

- FOR QUEBEC CUSTOMERS ONLY -

Preferred Care
Product Summary

The information contained herein is for informational purposes only and provides a summary of the coverage. For complete details, including eligible products, please refer to the Policy You received with the purchase of Your product from Google Canada Corporation ("Google"), or visit www.cnacanada.ca/asurion.

Insurer	Continental Casualty Company ("CNA Canada") (in Quebec AMF #514926), whose address is 66 Wellington Street West, Suite 3700, Toronto, Ontario M5K 1J5, Canada, telephone 1-800-831-4262																														
Administrator	Asurion Canada Services Corporation ("Asurion"). The Administrator can be contacted at: 600-1741 Lower Water Street, P.O. Box 997, Halifax, Nova Scotia B3J 2X2 Canada																														
Seller/Retailer/ Distributor	The seller of this plan is Google, whose address is 1741 Lower Water Street, Suite 600 Halifax, Nova Scotia B3J0J2																														
Eligibility for this Policy	To be eligible for this insurance coverage, You must purchase the device from Google.																														
Device Schedule and Premium	<p>The insurance Policy is optional. The premium for the Policy depends on the device tier of the Covered Equipment and the Policy term as shown in the table below. The premiums for the Policies are calculated based on the expected costs of losses under the Policy, plus company expenses, commissions, and applicable premium taxes.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; background-color: black; color: white;">Covered Equipment</th><th style="text-align: center; background-color: black; color: white;">Monthly Policy Premium</th><th style="text-align: center; background-color: black; color: white;">Two-Year Policy Premium</th></tr> </thead> <tbody> <tr> <td>Pixel Watch 2, Pixel Watch 3 (41 mm and 45 mm), Pixel Watch 4 (41 mm and 45 mm)</td><td style="text-align: center;">\$5/mo</td><td style="text-align: center;">\$119</td></tr> <tr> <td>Pixel Tablet</td><td style="text-align: center;">\$6/mo</td><td style="text-align: center;">\$129</td></tr> <tr> <td>Pixel 8a</td><td style="text-align: center;">\$7/mo</td><td style="text-align: center;">\$139</td></tr> <tr> <td>Pixel 9a</td><td style="text-align: center;">\$8/mo</td><td style="text-align: center;">\$189</td></tr> <tr> <td>Pixel 8, Pixel 9</td><td style="text-align: center;">\$10/mo</td><td style="text-align: center;">\$209</td></tr> <tr> <td>Pixel 10</td><td style="text-align: center;">\$14/mo</td><td style="text-align: center;">\$319</td></tr> <tr> <td>Pixel 8 Pro, Pixel 9 Pro, Pixel 9 Pro XL, Pixel 10 Pro, Pixel 10 Pro XL</td><td style="text-align: center;">\$15/mo</td><td style="text-align: center;">\$329</td></tr> <tr> <td>Pixel 9 Pro Fold, Pixel 10 Pro Fold</td><td style="text-align: center;">\$18/mo</td><td style="text-align: center;">\$359</td></tr> </tbody> </table> <p>Partial list of eligible devices as of January 8, 2026. This list may be changed from time to time. If You do not see Your device above, and for a complete and current list of devices, please visit asurion.com/googleclaims/frca or call 866-788-5776. Some devices may be moved to a different tier during the term of enrollment.</p>				Covered Equipment	Monthly Policy Premium	Two-Year Policy Premium	Pixel Watch 2, Pixel Watch 3 (41 mm and 45 mm), Pixel Watch 4 (41 mm and 45 mm)	\$5/mo	\$119	Pixel Tablet	\$6/mo	\$129	Pixel 8a	\$7/mo	\$139	Pixel 9a	\$8/mo	\$189	Pixel 8, Pixel 9	\$10/mo	\$209	Pixel 10	\$14/mo	\$319	Pixel 8 Pro, Pixel 9 Pro, Pixel 9 Pro XL, Pixel 10 Pro, Pixel 10 Pro XL	\$15/mo	\$329	Pixel 9 Pro Fold, Pixel 10 Pro Fold	\$18/mo	\$359
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Distributor Remuneration	Google receives a percentage of the premium for each Policy, as shown in the table below.																														
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Product Summary - continued

Term of Coverage	The term of the Policy begins on the start date indicated on Your enrollment confirmation and continues for the term indicated on Your enrollment confirmation unless cancelled. Coverage for Covered Losses due to accidental damage from handling ("ADH") and power surge begin on the start date indicated on Your enrollment confirmation. All other coverage becomes effective immediately following the expiration of the manufacturer's warranty. The Policy is inclusive of the manufacturer's warranty; it does not replace the manufacturer's warranty for which the manufacturer is responsible, and We may refer You to the manufacturer or retailer during this period. The Policy provides certain additional benefits during the manufacturer's warranty period and continues to provide some of the manufacturer's benefits, as well as certain additional benefits, after the manufacturer's warranty expires.
What is Covered	The Policy covers replacement costs or parts and labor costs to repair Your Covered Equipment in the event it fails to operate due to operational, mechanical, electrical, or structural failure from (i) defects in materials and/or workmanship; (ii) normal wear and tear; (iii) power surge; or (iv) unintentional and accidental damage from handling as a result of normal use ("ADH") for eligible portable electronic devices. We will, at our discretion: (1) repair the Covered Equipment or (2) replace the Covered Equipment with a Replacement Equipment. Non-original parts may be used for repair of the Covered Equipment. Mail-in or carry-in service may be available; the Administrator will inform You what type of service Your Covered Equipment qualifies for when You file Your claim.
What is Not Covered	<p>The Policy does not cover:</p> <ul style="list-style-type: none"> 1> Incidental or consequential damages; 2> Losses caused by acts of God or other disaster (whether natural, man-made, or catastrophic), fire, smoke, flood, explosion, war, civil disorders, riot, terrorism, nuclear event, strike, embargo, acts of the government, military authority, or the elements; 3> Loss, theft, abuse, malicious mischief, misuse, intentional damage, vandalism, improper installation, or customer negligence; 4> Damage caused by corrosion, dirt, mold, rust, sand, insects or animals 5> Pre-existing loss of the Covered Equipment occurring before the time it was established as the Covered Equipment; 6> Changes or enhancements in color, texture, finish, expansion, contraction, or any cosmetic damage to Covered Equipment however caused, including, but not limited to, scratches and marring, that do not affect the mechanical or electrical function of the Covered Equipment; 7> Service performed by unauthorized repair personnel; 8> Covered Equipment with altered or missing serial or IMEI numbers; 9> "No Problem Found" diagnosis or failure to follow the manufacturer's instructions; 10> Any damage or loss to any data or operating system, including damage or loss as a result of any repairs or replacement under this policy; 11> Loss or damage to software due to any cause, including but not limited to: computer virus, worm, Trojan programs, adware, spyware, firmware or any other software program; 12> Mobile phone accessories that are not included in the box by the manufacturer including, but not limited to: chargers, headsets, face plates and cases; 13> Damage caused by foreign objects; and 14> Loss due to any design flaw or systemic manufacturing defect, or failure covered by the manufacturer's warranty or manufacturer's recall in effect at the time of the failure. <p>Further, Covered Equipment does not include and the Policy does not cover:</p> <ul style="list-style-type: none"> 1> Contraband or property in the course of illegal transportation or trade; 2> Damage to property in transit to You; 3> Battery chargers; 4> Any accessories; 5> Unauthorized modifications, alterations, or repairs, including the use of third-party parts not provided or certified by the manufacturer; or 6> Covered Equipment that is missing any part or parts.

Product Summary - continued

To Make a Claim	<p>If Your Covered Equipment experiences a Covered Loss, You may file a claim by going online to asurion.com/googleclaims/frca twenty-four (24) hours a day, seven (7) days a week or by calling 866-788-5776, 7:00 am CST through 7:00 pm CST, Monday through Sunday. You must file Your claim with us prior to having service for coverage to apply; all repairs or replacements must be authorized in advance. Unauthorized repairs or replacements may not be covered. A deductible applies for each approved claim, as described in the Deductibles section below. You must file Your claim as soon as You become aware of a Covered Loss, and failure to do so will result in forfeiture of coverage under this policy if We suffer prejudice.</p>		
Replacement Equipment	<p>Claims may be fulfilled with a new, refurbished, or remanufactured product, or a product of equal or similar features and functionality that performs to the factory specifications of the original product. Technological advances may result in a replacement product with a lower selling price than the original product.</p>		
	<p>You must pay a deductible for each approved claim as shown in the deductible schedule below, plus applicable taxes. The deductible must be paid to us in advance of service being provided and may be paid with a valid debit or credit card or other electronic payment method We approve. The deductible amount is based on the device tier of the claimed Covered Equipment. Some devices may be moved to a different deductible tier during their lifecycle.</p>		
Deductibles	Covered Equipment Tier:	ADH Cracked Screen Repair (for eligible Covered Equipment):	Replacement
	Tier 1: None	\$39	\$49
	Tier 2: Pixel Watch 2 (41 mm and 45 mm), Pixel Watch 3 (41 mm and 45 mm), Pixel Watch 4 (41 mm and 45 mm), Pixel Tablet, Pixel 8a	\$39	\$59
	Tier 3: Pixel 8, Pixel 9a, Pixel 9	\$39	\$99
	Tier 4: None	\$39	\$119
	Tier 5: Pixel 8 Pro, Pixel 9 Pro, Pixel 9 Pro XL, Pixel 9 Pro Fold, Pixel 10, Pixel 10 Pro, Pixel 10 Pro XL, Pixel 10 Pro Fold	\$39	\$159
	Tier 6: None	\$39	\$129
	Tier 7: None	\$39	\$189
Claim Limits	<p>The maximum amount We will pay for any single claim is \$2,000. The Policy covers a maximum of two (2) ADH claims in any rolling twelve (12) month period. Each twelve (12) month period begins on the date of Your first ADH claim. There is no limit to the number of claims for other Covered Losses during the term of this Policy. In the event You reach the limit of two (2) ADH claims in any twelve month period, You will continue to have coverage for other Covered Loss claims, but You will not be able to make additional ADH claims until the previous claims roll off Your account twelve months after each claim is completed.</p>		
Appeal of Insurer's Claim Decision	<p>You may appeal from the Insurer's decision if You disagree with the outcome. You have sixty (60) days from the date of the Insurer's decline of Your claim to appeal from the decision. Your appeal must be in writing to the Insurer or the Administrator. You will receive a written response within thirty (30) days following receipt of Your request to appeal. You may also contact the Autorité des marchés financiers or Your own legal counsel.</p>		
Cancellation Policy	<p>This Policy can be cancelled by You at any time for any reason by visiting store.google.com/preferred_care and accessing Your Google Store account or by writing the Administrator at 600-1741 Lower Water Street, P.O. Box 997, Halifax, Nova Scotia B3J 2X2 Canada. If You need further assistance cancelling Your coverage, please call 866-745-1749. If the Policy is cancelled by either party: (a) within thirty (30) days of the receipt of this Policy, You shall receive a full refund of the price paid for the Policy, provided no service has been performed, or (b) after thirty (30) days of the receipt of this Policy, You will receive a pro rata refund, less the cost of any service received. This Policy shall be cancelled by us for fraud or material misrepresentation. Unauthorized repair or replacement of Covered Equipment shall result in the cancellation of this Policy by us. In the event of cancellation by us, written notice of cancellation shall be mailed to You not less than thirty (30) days before cancellation is effective.</p>		
Consequences of Misrepresentation	<p>Any misrepresentation, inaccurate representation or failure to disclose could lead to the Policy being canceled, coverage being denied, or benefits being refused or reduced.</p>		
Disputes	<p>Most of Your concerns may be addressed by simply contacting Asurion at 866-788-5776. In the unlikely event Asurion cannot informally resolve Your dispute, You may contact CNA Canada.</p>		

Product Summary - continued

COMPLAINTS To the Insurer and Complaint Resolution Process	To make a complaint and access the Insurer's policy on handling complaints, please click on the following link: https://www.cnacanada.ca/complaints
Personal Information	<p>Personal Information includes factual or subjective information about an identifiable individual. We collect, use, or disclose personal information that We collect in connection with the Policy (hereinafter "Personal Information") to Google, Asurion, and CNA Canada.</p> <p>Google, Asurion, and CNA Canada collect Your Personal Information through the Plan Administrator's and Insurer's websites, on a claims portal managed by the Plan Administrator, and by phone to either/or the Plan Administrator or the Insurer.</p> <p>Google, Asurion, and CNA Canada use Your Personal Information to administer the Policy, including but not limited to, detecting, investigating, and preventing fraud, unauthorized or illegal activities, assessing, and processing claims, creating and maintaining records, insuring or reinsuring Policy liabilities, and providing customer service. We may also use and disclose Your Personal Information for other purposes with Your consent or as permitted or required by law.</p> <p>Google, Asurion, and CNA Canada may exchange Your Personal Information as necessary for the purposes described above. This will involve transferring data outside of Quebec and within Canada and the United States.</p> <p>Google, Asurion and CNA Canada will hold and use Your Personal Information only as long as necessary to implement, administer and manage the Policy, or as required to comply with legal or regulatory obligations.</p>
Privacy	<p>Your information may be processed and stored in the United States and may be subject to access by U.S. authorities under applicable laws.</p> <p>Google, Asurion and CNA Canada provide You with many ways to make choices about Your Personal Information, such as accessing it, correcting it, deleting it, or updating Your choices about how it is used. To learn more about Your rights regarding Your Personal Information with Asurion, visit asurion.com/privacy-policy-ca-fr/ or by writing to us at Asurion, Attn: Privacy Office c/o Office of the General Counsel, 140 11th Ave. N., Nashville, TN 37203, USA. Requests to access must be in writing, either through the portal link provided above, by email, or by mail. You may also obtain a copy of Asurion's privacy policy by visiting asurion.com/privacy-policy-ca-fr/.</p> <p>You may consult the Insurer's Privacy Policy to understand how We collect and use Your personal information. You may request to review Your personal information in Your file or request to make a correction by writing to: The Privacy Officer, Continental Casualty Company, 66 Wellington Street West, Suite 3700, Toronto, Ontario M5K 1J5. For more information on privacy at CNA, visit: www.cnacanada.ca</p>