



Entrepreneur Legal Solutions

Legal Expense Insurance Policy

Please read this policy carefully and in full to familiarize yourself with the coverage, terms and conditions. This document also outlines:



Legal Helpline access



Claims process



Complaint handling

If you are unsure about anything in this document, please contact whomever you purchased your policy from.

ARAG Legal Solutions Inc.

T| 416.342.5400 or 1.888.582.5586

W| [ARAG.ca](https://www.arag.ca)



Table of Contents

ARAG Business Legal Solutions Legal Expense Insurance Policy.....	2
Emotional Support & Legal Helpline	3
Making a Claim	3
Definitions	4
Agreement	7
Insured Events	8
1. Commercial Employment Disputes	8
2. Legal Defence	9
3. Small Claims Court Contract Disputes and Debt Recovery	10
4. Statutory Licence Protection.....	11
5. Personal Bodily Injury	Error! Bookmark not defined.
6. Commercial Tax Protection.....	122
7. Personal Tax Protection.....	12
8. Driver's Licence Protection	123
Limit of Indemnity.....	14
General Exclusions	14
Policy Conditions	17
Statutory Conditions.....	212
Privacy Policy	23

ARAG Business Legal Solutions

Legal Expense Insurance Policy

ARAG Legal Solutions Inc. (ARAG) acts as the insurance manager and has the authority to issue this insurance policy and administer claims on behalf of **HDI Global Specialty SE. (HDI)**.

Please note this policy contains clauses which may limit the amount payable.

This is a Named Perils policy and provides coverage only for the insured events listed within this policy.

Words and phrases in **bold** have special meaning as defined in Definitions section.

Emotional Support & Legal Helpline

We will provide **you** access to access to confidential assistance with a professional and experienced counselor concerning situations, such as personal hardships, depression, family issues, work-related issues, relationship conflicts, grieving process, etc. **Our** supportive counselors will help **you** navigate life's challenges, and if needed, **we** will refer **you** to community resources available within **your** area.

Emotional Support is not intended to replace **your** regular therapist.

We will provide this service twenty-four hours a day, 7 days a week.

We will provide **you** access to a Legal Helpline through which **you** can receive confidential general legal assistance and information over the phone relating to any legal problem affecting **your** business to help determine **your** legal rights and options under the laws of the applicable province or territory and the federal laws of Canada.

The lawyer cannot provide case specific research or review documents.

We will provide this service between the hours of:

- 8am and midnight, local time, 7 days a week.
- In addition, **we** will facilitate access to a lawyer twenty-four hours a day, 7 days a week, in emergency situations.

Calls to this service may be recorded.



For general legal assistance on any matter, please call:

1.888.668.6028

We will not accept responsibility if the helpline service is unavailable for reasons **we** cannot control.

Making a Claim

Please contact **us** as soon as practicable following an insured event, and in no event later than 120 days after the **date of occurrence** of the insured event.

Please note that the Insurer will not pay for any legal costs you incur before we have accepted your claim, even if we later accept the claim.

You may report a claim to **us** by:

- Calling the Legal Helpline phone number while **you** are insured under this policy
- Email at claims@arag.ca
- Mail to our Head Office address listed on ARAG.ca

We will then advise **you** on next steps.



Definitions

The following definitions apply wherever these words or phrases appear in bold in the policy.

Appointed representative

The lawyer, accountant or other suitably qualified person appointed by **us** on behalf of the **insured person** to act for an **insured person**.

Broker

The company, as identified on the Policy Declaration Page for this ARAG policy, which facilitated the purchase of this ARAG Policy by **you**.

Contract of employment

Written agreement between the employer and employee setting out both party's rights, duties and obligations.

A **contract of employment** does not include a collective agreement covering a group of employees who are represented by a union.

Criminal offence

An offence under the Criminal Code of Canada (R.S.C., 1985, c. C-46) or any of its amendments.

Date of Occurrence

1. For civil cases: the date of the event which leads to a claim. If there is more than one event arising at different times from the same originating cause, the **date of occurrence** is the date of the first of these events.
2. For criminal cases: the date of the alleged criminal offence, or the earliest date in a series of related alleged criminal offences, for which an **insured person** is charged.
3. For licence or registration appeals: when **you** were first informed by the relevant licensing or regulatory authority of their proposal to review, suspend, alter the terms of, refuse to renew or cancel **your** licence.
4. For a **tax appeal**: when the Canada Revenue Agency (CRA) or a provincial tax authority first issues **you** a notice of assessment, reassessment or determination with which **you** disagree.
5. For a **tax audit**: when the CRA or a provincial tax authority first contacts **you** in relation to commencing an audit.

The insured event must occur within the period the **Insurer** has agreed to cover the **insured person**.

Federal Anti-Spam Legislation

An Act to promote the efficiency and adaptability of the Canadian economy by regulating certain activities that discourage reliance on electronic means of carrying out commercial activities, and to amend the Canadian Radio-television and Telecommunications Commission Act, the Competition Act, the Personal Information Protection and Electronic Documents Act and the Telecommunications Act, S.C. 2010, c. 23.

Definitions

Goods

Any object which is not attached to **real property**, except by its own weight, and can be removed without damage or alterations to the **real property** requiring repair.

Any object which is plugged in and can be removed without any damage or alteration to the **real property**.

Insured person

1. For insured events **1. Commercial employment disputes, 3. Small Claims Court Contract Disputes & Debt Recovery, 4. Statutory licence protection and 6. Commercial tax protection: You and your** directors, officers, partners, managers and employees. Anyone claiming under this policy must have **your** agreement to claim.

2. For insured events **2. Legal Defence, 5. Personal bodily injury, 7. Personal tax protection and 8. Personal driver's licence protection: You, or your** spouse or civil partner or any son or daughter, normally living with **you**.

Insurer

HDI Global Specialty SE.

Legal costs

In respect of the insured events described in this policy:

1. all reasonable and necessary costs, inclusive of any applicable sales or retail taxes, incurred by the **appointed representative** including any additional expenses and disbursements such as court fees, experts' fees, police reports and medical reports incurred by the **appointed representative**;
2. the costs awarded by a court in Canada to opponents in civil cases if the **insured person** has been ordered to pay them, or pays them with **our** agreement; and
3. the **insured person's** net salary or wages, that are not otherwise payable or recoverable, for the time that they are off work to attend any court proceeding, tribunal, arbitration, mediation or other hearing at the request of the **appointed representative**, up to a maximum of \$500 per **insured person** per day, and \$10,000 in total in respect of all claims resulting from any one court or tribunal proceeding, arbitration, mediation or other hearing.

Motor vehicle

Includes an automobile, a motorcycle, a motor assisted bicycle, and any other vehicle propelled or driven otherwise than by muscular power up to 4,500kg gross weight.

Reasonable prospects

For civil cases **reasonable prospects** means that **we** agree that it is always more likely than not that an **insured person** will recover losses or damages (or obtain other legal remedy which **we** have agreed to) or make a successful defence.

For appeals relating to any insured event, **reasonable prospects** means that **we** agree that it is always more likely than not that the appeal will be successful.



Definitions

Real property

Real property is land, and anything growing on, affixed to, or built upon land. This also includes man-made buildings as well as crops. **Real property** is characterized as property that doesn't move, or that is attached to the land.

Tax appeal

An appeal regarding an assessment, reassessment or determination made by the CRA or a provincial tax authority, including an administrative appeal to the CRA or a provincial tax authority and an appeal to the Tax Court of Canada or a superior court of a province.

Tax audit

An inspection and verification by the CRA or a provincial tax authority of **your** financial accounting records to determine whether or not **you** have paid the correct amount of tax.

Territorial limit

Canada.

We, us, our

ARAG Legal Solutions Inc. who has been authorized by the **Insurer** to act as the insurance manager for this policy.

You, your

The corporation or partnership shown in the Policy Declaration Page as the policyholder.

Agreement

In return for payment of the premium, and subject to the policy terms, definitions, conditions, exclusions and limitations set out in this policy and the Policy Declaration Page, the **Insurer** will provide insurance for **legal costs** incurred for insured events described in this policy, provided that:

1. The **date of occurrence** of the insured event happens within the period the **Insurer** has agreed to cover an **insured person**; and
2. The insured event occurs within the **territorial limit** and any legal proceedings will be dealt with by a court, or other body which **we** agree to, within the **territorial limit**; and
3. The **legal costs** are incurred after the claim has been accepted by **us**, and are limited to:
 - a. The reasonable and necessary costs, inclusive of any applicable sales or retail taxes, incurred by the **appointed representative**, including any additional expenses and disbursements such as court fees, experts' fees, police reports and medical reports incurred by the **appointed representative**;
 - b. Costs awarded by a court in Canada to opponents in civil cases if the **insured person** has been ordered to pay them, or pays them with **our** agreement; and
 - c. The cost of the **insured person's** net salary or wages, that are not otherwise payable or recoverable, for the time that they are off work to attend any court proceeding, tribunal, arbitration, mediation or other hearing at the request of the **appointed representative**, up to a maximum of \$500 per **insured person** per day, and \$10,000 in total in respect of all claims resulting from any one court or tribunal proceeding, arbitration, mediation or other hearing; and
4. For civil cases and appeals relating to any insured event, **reasonable prospects** exist for the duration of the claim.

Except where stated otherwise, the **Insurer** will not pay **legal costs** incurred with respect to the enforcement of judgments or final orders, or settlement agreements, or minutes of settlement, which may arise in the pursuit or defence of **your** legal rights from an accepted claim under this policy.

Except where stated otherwise, the **Insurer** will pay **legal costs** incurred in making or defending an appeal, as long as:

- The matter being appealed was previously accepted as a claim under this policy,
- The **insured person** tells **us** within the time limits allowed to file an appeal that they want to appeal (and within reasonable time to allow for the filing of all necessary documents for an appeal), and;
- **We** agree there are **reasonable prospects** of success for the appeal.

The policy, together with the policy declaration page and any endorsement, and incorporating the application and any information **you** have provided, forms the contract of insurance between **you** and the **Insurer**.

This is not a policy for reimbursement of legal costs you have already incurred.

Insured Events

1. Commercial Employment Disputes

What Is Covered	What Is Not Covered
<p>The Insurer will pay your legal costs to defend your legal rights:</p> <ol style="list-style-type: none"> Following the dismissal of an employee In legal proceedings in respect of any dispute with an employee or ex-employee which: <ol style="list-style-type: none"> arises out of, or relates to, a contract of employment with you arises from an alleged breach of their statutory rights under employment legislation arises from an alleged breach of their rights under applicable human rights legislation, as it relates to their employment 	<p>Any claim relating to:</p> <ol style="list-style-type: none"> a dispute (other than described under (b) or (c) below) where the cause of action arises within the first 90 days of inception of this policy a dispute with an employee who was subject to a written or oral warning (formal or informal) within 180 days immediately preceding the inception date of this policy if the date of occurrence was within the first 180 days of inception of this policy lay-off or job elimination within the first 180 days of inception of this policy death, illness or bodily injury, and/or loss of or damage to property the negotiation of a collective bargaining agreement, a general work disruption (including but not limited to a strike, work slowdown or a work to rule campaign), or dispute made pursuant to a collective bargaining agreement a contract for services

Insured Events

2. Legal Defence

What Is Covered	What Is Not Covered
<p>The Insurer will pay legal costs</p> <ol style="list-style-type: none"> 1. to defend their legal rights in relation to being prosecuted for a highway traffic or motor vehicle offence in connection with the ownership, use or operation of a motor vehicle while not acting in the capacity of the insured person's trade, profession, occupation, or employment except for when acting in your capacity as an independent financial advisor. 2. being prosecuted for an alleged criminal offence arising from their work as an employee 	<p>Any claim relating to:</p> <ol style="list-style-type: none"> (a) an insured person's alleged use of alcohol or drugs while using or operating of a motor vehicle, including failure to provide a sample or be tested for the presence of such substances (b) an insured person's allegedly operating a motor vehicle for any type of race or contest, while performing a stunt or on a bet or wager (c) parking or obstruction offences (d) the insured person's alleged use of a prohibited electronic/communication device while using or operating of a motor vehicle (e) automated Traffic Enforcement Camera Offences including but not limited to photo radar and photo red light tickets

Insured Events

3. Small Claims Court Contract Disputes and Debt Recovery

What Is Covered

The **Insurer** will pay **legal costs** to pursue or defend **your** legal rights in a dispute relating to an agreement or an alleged agreement which has been entered into by **you** or on **your** behalf for:

1. selling or buying **goods**
2. providing or obtaining services.

Provided that:

- (a)** *the amount in dispute exceeds \$1,000;*
- (b)** *all legal proceedings are within the jurisdiction of, and are brought within, the applicable small claims court; and*
- (c)** *if the dispute relates to money owed to **you** to which a construction lien would apply, then a claim must be made under this policy within 30 days of the money becoming due and payable*

What Is Not Covered

Any claim relating to:

- (a)** a cause of action that arises within the first 90 days of inception of this policy
- (b)** the settlement payable under an insurance policy (the **Insurer** will cover a dispute arising from **your** insurer refusing **your** claim, but not a dispute over the amount of the claim)
- (c)** a dispute arising from any loan, mortgage, pension, investment, borrowing or any other financial product (other than described under **(b)** above)
- (d)** a dispute over the terms of a lease of land or buildings or a licence or tenancy of land or buildings if **you** are the lessor, licensor or landlord of the land or buildings. However, the **Insurer** will cover a dispute with a professional advisor in connection with the drafting of a lease, licence or tenancy agreement
- (e)** a contract regarding **you** purchasing or selling **real property**
- (f)** a contract for legal services

Insured Events

3. Small Claims Court Contract Disputes and Debt Recovery (continued)

What Is Covered	What Is Not Covered
	<p>(g) a contract involving a motor vehicle other than agreements relating to the sale of motor vehicles where you are engaged in the business of purchasing, selling, or leasing motor vehicles; or agreements related to the repair and/or maintenance of motor vehicles where you are engaged in the business of repairing and/or performing maintenance upon motor vehicles</p> <p>(h) a dispute with an employee or ex-employee which arises out of, or relates to, a contract of employment with you</p> <p>(i) the breach of a professional obligation or duty, including any claim:</p> <ul style="list-style-type: none"> i. based on professional liability, ii. based on the commission of a fault of an ethical nature, or arising out of a disciplinary process

4. Statutory Licence Protection

What Is Covered	What Is Not Covered
<p>The Insurer will pay legal costs to represent you in appealing to the relevant statutory or regulatory authority, court, or tribunal following an event which results in a licensing or regulatory authority suspending, or altering the terms of, or refusing to renew, or cancelling your licence to conduct your business.</p>	<p>Any claim relating to:</p> <ul style="list-style-type: none"> (a) an original application or application for renewal of a statutory licence (b) the ownership, use or operation of a motor vehicle (c) a professional licence issued to an individual

Insured Events

5. Personal Bodily Injury

What Is Covered	What Is Not Covered
<p>At your request, the Insurer will pay an insured person's legal costs to pursue their legal rights following a specific or sudden accident which causes their death or bodily injury.</p>	<p>Any claim relating to:</p> <ul style="list-style-type: none"> (a) a dispute with any provincial workers' compensation board (b) psychological injury or mental illness unless the condition arises from a specific or sudden accident that has caused physical bodily injury (c) surgical, clinical or medical negligence (d) death, illness or bodily injury arising from <ul style="list-style-type: none"> i) a sudden accident which involves an insured person's ownership, use or operation of a motor vehicle; or ii) an insured person being a passenger in a motor vehicle (e) defending an insured person's legal rights, other than in defending a counter-claim

6. Commercial Tax Protection

What Is Covered	What Is Not Covered
<p>The Insurer will pay legal costs in respect of a tax appeal or a tax audit relating to</p> <ol style="list-style-type: none"> 1. liability for income tax, GST, PST or HST arising from your business 2. payroll deductions compliance by your business. <p><i>Provided that you have taken reasonable care to ensure that all returns are complete and correct and submitted within the statutory time limits allowed.</i></p>	<p>Any claim relating to:</p> <ul style="list-style-type: none"> (a) a tax avoidance scheme, arrangement, or plan of any kind (b) your failure to register for GST and/or PST and/or HST. (c) an investigation or inquiry by the CRA into alleged gross negligence, dishonesty or criminal offences.

Insured Events

7. Personal Tax Protection

What Is Covered	What Is Not Covered
<p>The Insurer will pay an insured person's legal costs in respect of a tax appeal or a tax audit relating to their personal tax affairs.</p> <p><i>Provided that the insured person has taken reasonable care to ensure that all returns are complete and correct and submitted within the statutory time limits allowed.</i></p>	<p>Any claim relating to:</p> <ul style="list-style-type: none"> (a) the tax affairs of a corporation, or if the insured person is carrying on business, involved in a business partnership, or otherwise self-employed, the tax affairs relating to such activities (b) a tax avoidance scheme, arrangement, or plan of any kind (c) an investigation or enquiry by the CRA into alleged gross negligence, dishonesty or criminal offences

8. Personal Driver's Licence Protection

What Is Covered	What Is Not Covered
<p>The Insurer will pay an insured person's legal costs to defend their legal rights in relation to protecting their driver's licence from being revoked or suspended following an event arising in connection with the ownership, use or operation of a motor vehicle.</p>	<p>Any claim where the revocation or suspension is based upon any of the following:</p> <ul style="list-style-type: none"> (a) an insured person's alleged use of alcohol or drugs, including failure to provide a sample or be tested for the presence of such substances (b) an insured person's allegedly operating a motor vehicle for any type of race or contest, while performing a stunt or on a bet or wager (c) the insured person's alleged use of a prohibited electronic/communication device while driving

Limit of Indemnity under this policy

The **Insurer** will pay up to the limit of indemnity shown in the Policy Declaration Page in respect of **legal costs** related to all claims resulting from one or more events arising at the same time or from the same originating cause.

Subject to the above, the **Insurer** will pay, in aggregate, **legal costs** of no more than the aggregate limit shown in the policy declaration page in respect of all claims that arise in that period of insurance that result from different originating causes.

General Exclusions

This insurance does not apply to:

1. Events not connected with your business

Any event not arising in connection with the business shown in **your** policy declaration page.

2. Wilful acts

Any claim resulting from an act which is wilfully committed, and the results of which are consciously intended, by an **insured person**.

3. Late reported claims

A claim reported to **us** more than 120 days after the **date of occurrence**.

4. Legal costs not agreed with us

Legal costs incurred before **our** written agreement that the **Insurer** will pay them.

5. Legal action not agreed with us

Legal action an **insured person** takes which **we** or the **appointed representative** have not agreed to or where an **insured person** does anything that hinders **us** or the **appointed representative**.

6. Contingency fee agreements

Any **legal costs** arising as a consequence of a contingency fee agreement.

7. Disputes with any governmental or public body

Except as it relates to claims accepted under **Insured events 2. Legal Defence, 3. Small Claims Court Contract Disputes and Debt Recovery, 4. Statutory Licence Protection, 6. Personal Tax Protection, 7. Commercial Tax Protection, and 8. Personal Driver's Licence Protection** any **legal costs** relating to a review or dispute regarding the lawfulness of any decision or action of any federal or provincial governmental or quasi – governmental body, or any other local or public authority, other than in relation to an accepted claim in respect of any event insured under this policy.

8. Class action proceedings

Any claim where an **insured person** is a party to a legal action brought under applicable class

proceedings legislation, or where an **insured person** has opted out of being a party to a legal action brought under applicable class proceedings legislation.

General Exclusions

9. Costs awarded outside of Canada

Any **legal costs** awarded in any jurisdiction outside of Canada.

10. Damages, fines and penalties

Damages, fines, penalties, compensation or restitution orders which the **insured person** is ordered to pay by a court or other authority and any costs awarded in criminal or statutory proceedings.

11. Disputes with ARAG, the Insurer, or the Broker

Any dispute with **us**, the **Insurer**, or the **Broker** not otherwise dealt with under **Policy Condition 10. Disputes over reasonable prospects for a claim.**

12. Fraudulent claims

Any claim which is fraudulent, exaggerated or dishonest.

13. Claims under this policy by a third party

Apart from **us**, only an **insured person** may enforce all or any part of this policy and the rights and interests arising from or connected with it.

14. Nuclear, war, terrorism and pollution or contamination risks

Any claim caused by, contributed to, or arising from any of the following:

- (a) war, invasion, act of a foreign enemy, hostilities, civil war, rebellion, revolution, insurrection or military power;
- (b) an event which is required to be insured under a nuclear energy liability policy issued by the Nuclear Insurance Association of Canada, or any other group or pool of insurers;
- (c) terrorism or a decision of a government agency or other entity to prevent, respond to or terminate terrorism;
- (d) pollution or contamination.

15. Bankruptcy of policyholder

Any matter or claim if, at any time:

- (a) **you** are declared bankrupt, placed into receivership, are in the process of being wound-up or if any part of **your** affairs or property is in liquidation;
- (b) **you** have made a proposal, petition, filing or arrangement for the benefit of any creditor or creditors;
- (c) a creditor seeks to have **you** placed into bankruptcy, declared insolvent, liquidated or be wound-up;
- (d) any of **your** property is placed under the care or control of a trustee, receiver or administrator.

General Exclusions

16. Intellectual property disputes

Any claim related to disputes about patents, copyrights, trademarks, merchandise marks, registered designs, intellectual property, secrecy or confidentiality agreements.

17. Agency agreement disputes

Any claim relating to rights under a franchise or agency agreement entered into by **you**.

18. Shareholding or partnership disputes

Disputes about a shareholding or partnership interest in **you** unless such shareholding or partnership interest was acquired under a plan open to all of **your** employees or a substantial number of them.

19. Defamation

A claim relating to written or oral remarks which damage an **insured person's** reputation.

20. Disputes relating to the validity of legislation

Any constitutional or other challenge to the validity of federal, provincial, or municipal legislation.

Policy Conditions

1. Observance of policy terms

The **insured person** must:

- (a) comply with the terms and conditions of this policy;
- (b) notify **us** immediately of any change in circumstance which may materially affect **our** assessment of the risk;
- (c) take reasonable steps to avoid and prevent claims;
- (d) take reasonable steps to avoid incurring unnecessary costs;
- (e) send everything **we** reasonably ask for in writing;
- (f) report to **us** full and factual details of any claim as soon as practicable and give **us** any information **we** reasonably need.

2. Notice of Insured Event

The **insured person** shall notify **us** of any insured event which may give rise to coverage, as soon as they become aware of it. Any interested person may give such notice.

In the event that the requirement set out in the preceding paragraph is not fully complied with, all rights to coverage shall be forfeited by the **insured person** where such non-compliance has caused prejudice to **us**.

3. Conduct and control of claim

- (a) If it is necessary to take legal proceedings, including a **tax appeal**, an **appointed representative** will be appointed by **us** on behalf of the **insured person** in accordance with **our** standard terms of appointment and will be retained by the **insured person**.
- (b) Where **we** have agreements with more than one law firm with respect to a specialty, the **insured person** may select their **appointed representative** from that panel of law firms.
- (c) The **insured person** must cooperate with **us** and must keep **us** up-to-date regarding the progress of the claim.
- (d) The **insured person** must cooperate with the **appointed representative** and must follow the recommendations of the **appointed representative**, which have been agreed to by **us**.
- (e) The **insured person** must give the **appointed representative** any instructions that **we** require.

Policy Conditions

4. Consent to access information

The **insured person** will provide written consent, at the commencement of the retainer of the **appointed representative**, permitting the **appointed representative**, at **our** request, to give **us**, or **our** reinsurers, actuaries or auditors, or any regulatory authority or its agents, to the extent required by law, access to all correspondence, documents and records in the **appointed representative's** possession or control which are relevant to the matter. This consent will include permission to deliver up all such documents or copies of all such documents at **our** request.

5. Offers to settle a claim

- (a) The **insured person** must tell **us** if anyone offers to settle a claim and must not negotiate or agree to a settlement without **our** written consent.
- (b) If the **insured person** does not accept an offer **we**, based on the advice of the **appointed representative**, consider reasonable to settle a claim, **we** may refuse to pay further **legal costs**.
- (c) **We** reserve the right to pay the **insured person** the reasonable amount of damages that the **insured person** is claiming, or that is being claimed against them, or negotiate a reasonable settlement of any claim, instead of starting or continuing legal proceedings. In these circumstances the **insured person** must allow **us** to take over and conduct in their name the pursuit or settlement of any claim. The **insured person** will also allow **us** to pursue at **our** own expense and for **our** own benefit, any claim for compensation against any other party and must give **us** all information and assistance required.

6. Withdrawal of coverage

If an **insured person** settles or negotiates a claim without **our** consent, or withdraws a claim without **our** consent, or does not give to the **appointed representative** any instructions that **we** require, **we** can withdraw coverage and will be entitled to reclaim from the **insured person** any **legal costs we** have paid.

Policy Conditions

7. Sanction limitation

The **Insurer** shall not be deemed to provide coverage and the **Insurer** shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose the **Insurer** to any sanction, prohibition or restriction under trade or economic sanctions, laws, or regulations of Canada, the United Nations, or the European Union.

8. Assessment and recovery of costs

- (a) The **insured person** must instruct the **appointed representative** to have **legal costs** taxed, assessed or audited if **we** ask for this.
- (b) The **insured person** must take every reasonable step to recover **legal costs** that **we** have to pay and must pay **us** any amounts that are recovered.
- (c) Where a settlement is made on a without costs basis the **appointed representative** will determine what proportion of that settlement will be deemed **legal costs** and payable to or by **us**.

9. Cancellation of a representative's appointment

If the **appointed representative** refuses to continue acting for the **insured person**, or if the **insured person** dismisses the **appointed representative** without **our** prior consent, the coverage the **Insurer** provides will end immediately.

10. Disputes over reasonable prospects for a claim

If there is a dispute between an **insured person** and **us** over **reasonable prospects**, the **insured person** may obtain, at their expense, an opinion, from a lawyer mutually agreed to by the **insured person** and **us**, on the merits of a claim or proceedings. If the lawyer's opinion indicates that **reasonable prospects** exist, **we** will pay the reasonable cost of obtaining the opinion.

11. Complaint handling

If **you** are not satisfied with any aspect of **our** service and wish to make a complaint, **you** can:

- Telephone **us** at **1.888.582.5586** or email **us** at customerrelations@arag.ca

Alternatively, the **Insurer** can be contacted by:

- Telephone at **1.416.867.9712** or email at complaints-canadianBranch@hdi-specialty.com

If **your** complaint remains unresolved or not resolved to **your** satisfaction, **you** may contact the General Insurance OmbudService (GIO). The GIO is an independent regulatory organization which exists to help resolve complaints between individuals and their insurance providers. The GIO's services are available free of charge to the customer and GIO can be contacted by:

- Telephone at **1.877.225.0446** or through their website at www.giocanada.org

The GIO should be contacted only after you have first tried to resolve the complaint directly with us.



Policy Conditions

12. Other insurance

The **Insurer** will not pay any claim covered under any other policy, or any claim that would have been covered by any other policy if this policy did not exist.

13. Applicable law

This policy will be governed, interpreted and enforced in accordance with the laws of the province where this policy was issued and the federal laws of Canada.

14. Currency

All of the dollar limits described in this policy are in Canadian funds.

15. Action against us or the Insurer

Any action or proceeding against **us** or the **Insurer** for the recovery of any claim under this policy is absolutely barred unless commenced within two years after the **date of occurrence**, or prior to the expiry of the applicable limitation period in the province where this policy was issued, whichever is earlier. Any such action or proceeding shall be held in the province where this policy was issued and in accordance with its laws and the federal laws of Canada.

16. Communication with us

The **insured person** can communicate with **us** by telephone, mail or email. New claims may also be reported to **us** by mail or telephone, or via **our** website at www.arag.ca.

Statutory Conditions

1. Property of others

The **Insurer** is not liable for loss or damage to property owned by a person other than the **insured person** unless

- (a) otherwise specifically stated in the contract, or
- (b) the interest of the **insured person** in that property is stated in the contract.

2. Change of interest

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

3. Material change in risk

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

Statutory Conditions

4. Termination of insurance

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

5. Fraud

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

6. Notice

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



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- Detecting, preventing and suppressing fraud;
- Analyzing business data and results;
- Disclosing information to an approved investigative body;
- Disclosing information as it relates to a breach of an insurance policy or other agreement;
- When we believe that the information relates to the contravention of any applicable law;
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- www.hdi-specialty.com/downloads/International/privacy/Fachinfo_Specialty_Privacy-Policy_Canada_EN_201210.pdf



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