

# INSURANCE PRODUCT SUMMARY

## Mobile Protection Plan Plus featuring AppleCare Services

<b>Insurer</b>  Zurich Insurance Company Ltd (Canadian Branch) 100 King Street West, Suite 5500 P.O. Box 290 Toronto, Ontario M5X 1C9  Telephone: 1-800-387-5454 Autorité des marchés financiers Client Number: 2000698728	<b>Distributor</b>  GLENTEL Inc. (“ <b>GLENTEL</b> ”) 8501 Commerce Court Burnaby, British Columbia V5A4N3  Telephone: (604) 415-6500
<b>Autorité des marchés financiers</b>  Place de la Cité, tour Cominar 2640 boulevard Laurier, 4e étage Québec (Québec) G1V 5C1  Québec City: 418 525-0337 Montreal: 514 395-0337 Toll Free: 1 877-525-0337 Fax: 418 525-9512 Website: www.lautorite.qc.ca	

### What is the purpose of this document?

This Product Summary summarizes your insurance coverage and is intended to help you decide whether this insurance meets your needs.

**This is not your insurance policy. For complete details of insurance coverages, eligibility, conditions and exclusions, please refer to your insurance policy.** You can find a specimen copy of your insurance policy here: <https://protect.likewise.com/mobileprotection/#Resources>. Please read it carefully.

### Who is covered?

This insurance provides coverage to customers who have bought a mobile device from GLENTEL.

### What is covered?

This insurance provides certain benefits to customers of GLENTEL if their mobile device:

- has a mechanical or electrical breakdown;
- is lost or stolen;
- experiences direct physical loss or damage; or

- malfunctions as a result of defects in parts and workmanship, including where the capacity of an integrated rechargeable battery to hold an electrical charge is less than 80% of its original specification.

We will cover these losses wherever the mobile device is located in the world.

## Summary of key conditions

### Who is eligible for coverage?

You are eligible for coverage if:

- you have bought a mobile device from GLENTEL;
- your billing address with GLENTEL on the date you purchase coverage is in the Province of Quebec; and
- you purchase coverage at the time of activating your mobile device or equipment upgrade.

You must remain an active customer of GLENTEL in order to continue to be entitled to coverage.

### When coverage starts

Your insurance coverage begins on the date set out in the Declarations provided to you. You must complete a voice or data session that logs airtime on the network chosen when you activated your GLENTEL device using the mobile device in order for coverage to be effective.

### Coverage Amounts

The following table is a summary of the maximum coverage amounts:

## Limits of Insurance

<b>Occurrence limit:</b>	\$3,000
<b>Aggregate limit:</b>	\$9,000.00, or three (3) occurrences (of which two (2) occurrences may be for accidental damage from handling and one (1) occurrence may be for loss or theft) within any twelve (12) month period, whichever occurs first. There are no limits on warranty malfunction claims.
<b>Maximum retail value of replacement device, including covered accessories:</b>	\$3,000

### Deductible

There is a deductible amount per claim, as set out in the following table. The deductible amount is the amount that you have to pay before we will repair or replace your mobile device.

Eligible Device Unsubsidized New Retail Value at time of Enrollment	Screen Repair Deductible (Phones Only)	Loss/Theft Replacement Deductible	All Other Damage Repair Deductible (Phones Only)	Screen and All Other Damage (iPad Only)	Warranty Malfunction Deductible

\$0 - \$749.99	\$39.00	\$199.00	\$129.00	\$49.00	\$0
\$750.00 - \$1,099.99	\$39.00	\$249.00	\$129.00	\$49.00	\$0
\$1,100.00 - \$1,699.99	\$39.00	\$399.00	\$129.00	\$49.00	\$0
\$1,700.00 +	\$39.00	\$599.00	\$129.00	\$49.00	\$0

A claim conversion fee of \$90 (the difference between the iPhone screen repair deductible and the all other damage iPhone repair deductible) will be charged if additional damage beyond the screen is found or if the device cannot be repaired and you elect to have it replaced. If no trouble is found, there is a fee of \$100.

**When coverage ends**

Your insurance coverage ends at the earliest of the date and time when:

- You cancel the coverage, or
- We cancel the coverage, or
- You cease to be a customer of GLENTEL.

**How to file a claim**

**Your Obligations**

To report a claim, you must visit [www.protect.likewise.com/mobileprotection](http://www.protect.likewise.com/mobileprotection) or call us at 1-855-562-1955. If your Insured Device experiences a warranty malfunction or accidental damage, you may also file a claim by visiting [getsupport.apple.com](http://getsupport.apple.com) or calling 1-800-263-3394.

Upon reporting a claim, we may send you a proof of loss form to fill out.

Upon our request, you must send us:

- the completed proof of loss form,
- the original bill of sale for the mobile device and a wireless billing statement or written verification by GLENTEL,
- in the case of theft or vandalism, a copy of the filed police report, provided that such reports are accepted by local police, and
- any other information and documents we may require.

within 60 days after the date you report a claim of the loss.

You will be responsible for the cost of providing such documents and information to us.

**You Must Return the Mobile Device**

If your mobile device is damaged, you must keep it until your claim is completed. You will be required to return the mobile device to us at our expense. If you do not return your mobile device within 45 days of receiving your

replacement device, you may be charged a non-return fee. The non-return fee will not be more than the unsubsidized, new retail price of the mobile device at the time of your enrollment.

The "Find My" feature must be enabled at the time of loss in order to file a claim for loss or theft. If you recover a lost or stolen mobile device, you must return it to us at our expense. We may restrict the IMEI of the mobile device if you report it lost or stolen.

You must return your mobile device to us unlocked. If the device is locked, we may charge you a locked device fee not exceeding the unsubsidized, new retail price of the mobile device at the time of enrollment.

#### **You Must Back-Up the Software**

You must back up all software and data before sending your mobile device to us for repair or replacement.

#### **Our Duties**

##### **Repair or Replacement**

Once we approve a claim, we will arrange for the repair or replacement of your mobile device through an Authorized Service Centre. Any replacement will be a new Apple device or a certified pre-owned Apple device. We will not reimburse you for any out-of-pocket expenses. We may, in our sole discretion, pay to you the current replacement market value of the Insured Device instead of repairing or replacing the Insured Device.

##### **We May Use Refurbished Parts**

We may repair your mobile device with substitute parts, or provide you with substitute equipment, that is of like kind, quality and functionality. It may also be new, refurbished or remanufactured, and may contain original or non-original manufacturer parts; and may be a different brand, model or colour.

##### **If Your Original Device Is Not Available**

If the original make and model of your mobile device is no longer in stock, you will receive comparable equipment.

##### **Delivery of Replacement Device**

Once a claim is approved, you will receive the replacement by mail within 2-10 business days. We will ship the replacement device directly to you within Canada or you may be required to pick up your replacement at an Authorized Service Centre.

**For more details regarding covered losses, please refer to Section G (Reporting and Filing a Claim) and Section H (Our Duties in Event of a Claim) in your insurance policy.**

### **Consequences of misrepresentation and concealment**

Any fraud, intentional concealment or misrepresentation of a material fact relating to this policy, the mobile device, your interest in the mobile device, or a claim may void your insurance.

If the make/model or condition of the mobile device received by the Authorized Service Centre does not match the model provided in the claim or described in your proof of loss statement, or is not damaged, you may be charged the full retail value of the replacement device (up to the maximum amount shown in the Declarations).

### **What is not covered?**

## Property Not Covered

This insurance excludes certain property from coverage. The list below summarizes the most common excluded property. Please refer to Section B (Coverage) in your policy for full details of all property excluded.

1. Data stored on or processed by the mobile device, including documents, databases, messages, licenses, contact information, passwords, books, games, magazines, photos, videos, ringtones, music, screen savers and maps; and
2. A mobile device whose unique identification number (including serial number, ESN, MEID and IMEI) has been altered or removed.

## Exclusions

This insurance contains exclusions from coverage. The list below summarizes some of the most common exclusions. Please refer to Section C (Exclusions) in your policy for the complete list and full details of all exclusions.

This insurance does not apply to mechanical or electrical breakdown, loss, damage or theft directly or indirectly caused by or resulting from any of the following:

### 1. Delay, Loss of Use

Indirect or consequential loss or damage, including loss of use, interruption of business, loss of service, loss of market, loss of time, loss of profits, inconvenience or delay in repairing or replacing a lost or damaged mobile device.

### 2. Dishonest or Criminal Acts

Dishonest, fraudulent or criminal acts by you or anyone you authorize to use the mobile device or entrust with the mobile device, or anyone else with an interest in the mobile device, whether or not they are acting alone.

### 3. Obsolescence

Obsolescence or depreciation.

### 4. Recall or Design Defect

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

### 5. Cosmetic Damage

Cosmetic damage that does not affect the functioning of the mobile device. This includes:

- a. Marring, or scratching;
- b. Change in colour or other change in the exterior finish; and
- c. Expansion or contraction..

### 6. Late Claims

Claims not reported as required by the policy.

### 7. Repair Work

Unauthorized repair or replacement, or preventative maintenance or alterations or improvements.

**8. Virus**

Computer virus whether intentional or unintentional.

**9. Intentional Loss or Damage**

Abuse, intentional acts or use of the mobile device in a manner inconsistent with the use for which it was designed or intended, or that would void the manufacturer's warranty, or failure to follow the manufacturer's installation, operation or maintenance instructions.

**10. Personalized Data**

Loss or damage to personalized data, or customized software, such as personal information managers (PIM's), ringtones, games, or screen savers; or loss or damage to antennas, external housings or casings that does not affect the function of the mobile device.

**11. Normal Wear and Tear**

Normal wear and tear, gradual deterioration, or latent defect.

**12. Fees or Charges**

Any fees or charges assessed by GLENTEL or anyone acting on their behalf.

**Privacy**

You can review our privacy statement at <https://www.zurichcanada.com/en-ca/about-zurich/privacy-statement>

**Other important information**

**Cost of insurance**

The amount you are required to pay to purchase the insurance is as follows:

<b>Eligible Device Unsubsidized, New Retail Value at time of Enrollment</b>	<b>Monthly Premium</b>
\$0 - \$749.99	\$11.99
\$750.00 - \$1,099.99	\$13.99
\$1,100.00 - \$1,699.99	\$16.99
\$1,700.00 +	\$18.99

This amount will not increase.

**Cancellation**

**Cancellation by you**

You may cancel this insurance at any time by:

- mailing or delivering an advance written notice to

Likewise Device Protection, Ltd.  
1235 Bay Street, Suite 400  
Toronto, ON M5R 3K4

or

- calling at 1-855-562-1955

stating when such cancellation is effective.

You may cancel the insurance without penalty even if more than 10 days has passed from the date you purchased the insurance, notwithstanding the "NOTICE OF RESCISSION OF AN INSURANCE CONTRACT" form which is required by law to be attached to this Product Summary.

### **Cancellation by Us**

We may cancel this insurance by mailing, delivering or emailing to you notice of cancellation at least:

- 15 days before the effective date of cancellation if we cancel for nonpayment of premium; or
- 60 days before the effective date of cancellation if we cancel for any other reason.

Our notice will be mailed or delivered to you at the last mailing address known to us or sent electronically to you. Your coverage will end on the effective date of cancellation set out in our notice of cancellation.

If your policy is cancelled, we will refund any unearned premium to you.

### **You Cease to be a Customer of GLENTEL**

The insurance provided to you under this policy is provided on a month to month basis unless you cease to be an active customer of GLENTEL.

### **How to make a complaint:**

To make a complaint and access the Insurer's complaint handling procedures, please visit:

<https://www.zurichcanada.com/en-ca/about-zurich/complaint>

You may also send your complaint by a letter, e-mail or phone call using the contact information below:

Ombudsman  
Zurich Insurance Company Ltd (Canadian Branch)  
100 King Street West  
Suite 5500  
P.O. Box 290  
Toronto ON M5X 1C9

Office: 416-586-6773

Toll Free: -1(800)387-5454 ext.6773

[E-mail: ombudsman.zurich.canada@zurich.com](mailto:ombudsman.zurich.canada@zurich.com)