

SMARTCARE PLANS

DO IT FOR THE
“OOPS!”



IT'S BETTER TO BE A MEMBER

HOOK UP WITH A SMARTCARE PLAN.

WHAT'S A SMARTCARE PLAN?

SmartCare plans extends coverage beyond the manufacturer's warranty.

GET COVERED.

Sign up for a SmartCare plan at a Virgin Mobile store when you get your new device or within 30 days of hooking up with it. You can cancel your SmartCare plan anytime. Just remember, if you do cancel your SmartCare plan, you won't be able to add it back until you upgrade or activate a new device. For more info, head to a Virgin Mobile store or check out:

virginmobile.ca/smartcare.

HOW TO MAKE A CLAIM.

1. If your device is lost or stolen, call Virgin Mobile immediately at 1-888-999-2321 to suspend service and prevent unauthorized use
2. Call Asurion Customer Service at 1 866 213-2143 within 30 days of the incident. If your claim is approved, a deductible will be billed on your Virgin Mobile invoice.

Note: Decided to use your tablet as a Frisbee? Not every incident is covered so make sure you check the list of potential damages.

SMARTCARE PLANS	MANUFACTURER'S LIMITED WARRANTY	BASIC PHONES	SMARTPHONES	HOT SMARTPHONES	THE HOTTEST SMARTPHONES
	Limited 12-month warranty for manufacturer's defects and malfunctions.				
MONTHLY PREMIUM	Included	\$12/mo.	\$15/mo.	\$18/mo.	\$21/mo.
DEVICES	All devices	Covers phones like the Samsung Galaxy A51 and Google Pixel 4a	Covers phones like the iPhone 12 and Samsung Galaxy S20 FE 5G	Covers phones like the iPhone 12 Pro and Samsung Galaxy S20 5G	Covers phones like the Samsung Galaxy Note 20 Ultra 5G and iPhone 12 Pro Max 512 GB
MANUFACTURER'S DEFECTS WITHIN 12 MONTHS	✓	✓	✓	✓	✓
MANUFACTURER'S DEFECTS BEYOND 12 MONTHS	-	✓	✓	✓	✓
DEDUCTIBLE PER CLAIM	-	up to \$150	up to \$299	Up to \$399	Up to \$599
NUMBER OF CLAIMS	-	2 maximum	2 maximum	2 maximum	2 maximum

ALL SMARTCARE PLANS INCLUDE:

Coverage for physical damage & power surge

Coverage for liquid damage

Coverage for loss or theft

Coverage for normal wear & tear

Current as of January 13, 2021. Available in MB and SK. Fees and services are subject to change in accordance with your agreement. Visit www.virginmobile.ca/smartcare for additional details. To complete your enrollment and for coverage to take effect, a phone call must be completed to or from the covered phone or smartphone. SmartCare Plans do not cover phones on prepaid accounts, SIM cards. If your device is lost or stolen, call Virgin Mobile immediately at 1.855.BE.VM.VIP (1.855.238.6847) to suspend service and prevent unauthorized use. Maximum of 2 replacement devices with a maximum value of \$3000 per replacement device. The VIRGIN trademark and family of associated marks are owned by Virgin Enterprises Limited and used under license. All other trademarks are trademarks of Virgin Mobile Canada or trademarks and property of the respective owners. © 2021 Virgin Mobile.

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SMARTCARE PROGRAM

(underwritten by Liberty Mutual Insurance Company
181 Bay St. Suite 1000
Toronto, ON M5J 2T3)
Insurance covers lost, stolen, accidental damage incidents and malfunction (after one-year manufacturer warranty expires). This insurance program is called SmartCare (the “Program”) and this brochure provides a summary of the applicable terms (“Certificate”).

CERTIFICATE DECLARATIONS

This Certificate is attached to and made a part of Master Policy #BMT0AABSZX018 issued to Bell Mobility Inc. by Liberty Mutual Insurance Company (“Policy”). The Additional Insureds shown below have coverage under the Policy.

ITEM 1. FIRST NAMED INSURED:

Bell Mobility Inc. including Virgin Mobile Canada, a brand operated by Bell Mobility Inc., (“Bell Mobility”) for its interest in Covered Property

ADDITIONAL INSURED:

Customers on file with the Authorized Agent shown in Item 5 who have subscribed for the Program.

ADDITIONAL INSURED MAILING ADDRESS:

On file with Authorized Agent

ITEM 2. WHEN COVERAGE UNDER POLICY IS EFFECTIVE:

Coverage under the Policy becomes effective as set out in Section H of the Policy.

ITEM 3. PREMIUM

Monthly Premium Rate per unit of Covered Property shall be \$12.00, \$15.00, \$18.00 or \$21.00 determined by device type in the table below:

Device Type	Monthly Premium
Basic devices, select smartphones, select tablets and smartwatches	\$12
Select smartphones, tablets and smartwatches	\$15
Premium smartphones and tablets	\$18
Select premium smartphones and tablets	\$21

ITEM 4. AUTHORIZED SERVICE CENTRE

Name: Bell Mobility
Address: 5099 Creekbank Road.
Mississauga, ON, Canada L4W 5N2

ITEM 5. AUTHORIZED AGENT

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

ITEM 6: TERM

In exchange for premium paid, coverage under the Program is provided on a month to month basis.

ITEM 7. LIMITS OF INSURANCE

Each Additional Insured is limited to two (2) claims for per covered device. Once two claims have been made, coverage will cease.

ITEM 8. DEDUCTIBLE

The deductible is determined by device type, as set out in the table below. Refer to virginmobile.ca/smartcare for the current deductible for your device.

Device Type	Deductible
Basic devices, select smartphones, select tablets, and select smartwatches	Up to \$150
Select smartphones, tablets, and smartwatches	Up to \$299
Premium smartphones and tablets	Up to \$399
Select premium smartphones and tablets	Up to \$599

ITEM 9. EXTENDED MANUFACTURER’S WARRANTY COVERAGE

Replacement of wireless device if, under normal conditions and use, the wireless device on record with Authorized Service Centre fails to operate properly due to manufacturer’s defects or workmanship after the expiration of the manufacturer’s warranty. You will be eligible to file an extended warranty service contract claim 365 days (12 months) after (1) the enrollment date or (2) the date your original manufacturer’s warranty expires, whichever comes first.

ITEM 10. ACCESSORIES

- A. Accessories included
1. Standard battery

ITEM 11. REPLACEMENT DEVICE

Maximum full retail value of replacement device: \$3,000.00

ITEM 12. WELCOME KIT AND FILING A CLAIM:

1. Welcome kit including the terms and conditions provided to the customer either by e-mail or letter.
2. Forms required to make a claim under the Program available by calling this toll free number, 1-888-999-2321.

ITEM 13: 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 at least fifteen (15) days advanced written notice of such changes and/or termination.

OTHER MATERIAL DISCLOSURES

This brochure contains a summary of information regarding the insurance coverage provided under the Program. We will not cover loss or damage caused directly or indirectly by any of the exclusions listed in the Policy. 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 virginmobile.ca/smartcare or call 1-888-999-2321.

You are not required to purchase insurance to activate wireless services. The employees of this location are NOT QUALIFIED or AUTHORIZED to discuss or evaluate insurance coverage. Any questions regarding the Program should be directed to 1-888-999-2321.

The Program automatically renews month-to-month. You may cancel at any time by calling Virgin Mobile at 1-888-999-2321 and any unearned premium will be refunded in accordance with applicable law.

The Program is a device replacement service provided to customers of Virgin Mobile. 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 Bell Mobility Inc or Asurion Insurance Services Canada Corporation.

By accepting coverage under the Program, you permit Virgin Mobile to release required customer personal information to authorized third parties for the purpose of validating enrollment and claims.