other members of Scotiabank so that we or any of these companies may contact you directly through these channels for the purpose of marketing, including telemarketing. This consent will also apply to any companies that form a part of Scotiabank in the future. Your consent to this is not a condition of doing business with us and you may withdraw it at any time (see below).

9. If we sell a company or a portion of the business of a Scotiabank company, we may release the information we hold about you to the prospective purchaser. We will require any prospective purchaser to protect the information provided and to use it in a manner that is consistent with Scotiabank privacy policies and practices.
10. We may keep and use information about you in our records for as long as it is needed for the purposes described in this Agreement, even if you cease to be a customer.
11. You agree that all information that you give us will, at any time, be true and complete. If any personal information changes or becomes inaccurate or out of date, you are required to advise us so we can update our records.

REFUSING OR WITHDRAWING CONSENT

Subject to legal, regulatory and contractual requirements, you can refuse to consent to our collection, use or disclosure of information about you, or you may withdraw your consent to our further collection, use or disclosure of your information at any time in the future by giving us reasonable notice. However, depending on the circumstances, withdrawal of your consent may prevent us from providing you, or continuing to provide you, with some Services, means of access to Services, or information that may be of value to you.

We will act on your instructions as quickly as possible but there may be certain uses of your information that we may not be able to stop immediately.

You cannot refuse our collection, use and disclosure of information required by third party service providers essential for the provision of the Services or required by our regulators, including self-regulatory organizations. Some of our service providers are located outside of Canada. As a result, your personal information may be accessible to regulatory authorities in accordance with the law of these jurisdictions.

You can tell us at any time to stop using information about you to promote our Services or the products and services of third parties we select, or to stop sharing your information with other members of Scotiabank. If you wish to refuse consent or to withdraw consent as outlined in this Agreement, you may do so at any time by contacting the branch or office with which you are dealing or by calling us toll-free.

| | |
|--|----------------|
| Scotiabank | 1-800-4-SCOTIA |
| ScotiaMcLeod, Scotiatrust and Private Investment Counsel | 1-866-437-4990 |
| ScotiaLife Financial | 1-800-387-9844 |
| Scotia iTRADE® | 1-888-872-3388 |

IN ADDITION, IF YOU APPLY FOR, ACCEPT, OR GUARANTEE, A LINE OF CREDIT, TERM LOAN, MORTGAGE OR OTHER CREDIT ACCOUNT WITH US

When you apply for, accept, or guarantee a loan or credit facility or otherwise become indebted to us, and from time to time during the course of the loan or credit facility, we may use, give to, obtain, verify, share and exchange credit and other information (except health information) about you with others including credit bureaus, mortgage insurers, creditor insurers, reinsurers, registries, other companies in Scotiabank and other persons with whom you may have financial dealings, as well as any other person as may be permitted or required by law. We may do this throughout the relationship we have with you. You also authorize any person whom we contact in this regard to provide such information to us.

If you have a Service with us such as a banking card, credit card or line of credit product with an access card, you agree that we may give information (except health information) about you to electronic payment service providers, credit or charge card associations, loyalty program partners and their employees and agents for the purpose of processing, authorizing and authenticating your transactions (as the case may be), providing you with customer assistance services and for other purposes related to your services. We may also give this information in respect of your participation in contests and promotions administered by the electronic payment service providers, credit or charge card associations and loyalty program partners on our behalf.

If you have a mortgage account with us, we may give information about you, including credit information, to mortgage insurers for any purpose related to mortgage insurance. Information retained by Canada Mortgage Housing Corporation will be subject to federal access to information and privacy legislation.

During the term of the loan or credit facility, you may not withdraw your consent to our ongoing collection, use or disclosure of your personal information in connection with the loan or other credit arrangement you have with us or have guaranteed. We can continue to disclose your personal information to credit bureaus even after the loan or credit facility has been retired, and you may not withdraw your consent to our doing so. We do this to help maintain the accuracy, completeness and integrity of the credit reporting system.

IN ADDITION, IF YOU ACCEPT AN INSURANCE SERVICE WITH US

When you apply for, enroll in or sign an application in respect of or accept an insurance Service from us, we may use, give to, obtain, verify, share and exchange information about you with others including references you have provided, from hospitals and health practitioners, from government health insurance plans, from other insurers, from medical information and insurance service bureaus, from law enforcement representatives, from private investigators, and from other groups or companies where collection is necessary to underwrite or otherwise administer the Service requested, including the assessment of claims. You also authorize any person whom we contact in this regard to provide such information to us.

If you accept an insurance Service with us, or if an insurance Service is issued on your life, you may only withdraw your consent as noted above so long as the consent does not relate to underwriting or claims where Scotiabank must collect and report information to insurance service bureaus after the application has been underwritten or the claim has been adjudicated. This is necessary to maintain the integrity of the underwriting and claims systems.

FURTHER INFORMATION

You acknowledge that we may amend this Agreement from time to time to take into consideration changes in legislation, technology or other issues that may arise. We will post the revised Agreement on our website and make it available at our branches or we may also send it to you by mail. We may also notify you of any changes to this Agreement in any of the following ways:

- A notice prominently displayed at all Scotiabank ATMs;
- An announcement through the Voice-Response-Unit (VRU) or a digital channel such as a mobile app;
- A notice on the Scotiabank website or your *Scotia OnLine* portal;
- A notice in our branches; or
- A notice in your monthly statement.

Your continued use of the account or Service following such change means that you agree to and accept the new terms and conditions of the Agreement as amended. If you do not agree with any of the changes made or with the new terms of the Agreement, you must immediately stop using the account or Services and notify us that you are closing your account or terminating your Service with us.

If you have a general question about Scotiabank's privacy policies, please contact the branch or office you deal with or call us toll free at 1-800-472-6842. If your branch or office is not able to resolve your concern to your satisfaction, contact the President's Office:

Telephone: 1-877-700-0043

Fax: 1-877-700-0045

E-mail: mail.president@scotiabank.com

Letter: The President, Scotiabank
44 King Street West, Toronto ON M5H 1H1

Copies of our entire formal Privacy Policy as well as the Scotiabank Guidelines for Business Conduct are also available to the public on www.scotiabank.com. These documents form part of the Scotiabank Privacy Agreement.

† For the purposes of this Agreement, Scotiabank means, collectively, The Bank of Nova Scotia and any one, number, or all of The Bank of Nova Scotia's affiliates, subsidiaries and joint ventures, as applicable, with respect to their operations in Canada.

More Rewards^{®*} Program

Terms and Conditions

1. The More Rewards customer loyalty program (“**More Rewards**”) is administered by the Overwaitea Food Group Limited Partnership (“**OFG**”). The “More Rewards” name and design are the trademarked property of OFG and may only be used by permission of OFG.

Membership Enrollment

2. To participate in the More Rewards program, applicants must apply to become a member (“**Member**”, “**you**”, and “**your**”). Membership is free and no initial purchase is required. Simply fill out a More Rewards program application form and deliver it to any participating OFG store, apply through the www.more Rewards.ca website, or at any other location or process designated by OFG from time to time. After submitting an application, OFG in its sole discretion will determine if a person qualifies for membership in More Rewards. If accepted, a Member will be allocated a More Rewards account and receive a More Rewards card bearing a unique account number, and/or any other access device or method capable of verifying More Rewards membership, as OFG may determine from time to time (collectively, the “**Card**”).
3. Applicants must be of the age of majority in the jurisdiction where they reside, or have a parent/guardian provide their consent, in order to enroll in the More Rewards program.
4. Members should only have one More Rewards account at a time. Inactive or extra accounts may be deleted or merged with a Member’s active account as decided by OFG in its own discretion.
5. The More Rewards Card is not a credit card and has no inherent value. The More Rewards Card is the property of OFG and it may be revoked and membership cancelled at any time by OFG in its sole discretion.
6. Members should advise OFG immediately of any changes of personal information including name, address, telephone numbers and e-mail either by visiting www.more Rewards.ca or by contacting the customer service centre at **1.800.242.9229**.
7. OFG reserves the right to refuse membership to any individual who, in OFG’s sole discretion, does not follow the prescribed enrollment procedures or is not fully eligible to become a Member.
8. More Rewards membership is only available to individuals except with special permission from OFG. Otherwise, corporations, businesses, charities, partnerships, enterprises or organizations (collectively “**Organizations**”) can only obtain a Card through an individual, who will be deemed the authorized representative of the organization for purposes of the More Rewards program. Organizations may be allowed to participate in the More Rewards program as recipients in the “Donate your Points” program.

Collection of Points

9. To collect More Rewards points (“**Points**”) following enrollment, a Member must make eligible purchases at participating OFG stores or other More Rewards program partners (collectively “**Partners**”) and present their More Rewards Card. The Member’s Card must be presented to the cashier or point of sale at a participating Partner before the qualifying purchase transaction is completed. Members may also collect Points in accordance with Section 34 of these Terms and Conditions.
10. If the Card or number is not available at the time of purchase, the Member may present the receipt and Card to the Partner within seven (7) days of the qualifying transaction to receive the applicable Points.
11. Points will be awarded based on the advertised or promoted offers of each Partner. Most of our Partners award one (1) Point per dollar spent on a qualifying purchase. If Points are awarded based on dollars spent, the number of Points to be awarded will be calculated by reference to the net pre-tax total (purchase price less discounts) of each qualifying purchase rounded to the nearest dollar spent. Partners may offer special promotions from time to time offering additional Points on certain products or for spending a certain amount on qualifying purchases. Such bonus Points, once awarded, shall form part of the Member’s Points balance.
12. Points may not be issued on the purchase of the following items/services: Post Office, cigarettes and tobacco (where sold), lottery tickets, transit passes, delivery charges (where applicable), insurance, gift with purchases, charitable donations, the Points redemption portion of a transaction, pharmacy services and products, and any other items specified as exclusions from time to time or where prohibited by law. Points will be awarded when a Member pays for a purchase with a gift card. Points will not be issued on the purchase of gift cards. OFG reserves the right to add or delete items eligible for Points issuance from Partners at any time.
13. Points may be shown on the cash register receipt for each purchase at an OFG store when a Card is presented before the completion of the purchase transaction. Points earned on purchases made at other Partners will not necessarily show up in your account immediately, and may take up to thirty (30) business days depending upon the Partner. Points earned through a special promotion may take longer

than thirty (30) days to show up in your account. OFG is not responsible if a Partner delays or fails to notify OFG or for any other delay in recording Points in your account. Some Partner locations may not participate in the More Rewards program.

14. Members may also earn Points by making purchases with online retailers participating in the More Rewards online mall located within the www.morewards.ca website (the "M@ll"). Members must be logged into the More Rewards website and complete a purchase using the retailer link from the M@ll to earn Points. Points will be awarded based on one (1) Point per dollar (CDN) spent. Points earned on purchases made through the M@ll will not necessarily show up in your account immediately, and may take up to thirty (30) business days depending upon the retailer. For clarity, retailers participating in the M@ll only are not considered to be More Rewards program Partners.

15. OFG may refuse to record Points in your account, or if already recorded, may cancel them or refuse to honour them, if OFG cannot confirm that they were properly issued or collected. OFG may also cancel Points if the issuing Partner does not pay amounts owing to OFG for the Points or requests that OFG cancel the Points (for example, because you returned or didn't pay for products or services for which the Points were originally issued).

16. Returns of purchases from a Partner that originally earned Points will cause the applicable Points to be deducted from the Member's account (whether or not the Card is presented at the time of return).

17. Any discrepancies in Points earned must be addressed with OFG within sixty (60) days of the date on which the transaction giving rise to the discrepancy occurred, unless such discrepancy relates to Points allocated to a Member improperly or in error.

18. You must reimburse OFG for, or return to OFG, any Rewards for which you redeemed Points that were allocated to your account improperly or in error, in OFG's sole discretion. OFG may deduct any such Points from your account or seek any other legal alternatives available to OFG.

19. Members residing in the same household may link their Card accounts together by all such Members attending the customer service desk at any OFG store, contacting the OFG customer service centre, or providing proof of common intention acceptable to OFG. Proof of common address acceptable to OFG may be required. In addition, if there is more than one Credit Card issued on the same Credit Card Account, OFG will link the More Rewards accounts of the Cardholders as set out in Section 39 of these Terms. Any linked Member's Card may be used to redeem Points held by the linked More Rewards accounts, regardless of which Member's account earned the Points.

20. In the event a Member makes a request of OFG that linked Card accounts be severed, the current Points balance will be divided equally between the linked Card accounts regardless of which Card was used to collect the Points. OFG may, in its discretion, allocate Points between Cards disproportionately at the time of unlinking with written authorization from all Members affected.

21. Points are not transferable from one Member to another, except at the time of unlinking Cards, in conjunction with the "Donate your Points" program or other special Points transfer programs that may be offered by OFG from time to time.

22. Upon the death of a Member or cancellation of a More Rewards account:

- a. if the More Rewards account is linked with another More Rewards account, all collected Points will remain available to the remaining linked More Rewards account(s); or
- b. if the More Rewards account is not linked with another More Rewards account, all collected Points will be forfeited without compensation and the Points balance will be reduced to zero.

23. Points are not divisible in the case of divorce except pursuant to Paragraph 20 of these Terms and Conditions.

24. Should any Member not acquire or redeem any Points for a period of eighteen (18) consecutive months, at OFG's sole discretion their membership may be deemed to be inactive, the Member's account closed, and any Points in the account forfeited without compensation.

Redemption of Points

25. Points may be redeemed for rewards contained in the current More Rewards catalogue, made available on the www.morewards.ca website, or for select goods and services through Partners (collectively "Rewards"). OFG reserves the right to add or delete Rewards at any time or change the number of Points required to redeem a specific Reward. A reduction in the number of Points required to redeem a specific Reward does not entitle a Member who previously redeemed Points for the Reward to a refund of any Points.

26. From time to time, special promotions may be run during which one or more redemption level(s) may temporarily be altered and/or suspended, new redemption levels added or Points may be redeemed directly towards the purchase of specific Rewards. OFG may, from time to time, offer supplementary programs or promotions related to the More Rewards program. Such related programs may be governed by additional or distinct terms and conditions applicable therein, such terms to be made available at www.morewards.ca.

27. In accordance with Federal and Provincial tax legislation, GST, PST, HST and any other applicable taxes are calculated and payable by the Member on the purchase price of Rewards after any reduction for redeemed Points. Other fees, such as environmental handling fees, may be added to the purchase price where required by law.

28. A Member's Points balance will be reduced by the number of Points redeemed during a transaction. Unredeemed Points plus any Points earned in the current transaction will remain in the Member's Points account and can be applied to a subsequent transaction. Points can only be redeemed for a Reward if the required Point redemption level is acquired prior to the Rewards transaction.

29. Points may be redeemed in store by any person presenting a Card, or online at www.morewards.ca using a registered account. Members may be required to provide proof of identity when redeeming Points or picking up a Reward.

30. Members are responsible for the security and privacy of their Cards and Account numbers. You must immediately report a lost or stolen Card to OFG through the customer service centre or at any participating OFG store. Upon OFG being reasonably satisfied of the Member's identity, a new Card will be issued with a new More Rewards program account number and the old account number deactivated. The Member's accumulated unredeemed Points balance will be transferred to the new account.

31. Members are responsible for all use of their Card or Account number by any other person, and OFG assumes no liability or responsibility for Points redeemed by any person(s), prior to OFG receiving notification that a Card has been lost or stolen.

32. From time to time, OFG may advertise exclusive offers to Members with respect to the collection of Points or Rewards other than as specified in the current Rewards catalog or on www.morewards.ca.

33. Points have no cash value and are not exchangeable for cash. Points cannot be sold or purchased. Points are void if sold for cash or any other consideration. The value of Points varies with the method of redemption chosen by the Member.

Additional Terms for Members with a *Scotiabank*® More Rewards® Visa® Credit Card

34. The Primary Cardholder will earn Points in accordance with these Terms and Conditions for qualifying purchases made with a *Scotiabank* More Rewards Visa credit card ("Credit Card") issued by The Bank of Nova Scotia (the "Issuer"). The "Primary Cardholder" is the individual who applies for a Credit Card and in whose name a *Scotiabank* More Rewards Visa credit card account ("Credit Card Account") is opened by the Issuer. If you, as the Primary Cardholder, are not a More Rewards Member at the time you apply for a Credit Card Account, you will be automatically enrolled in the More Rewards program once you are approved for a Credit Card Account.

35. If you or another Cardholder on your Credit Card Account activate, sign, or use any Credit Card issued on your Credit Card Account, it will mean that you have read these Terms and Conditions and understand and agree to abide by them, including any changes that OFG makes to these Terms and Conditions.

36. To earn Points using your Credit Card, your Credit Card Account must be connected to a More Rewards account that is open and in good standing. Each Credit Card Account can only be connected to one More Rewards account. This means that Points earned with all Credit Cards issued on your Credit Card Account (including Credit Cards issued to a Secondary Cardholder or Supplementary Cardholder) will be credited to the Primary Cardholder's More Rewards account.

37. Following activation of your Credit Card, Points are earned and posted to the More Rewards account linked to your Credit Card Account as follows:

- a. Six (6) Points will accrue for every one dollar in Canadian funds (CDN\$1.00) (or Canadian currency equivalent) in Net Purchase transactions made at a More Rewards Partner. Participating More Rewards Partners may change from time to time in the sole discretion of OFG. The current list of participating More Rewards Partners is available at www.morewards.ca.
- b. Four (4) Points will accrue for every one dollar in Canadian funds (CDN\$1.00) (or Canadian currency equivalent) in Net Purchases made other than at a participating More Rewards Partner.
- c. For purposes of earning Points, "Net Purchases" are purchases of eligible goods and services that are charged to your Credit Card Account less any returns or other credits. Net Purchases do not include, and Points are not awarded for, cash advances, *Scotia*® Credit Card Cheques, returns, payments, annual membership or card fees, casinos and gambling, interest charges or service transaction charges. Credits for returns and adjustments will reduce or cancel your Points by the amounts originally charged to the Account.
- d. In addition to the regular accrual rates described above, from time to time, Cardholders may have opportunities to earn additional Points through special offers that will be accompanied by specific rules.
- e. Issuer will remit to OFG information pertaining to Net Purchases up to two (2) business days following the date such transactions are posted to your Credit Card Account. On the next business day following receipt of this information, OFG will post the applicable number of Points to your More Rewards account. Business days are Monday through Friday excluding bank holidays and statutory holidays in the Province of British Columbia. Points are not available for redemption until they are posted to your More Rewards account.
- f. Credits for returns and adjustments will reduce or cancel the Points earned by the amounts originally charged to your Credit Card Account and will be reflected in the Points summary on your monthly Credit Card Account statement.

- g. A section of your monthly Credit Card Account statement will show the number of Points collected during the billing cycle (based on Net Purchases made with your Credit Card), including any Points adjustments and promotional bonus Points earned with your Credit Card during such billing cycle, and such other information as may be determined by Issuer from time to time. Your monthly Credit Card statement will not show cumulative Points balance for the More Rewards account nor reflect any redemption of Points.
- h. Points cannot be used in partial or total payment of your Credit Card Account or any other credit card or credit facility provided by Issuer.

38. OFG will administer and maintain Points earned while participating in the More Rewards program, including those accumulated by Cardholders using their Credit Card.

39. If you have additional Credit Cards issued on your Credit Card Account, the following applies:

- a. If your Credit Card Account is a joint account, the co-borrower (“**Secondary Cardholder**”) will automatically be enrolled in the More Rewards program and OFG will link the Secondary Cardholder’s More Rewards account with the Primary Cardholder’s More Rewards account;
- b. If any authorized users are issued a Credit Card on your Credit Card Account (each, a “**Supplementary Cardholder**”), then such individuals may apply to OFG to become a Member (see Section 2 on how to become a Member). Upon enrollment as a Member, the Supplementary Cardholder will be issued a More Rewards account and OFG will link the Supplementary Cardholder’s More Rewards account with the Primary Cardholder’s More Rewards account.
- c. All existing and accrued Points (earned by any linked Member) will be available for redemption by all linked Members unless the More Rewards accounts are subsequently unlinked pursuant to Section 20 of these Terms. See additional information about linked More Rewards accounts in Sections 19 – 22 of these Terms.

40. All redemptions of Points are to be made through OFG in accordance with these Terms and Conditions. Issuer is not responsible or liable for the redemption of Points and/or the management of the More Rewards program.

41. If you voluntarily close your More Rewards account, any Points earned with your Credit Card Account that have not been posted to your More Rewards account shall be automatically, immediately and irrevocably forfeited.

42. If Issuer cancels your Credit Card Account, whether due to fraud, abuse, non-payment, non-renewal, death or for any other reason, any Points that have not been posted to your More Rewards account shall be automatically, immediately and irrevocably forfeited. Points accrued in relation to acts of fraud or abuse will also be cancelled.

43. You consent to and authorize both OFG and Issuer to collect, use and share information about you, your Credit Card Account and your More Rewards account in order to administer and support the More Rewards program, including the enforcement, servicing and fulfillment of these Terms and Conditions. The type of information that we may share includes:

- your name, email address, mailing address, telephone number, including updates to this information
- information about your Credit Card Account and transactions on your Credit Card (for example the purchase amount, transaction date, merchant name, and whether the transaction was completed by you or a supplementary cardholder)
- information about your More Rewards account (such as your account number and information related to your earnings and redemptions)

General Information

44. You consent to OFG’s collection, use and disclosure of your personal information in accordance with OFG’s More Rewards program privacy policy. OFG shall maintain the privacy, security and integrity of all personal information collected from Members, such as but not restricted to: name, address, telephone numbers, date of birth and purchasing information. Such information may be used by OFG for purposes of administering rebate programs and contests, to better develop our relationship with you, and to develop products that may be of interest to you. The full More Rewards program privacy policy can be found at www.more Rewards.ca/privacy.

45. OFG reserves the right to terminate the More Rewards program at any time by providing notice in OFG stores and on www.more Rewards.ca, as well as by notification to such Members as have consented to receiving direct communications from OFG. If events beyond OFG’s control materially affect OFG’s ability to operate the More Rewards program, the More Rewards program may be suspended or terminated without notice.

46. A Member may cancel their More Rewards account with written notice to OFG or such other communication reasonably satisfactory to OFG.

47. OFG may restrict, suspend or otherwise alter any aspect of the More Rewards program, without notice. Any material changes to these terms and conditions will be made available at www.more Rewards.ca.

48. The Member's signature on the More Rewards program application form, submission of an online application form and/or first time usage of a Card constitutes agreement by the Member to these Terms and Conditions.

49. Any abuse by a Member of the More Rewards program privileges, any failure by a Member to follow the More Rewards program rules, regulations, these Terms and Conditions, or any misrepresentation by a Member may, at OFG's sole discretion, subject the Member to expulsion from the More Rewards program, including forfeiture of all accumulated Points without compensation.

50. Upon suspension or termination of the More Rewards program for any reason whatsoever, neither OFG nor Issuer will have any liability therefor to Member and is automatically released from all claims by Members in respect of such suspension, termination, forfeiture, or redemption of Points or otherwise resulting from such suspension or termination.

51. Any federal and/or provincial tax liability and reporting obligations for any taxes (including, but not limited to, personal income tax reporting) arising from the accrual or redemption of Points, is your responsibility. You should consult with your personal tax advisor in order to determine any personal tax consequences. You understand and agree that neither Issuer nor OFG will issue tax receipts in respect of the Program. You hereby agree to release Issuer, OFG and their respective affiliates, directors, officers and employees from any and all claims in respect of any tax liability resulting from your participation in the Program.

52. If a Member has an issue with a Reward item, it may be returned to OFG for a refund or replacement (at OFG's sole discretion) within sixty (60) days of item receipt if accompanied by proof of purchase and all original packaging and parts. Some exceptions may apply. In the event a refund is approved by OFG, the Member's More Rewards account will be credited with the number of Points originally redeemed for the item, and any original payment of funds will be refunded to the original source of the funds paid (for clarity, refunds of credit card payments will be credited back to the original credit card and not paid to the Member in cash). After 60 days, Members must contact item manufacturer directly for warranty coverage. Gift cards and vouchers that carry a balance are non-refundable.

53. Neither OFG, Issuer, nor any of their respective affiliates, officers or directors have any responsibility or liability for any expense, loss, cost, injury, damage, delay, accident or any other matter or thing whatsoever (collectively, "Costs"), however suffered or caused (including compensatory, incidental, indirect, special, punitive, consequential or exemplary damages or damages for loss of income or profits), directly or indirectly arising out of or related to

- a. the More Rewards program or your participation in the More Rewards program;
- b. any failure, delay or decision by us in administering the More Rewards program or amending these Terms and Conditions on the basis on which you can redeem Points;
- c. unauthorized use of your Card or account number;
- d. any offer, representation, statement or claim about the More Rewards program, any Partner or their products or services, made by a Partner or any other person; or
- e. the purchase, redemption for or use of any goods or services of Partners, including any travel arrangements or other Rewards, whether made available by us, any of our affiliates, Partners or otherwise.

This limitation applies even if OFG or Issuer is advised of the possibility of such Costs. Partners are not responsible for the More Rewards program beyond their direct involvement with issuing Points. Any liability OFG may have to you or anyone else who obtains the benefit of any Points you redeem, under any circumstances, for any negligence, breach of contract or otherwise, is limited to crediting your account with the number of Points you redeemed in connection with the relevant Reward. Use of OFG's website is subject to the terms of use displayed thereon from time to time.

54. Issuer and OFG are not affiliated in any manner and are not agents, representatives, partners, joint venturers, or employees of each other and neither party has the power to obligate or bind the other party.

55. Any waiver by OFG of the strict observance, performance or compliance by a Member with any of the Terms and Conditions contained herein, either expressly granted or by course of conduct, shall not be deemed to be a waiver of any rights or remedies of OFG as a result of any other failure to observe, perform or comply with the Terms and Conditions. No delay or omission by OFG in exercising any right or remedy hereunder shall operate as waiver thereof or of any other right or remedy.

56. These Terms and Conditions may be different from what you understand about the More Rewards program. These Terms and Conditions constitute the entire agreement between you and OFG regarding your participation in the More Rewards program, your entitlement to collect and redeem Points and your entitlement to any other benefits of the More Rewards program, and supersede all previous versions. Except as expressly contained in these Terms and Conditions, there are no conditions, representations, warranties, express or implied, statutory or otherwise. When you deal with OFG over the Internet, you consent to the formation of contractual relations through electronic communications. We are the final authority as to the interpretation of these Terms and Conditions and as to any other questions or disputes regarding the More Rewards program or any Reward. Unless we otherwise elect, any dispute regarding these Terms and Conditions,

including validity, existence, binding effect, interpretation, performance, breach or termination, and including tort claims, shall be referred to and finally determined, to the exclusion of the courts, by a single arbitrator. The arbitration shall take place in Vancouver, British Columbia, in English, and in accordance with British Columbia laws. The arbitration shall be conducted in strict confidence with no disclosure to any person of the fact of the dispute or any aspect of the dispute except as necessary for resolution of the dispute.

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- * Trademark of Visa International Service Association and used under license.



Purchase Security and Extended Warranty Certificate of Insurance

This Certificate of Insurance contains information about your insurance. Please read it carefully and keep it in a safe place. Refer to the Definitions section or to the applicable description of benefits and the paragraph following this one for the meanings of all capitalized terms.

The coverage outlined in this Certificate of Insurance is effective as of March 4, 2016, and is provided to eligible *Scotiabank*® More Rewards® VISA® Cardmembers by American Bankers Insurance Company of Florida (hereinafter referred to as the “Insurer”) under Group Policy number **No. BNS032016**, (hereinafter referred to as the “Policy”) issued by the Insurer to The Bank of Nova Scotia (hereinafter referred to as the “Policyholder”).

The terms, conditions and provisions of the Policy are summarized in this Certificate of Insurance, which is incorporated into and forms part of the Policy. All benefits are subject in every respect to the Policy, which alone constitutes the agreement under which benefits will be provided. You or a person making a claim under this Certificate may request a copy of the Policy and/or copy of your application for this insurance (if applicable) by writing to the Insurer at the address shown below.

The Insurer’s Canadian head office is located at 5000 Yonge Street, Suite 2000, Toronto, Ontario M2N 7E9.

Claim payment and administrative services are provided by *Scotia*® Assist.

In no event will a corporation, partnership or business entity be eligible for the insurance coverage provided by this Certificate of Insurance.

1. DEFINITIONS

In this Certificate of Insurance, the following words or phrases have the meanings set forth below:

Account means the Primary Cardmember’s *Scotiabank* More Rewards VISA card Account, which must be in Good Standing with the Policyholder.

Cardmember means the Primary Cardmember and any supplemental Cardmember who is a natural person resident in Canada to whom a *Scotiabank* More Rewards VISA card is issued and whose name is embossed on the card. The Cardmember may be referred to as “You” or “Your”.

Dollars and **\$** means Canadian dollars.

Good Standing means, with respect to an Account, that the Primary Cardmember has not advised the Policyholder to close it or the Policyholder has not suspended or revoked credit privileges or otherwise closed the Account.

Insured Item means a new item (a pair or set being one item) of personal property for which the full Purchase Price is charged to an Account.

Manufacturer’s Warranty means an express written warranty valid in Canada or the United States and issued by the original manufacturer of the Insured Item at the time of purchase, excluding any extended warranty offered by the manufacturer or any third party.

Mysterious Disappearance means the vanishing of an item which cannot be explained, i.e. there is an absence of evidence of a wrongful act of another person.

Other Insurance means all other applicable valid insurance, indemnity, warranty or protection available to You in respect of the item(s) subject to the claim, as further defined in Section 6 of this Certificate.

Primary Cardmember means the principal applicant for an Account who is a natural person resident in Canada to whom a *Scotiabank* More Rewards VISA card is issued by the Policyholder.

Purchase Price means the actual cost of the Insured Item, including any applicable taxes, as shown on the store receipt.

Scotia Assist means the Insurer in relation to claim payment and administrative services.

2. PURCHASE SECURITY

- a) **Benefits** – Purchase Security coverage automatically, without registration, protects most new Insured Items purchased anywhere in the world (provided the full Purchase Price is charged to the Account) by insuring them for 90 days from the date of purchase in the event of loss, theft, or damage in excess of Other Insurance. If an Insured Item is lost, stolen or damaged, *Scotia Assist* will reimburse You the lesser of the repair or replacement cost, not exceeding the original Purchase Price charged to the Account, subject to the limits of liability and exclusions stated in Section 4 of this Certificate of Insurance.

- b) **Excluded Items** – Purchase Security does not cover the following items: travellers cheques, cash, tickets or any other negotiable instruments; bullion, rare or precious coins; art objects (such as but not limited to hand-made items, limited editions, original, signature pieces or collectible plates); pre-owned or used items, including antiques and demos; animals; living plants; perishables such as food and liquor; aircraft and parts and accessories thereof; automobiles, motorboats, motorcycles or any other motorized vehicles and parts and accessories thereof; items consumed in use; services; ancillary costs incurred in respect of an Insured Item and not forming part of the Purchase Price; parts and/or labour required as a result of mechanical breakdown; items purchased by and/or used for a business or commercial purpose and commercial gain; or mail order items until received and accepted by the Cardmember in new and undamaged condition. Jewellery transported/stored in baggage which is not under the personal supervision of the Cardmember or Cardmember's travelling companion.
- c) **Gifts** – Insured Items the Cardmember gives as gifts are covered by Purchase Security. In the event of a claim, the Cardmember, not the recipient of the gift, must make the claim for benefits.
- d) **Termination** – Coverage ends the earliest of:
- (i) the date the Account is cancelled, closed or ceases to be in Good Standing;
 - (ii) the date the Cardmember ceases to be eligible for coverage; and
 - (iii) the date the Policy terminates.
- No coverage will be provided for items purchased after the Policy termination date.

3. EXTENDED WARRANTY

- a) **Benefits** – Extended Warranty coverage provides the Cardmember with double the period of repair services otherwise provided by the original Manufacturer's Warranty, to a maximum of 1 additional year, when the full Purchase Price is charged to the Account on most Insured Items purchased anywhere in the world. Extended Warranty benefits are limited to the lesser of the cost to repair or the original Purchase Price charged to the Account.
- b) **Registration** – Insured Items with a Manufacturer's Warranty of 5 years or more are ONLY covered if registered within the first year of purchase. Insured Items with a Manufacturer's Warranty of less than 5 years DO NOT require registration. To register item(s) with a Manufacturer's Warranty of more than 5 years for the Extended Warranty benefit, call **1-866-614-3895** between 8:00 am and 8:00 pm, ET, Monday through Friday. You will be required to send copies of the following items to *Scotia Assist* within 1 year after the Insured Item is purchased:
- (i) a copy of the original vendor sales receipt;
 - (ii) the customer copy of Your sales receipt;
 - (iii) the serial number of the item; and
 - (iv) a copy of the original Manufacturer's Warranty.
- c) **Excluded Items** – Extended Warranty does not cover the following items: aircraft and parts and accessories thereof; automobiles, motorboats, motorcycles and any other motorized vehicles and parts and accessories thereof; used items; living plants; trim parts; services; items purchased by and/or used for a business or commercial purpose and commercial gain; dealer and assembler warranties; or any other obligation other than those specifically covered under the terms of the original Manufacturer's Warranty.
- d) **Gifts** – Insured Items the Cardmember gives as gifts are covered under the Extended Warranty coverage subject to compliance with the terms and conditions of the coverage offered hereunder.
- e) **Termination** – Coverage ends the earliest of:
- (i) the date the Account is cancelled, closed or ceases to be in Good Standing;
 - (ii) the date the Cardmember ceases to be eligible for coverage; and
 - (iii) the date the Policy terminates.

No coverage will be provided for items purchased after the Policy termination date.

4. ADDITIONAL LIMITS OF LIABILITY AND EXCLUSIONS

- a) **Limits of Liability** – There is a maximum lifetime liability of \$60,000 under the Purchase Security and Extended Warranty coverages.
- In the event that the Insured Item cannot be repaired or replaced, *Scotia Assist*, at its sole option, may reimburse You up to the Purchase Price of the Insured Item.

Claims for items belonging to and purchased as a pair or set will be paid for at the full Purchase Price of the pair or set provided that the parts of the pair or set are unusable individually and cannot be replaced individually. Where parts of the pair or set are usable individually, liability will be limited to payment equal to the proportionate part of the Purchase Price that the number of damaged or stolen parts bears to the number of parts in the complete pair or set.

- b) **Exclusions** – The Policy does NOT provide coverage for losses resulting from: misuse or abuse; fraud; normal wear and tear; inherent product defects (which means imperfections which impair the use of the product); Mysterious Disappearance; theft from a vehicle unless the vehicle is locked and there are visible signs of forced entry; flood, earthquake or radioactive contamination; hostilities of any kind (including war, invasion, terrorism, rebellion or insurrection), confiscation by authorities, risks of contraband or illegal activity; or incidental and consequential damages, including bodily injury, property, punitive and exemplary damages and legal fees.

5. CLAIMS

- a) **Filing a Claim** – To initiate a claim, the Cardmember must notify *Scotia Assist* as soon as reasonably possible and PRIOR to proceeding with any action or repairs and no later than 90 days from the date of loss or damage, by calling 1-866-614-3895 between 8:00 am and 8:00 pm ET, Monday through Friday.
- b) **Validation of a Claim** – The Cardmember MUST maintain ORIGINAL copies of all documents required. Where a claim is due to fraud, malicious acts, burglary, robbery, theft or attempt thereof, or is suspected to be so caused, the Cardmember MUST give immediate notice to the police or other authorities having jurisdiction. The Cardmember may be required to send, at the Cardmember's expense and risk, the damaged Insured Item on which a claim is based, to an address designated by *Scotia Assist*.
- c) **Claim Form** – Upon notifying *Scotia Assist* of the loss, the Cardmember will be sent a claim form. The completed claim forms together with written proof of loss must be delivered as soon as reasonably possible, but in all events within 1 year from the date on which the loss occurred.

Failure to provide notice or furnish proof of claim within the time prescribed herein does not invalidate the claim if the notice or proof is given or furnished as soon as reasonably possible, and in no event later than one year from the date a claim arises hereunder, if it is shown that it was not reasonably possible to give notice or furnish proof within the time so prescribed. If the notice or proof is given or furnished after 1 year, Your claim will not be paid.

- d) **Payment of Claim** – Benefits payable under the Policy will be paid upon receipt of full written proof, as determined by *Scotia Assist*.
- e) **Purchase Security** – Under the Purchase Security coverage, the Cardmember will be required to complete a claim form and MUST include copies of the customer copy of the original store receipt, *Scotiabank* More Rewards VISA card charge slip, and Account statement and police report if obtainable, and if not obtainable, the department, file number, address, contact name on the file and telephone number, and any other information reasonably required by *Scotia Assist* to determine the Cardmember's eligibility for benefits under the Policy.
- f) **Extended Warranty** – Under the Extended Warranty coverage, the Cardmember will be required to complete a claim form PRIOR to proceeding with any repairs, and MUST include copies of the customer copy of the original store receipt, *Scotiabank* More Rewards VISA card charge slip, and Account statement and Manufacturer's Warranty. Upon receipt of the completed documentation, if the claim is eligible for coverage under the Policy, *Scotia Assist* will provide a notice to the Cardmember containing an authorization to proceed with the necessary repairs and the particulars of the repair facility designated to complete the necessary repairs.

6. GENERAL PROVISIONS AND STATUTORY CONDITIONS

Unless otherwise expressly provided herein or in the Policy, the following general provisions apply to the benefits described in this Certificate of Insurance.

- a) **Coverage Termination** – Coverage under the Policy ends at the earliest of:
- (i) the date the Account is cancelled or closed or ceases to be in Good Standing;
 - (ii) the date the Cardmember ceases to be eligible for coverage; and
 - (iii) the date the Policy terminates.

No benefits will be paid under the Policy for losses incurred after coverage has terminated, unless otherwise specified or agreed.

- b) **Other Insurance** – Where a Cardmember has Other Insurance, the loss or damage MUST be reported to the primary carrier in addition to filing with *Scotia Assist*, and copies of the payout documents from the Other Insurance carrier must be provided to *Scotia Assist*. If the loss or damage is not covered under the Other Insurance, a letter from the Other Insurance carrier so indicating may be required. The insurance extended under the Policy by the Insurer is issued strictly as excess coverage and does not apply as contributing insurance. The

coverage extended under the Policy will reimburse the Cardmember only to the extent a permitted claim exceeds coverage and payment under Other Insurance, regardless of whether the Other Insurance contains provisions purporting to make its coverage non-contributory or excess. The Policy also provides coverage for the amount of the deductible under Other Insurance.

- c) **Subrogation** – As a condition to the payment of any claim to a Cardmember, the Cardmember shall, upon request, transfer or assign to the Insurer all legal rights against all other parties for the loss. The Cardmember shall give the Insurer all such assistance as the Insurer may reasonably require to secure its rights and remedies, including the execution of all documents necessary to enable the Insurer to bring suit in the name of the Cardmember.
- d) **Due Diligence** – The Cardmember shall use diligence and do all things reasonable to avoid or diminish any loss or damage to property protected by the Policy.
- e) **False Claim** – If a Cardmember makes a claim knowing it to be false or fraudulent in any respect, such Cardmember will not be entitled to the benefit of coverage under the Policy nor to the payment of any claim made under the Policy.
- f) **Legal Action** – Every action or proceeding against an insurer for the recovery of insurance money payable under the contract is absolutely barred unless commenced within the time set out in the *Insurance Act*, *Limitations Act* or other applicable legislation in your province or territory.

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Price Protection Service Terms and Conditions

This document contains information about your service. Please read it carefully and keep it in a safe place. Refer to the Definitions section or to the applicable description of services and the paragraph following this one for the meanings of all capitalized terms.

The coverage outlined in this document is effective as of March 4, 2016, and is provided to eligible *Scotiabank*® More Rewards® VISA® Cardmembers by American Bankers Insurance Company of Florida (hereinafter referred to as the "American Bankers") under Group Policy No. **BNS032016** (hereinafter referred to as the "Policy") which provides both insurance coverages and non-insurance services such as this coverage issued by American Bankers to The Bank of Nova Scotia (hereinafter referred to as the "Policyholder").

The terms, conditions and provisions of the Policy are summarized in this document, which is incorporated into and forms part of the Policy. All payments are subject in every respect to the Policy, which alone constitutes the agreement under which payments will be provided.

American Banker's Canadian head office is located at 5000 Yonge Street, Suite 2000, Toronto, Ontario M2N 7E9.

Payment and administrative services are provided by *Scotia*® Assist.

In no event will a corporation, partnership or business entity be eligible for the coverage provided by this document.

1. DEFINITIONS

In these Terms and Conditions, the following words or phrases have the meanings set forth below:

Account means the Primary Cardmember's *Scotiabank* More Rewards VISA card Account, which must be in Good Standing with the Policyholder.

Card means the *Scotiabank* More Rewards VISA card.

Cardmember means the Primary Cardmember and any supplemental Cardmember who is a natural person resident in Canada to whom a Card is issued and whose name is embossed on the Card. The Cardmember may be referred to as "You" or "Your".

Dollars and **\$** means Canadian dollars.

Good Standing means, with respect to an Account, that the Primary Cardmember has not advised the Policyholder to close it or the Policyholder has not suspended or revoked credit privileges or otherwise closed the Account.

Primary Cardmember means the principal applicant for an Account who is a natural person resident in Canada to whom a Card is issued by the Policyholder.

Scotia Assist means American Bankers in relation to payments and administrative services.

2. SERVICES

Price Protection is available only to the Cardmember. No other person or entity shall have any right, remedy or claim, legal or equitable, to the payments.

Price Protection coverage is in effect for 60 days from the date of purchase of most new items of personal property purchased in Canada and charged in full to the Account, subject to the Limitations and Exclusions below. If, within 60 days of the purchase of an eligible item, You find an identical item offered for retail sale in Canada at a price lower than the price You paid, *Scotia* Assist will, subject to the Limitations and Exclusions below, pay You the price difference.

This payment is based on the price of the item before applicable taxes, manufacturer's rebate, store rebates, and shipping and installation charges.

No Price Protection Service payments will be made for price differences of less than \$10 per item and the maximum payment will be \$100 per item up to a maximum of \$500 per Account per calendar year. The Price Protection Service will apply to a maximum of 3 identical items during the 60-day period. No item can be submitted for Price Protection payment more than once during the 60-day period.

3. LIMITATIONS AND EXCLUSIONS

Price Protection is not available in respect of the following:

- (i) travellers cheques, cash (whether paper or coin), bullion, precious metals, tickets, documents, stamps, negotiable instruments or property of a similar nature;
- (ii) animals, living plants or perishables such as food, liquor and/or goods consumed in use;

- (iii) computers (including hardware, software, printers and scanners), cellular phones, personal digital assistants (PDA) or any similar electronic device;
- (iv) automobiles, motorboats, airplanes, motorcycles, motorscooters, riding lawn mowers, golf carts, lawn tractors or any other motorized vehicles (except for miniature electrically powered vehicles intended for recreational use by children) or any of their respective parts, fuels or accessories;
- (v) one-of-a-kind items;
- (vi) used or previously owned or refurbished items, including antiques, collectibles and fine art;
- (vii) items purchased and/or used by or for a business or for commercial gain; or
- (viii) services related to items purchased, including insurance, duty, delivery and transportation costs.

The Price Protection Service does not apply if the retailer makes a price adjustment and/or refunds the difference between the original and lower price. Price comparisons with liquidated merchandise, grey market (internet) items and gift card or savings card incentives issued by a retailer are not eligible for Price Protection Service coverage.

You are only eligible for the Price Protection Service if the Account is in Good Standing at the time of Your request.

4. GIFTS

Eligible items that You give as gifts are covered. In the event a price difference is discovered, You, not the recipient of the gift, must make the request for payment.

5. REQUEST FOR PAYMENT PROCEDURES

You must keep original receipts and other documents described herein to file a valid request.

You must notify *Scotia Assist* by calling **1-866-614-3895**, between 8:00 am and 8:00 pm, ET, Monday through Friday, as soon as You discover the advertised price difference.

Scotia Assist will send You the applicable request form. Your failure to provide to *Scotia Assist* the completed request form and proof supporting Your request under items (i) – (iii) below within 90 days from the date of purchase may result in non-payment of the related request.

You must complete and sign the request form and include the following:

- (i) the customer copy of the original vendor's sales receipt;
- (ii) the Account statement showing the charge; and
- (iii) a dated advertisement/flyer to prove that the identical item was offered in Canada at the reduced price within 60 days of the date of Your purchase.

A request for payment under the Policy will be paid upon receipt of full written proof, as determined by *Scotia Assist*.

6. TERMINATION OF COVERAGE

Coverage ends on the earliest of:

- (i) the date the Account is cancelled, closed or ceases to be in Good Standing;
- (ii) the date the Cardmember ceases to be eligible for coverage; and
- (iii) the date the Policy terminates.

No coverage will be provided for items purchased after coverage ends.

7. IF YOU HAVE A COMPLAINT OR INQUIRY

If You have a complaint or inquiry about any aspect of the Price Protection Service on Your *Scotiabank* More Rewards VISA card, please call *Scotia Assist* at **1-866-614-3895**. *Scotia Assist* will do its best to resolve Your complaint or inquiry.

Price Protection Service is not an insurance benefit and may be discontinued or amended upon notice to the Cardmember.

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