

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

Your device comes with a 12-month limited manufacturer's warranty for defects. Device Care Connected is an optional insurance program (the "Program") that covers accidental damage incidents, as well as post-warranty defects. This leaflet provides a summary of the applicable terms, underwritten by the Canadian branch of Liberty Mutual Insurance Company #2000472276, www.lautorite.qc.ca/en/general-public and administered by Asurion. The Distributor is Telus Corporation including Koodo, a brand operated by Telus Corporation. The insurance certificate is available at www.libertymutualcanada.com/teluskoodo.

Insured

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

Authorised Agent

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

When Coverage under Policy is Effective

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

Monthly Premium

Premium for the covered device is \$9/mo. plus applicable taxes.

Term

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

Limits of Insurance

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

Remuneration

Telus Corporation receives compensation of 47.2% of the monthly premium.

Deductible

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

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

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

Covered Product

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

What is Covered

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

What is Not Covered

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

Welcome Kit and Filing a Claim

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

Claim Fulfilment

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

Non-Return Fee

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

Material Change and/or Termination

In the event of any material change in the coverage terms, monthly premium or deductible, or in the event of termination of the Program, you will be provided advance written notice of such changes and/or termination thirty (30) days.

Other Material Disclosures

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

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

The Program automatically renews month-to-month. You may cancel at any time by calling the appropriate number below, and any unearned premium will be refunded in accordance with applicable law. **You may rescind the Insurance Policy without penalty within ten (10) days of your enrolment by calling TELUS at 866-281-4537 or Koodo at 844-574-1839.**

Repair or replacement of the covered device will be done within 60 days after receipt of all the information requested from you. No legal action, including but not limited to any action relating to denial of a claim by the insurer, may be brought against the insurer under the Policy unless the action is brought within 3 years after the Insured has knowledge or ought to have had knowledge of the loss or damage to the covered property.

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

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

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

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

Current as of 31 October 2024

DEVICE SCHEDULE / PROGRAMME RELATIF AUX APPAREILS

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

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

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