

Product Summary
Life or Accidental Death, Total Disability, and
Unemployment Protection Plus.

PRODUCT SUMMARY

Group Life, Disability and Involuntary Unemployment Insurance (Group Policy CPL202005-7)

Insured by:

Canadian Premier Life Insurance Company
25 Sheppard Avenue West, Suite 1400
Toronto, Ontario M2N 6S6

- Email: service@canadianpremier.ca
- Phone (Toll-free): 1-855-883-6176
- Website: canadianpremier.ca
- AMF client number: 2000829775
- AMF Website: lautorite.qc.ca/en

Administered by:

Reinsurance Management Associates, Inc.
170 University Avenue, Suite 500
Toronto, Ontario M5H 3B3

- Email: info@rmacan.com
- Phone: 416-408-1234 / 1-888-307-7443

Offered by:

[Distributor name and contact information - to be filled by the distributor]

Group Life, Disability and Involuntary Unemployment Insurance (Group Policy CPL202005-7)

This Summary is designed to describe our group creditor insurance by providing you with information in a reader-friendly format. Please refer to the full terms and conditions of the Certificate of Insurance for a complete list of limitations and exclusions. You may access a copy of this Summary and a sample Certificate of Insurance on the Insurer's website at www.canadianpremier.ca/summaries-and-certificates/.

Life is full of uncertainties...and this insurance offers customized coverage to suit your needs. You can choose from one or all the three (3) following coverages:

1) Life Insurance OR Accidental Death Insurance

- You are financing or leasing a vehicle.
- You want to help protect your family and your loved ones if you suddenly pass away.
- Less expensive coverage available with Accidental Death Insurance but **the death must result from an accident only**.
- Optional insurance for any balloon/residual amount.
- Single or joint coverage available.

2) Total Disability Insurance

- You are financing or leasing a vehicle.
- You want to help protect your family and your loved ones in case you become Totally Disabled due to an injury or sickness.
- Single or joint coverage available.

3) Unemployment Protection Plus

- You are financing or leasing a vehicle.
- You want to help protect your family and your loved ones in case you become Accidentally Disabled (**injury due to an accident only**), or you become involuntarily unemployed.
- Single or joint coverage available.

Only a few conditions apply for your Eligibility:

1) Life Insurance OR Accidental Death Insurance

- You must be a Canadian resident.
- You must be at least 18 years of age, but not yet 70 years old.
- No medical questions asked up to \$100,000 of coverage.
- For any coverage amount exceeding \$100,000, you must answer 3 medical questions. If you answer "Yes" to any of the questions, your eligibility for coverage will be determined by the Insurer.

2) Total Disability Insurance

- You must be a Canadian resident.
- You must be at least 18 years of age, but not yet 66 years old.
- You must be employed and actively at work to qualify for this coverage. Please see the "Conditions of Eligibility" section on the Certificate of Insurance for full eligibility requirements.
- No medical questions asked up to \$1,500 of coverage per month.
- For any coverage amount exceeding \$1,500 per month, you must answer 3 medical questions. If you answer "Yes" to any of the questions, your eligibility for coverage will be determined by the Insurer.

3) Unemployment Protection Plus

- You must be a Canadian resident.
- You must be at least 18 years of age, but not yet 66 years old.
- You must be employed and actively at work to qualify for this coverage. Please see the "Conditions of Eligibility" section on the Certificate of Insurance for full eligibility requirements.
- No medical questions asked up to \$1,500 of coverage per month.
- For any coverage amount exceeding \$1,500 per month, you must answer 3 medical questions. If you answer "Yes" to any of the questions, your eligibility for coverage will be determined by the Insurer.

What are the Insurance terms and benefits?

1) Life Insurance OR Accidental Death Insurance

- Pays to the creditor the outstanding balance of the insured loan or the remaining payments under a lease agreement.
- Pays to the creditor any residual/balloon amount if the corresponding insurance coverage has been purchased.
- Any amount in default or any amount you, the creditor or other insurance providers paid is not part of the benefit.
- Coverage available up to \$200,000.
- You are covered for the duration of your loan, up to a maximum of 180 months, without exceeding the date on which you turn 73 years old.
- Coverage and payment of benefits is subject to exclusions and limitations (which are summarized below).

2) Total Disability Insurance

- Pays the monthly debt obligation to the creditor during the period of disability, after you have been Totally Disabled during the waiting period of 30 or 90 days.
- Coverage available up to \$3,500 per month.
- You are covered for the duration of your loan, up to a maximum of 96 months, without exceeding the date on which you turn 66 years old or the date you retire.
- Customize your coverage:
 - 30 Day Retroactive: payments start after the 30 day waiting period, and are retroactive to the date of Total Disability.
 - 30 Day Non-Retroactive: payments start after the 30 day waiting period, but are not retroactive to the date of Total Disability.
 - 90 Day Non-Retroactive: payments start after the 90 day waiting period, but are not retroactive to the date of Total Disability.
- Coverage and payment of benefits is subject to exclusions and limitations (which are summarized below).

3) Unemployment Protection Plus

- Pays the monthly debt obligation to the creditor during the period of disability, after you have been Accidentally Disabled (**injury due to an accident only**), during the waiting period of 30 days. Payments are Non-Retroactive.
- Pays the monthly debt obligation to the creditor during the period of unemployment, after you have been involuntarily unemployed during the waiting period of 30 days. Payments are Non-Retroactive. There is a 90-day qualification period during which no claims for involuntary unemployment are eligible.
- Coverage available up to \$3,500 per month.
- You are covered for the duration of your loan, up to a maximum of 96 months, without exceeding the date on which you turn 66 years old or the date you retire.
- Up to 6 payments per period of Accidental Disability or involuntary unemployment.
- Coverage and payment of benefits is subject to exclusions and limitations (which are summarized below).

You can choose to be covered for both Total Disability (injury and sickness) and Accidental Disability (injury due to an accident only) by purchasing both Total Disability Insurance and Unemployment Protection Plus. In this case, any claim for a total disability due to an accident will be reviewed under the Total Disability Insurance because it provides the greater benefit.

Who is the *beneficiary* of this insurance?

The *beneficiary* of this insurance is your *creditor*. Thus, insurance benefits are payable directly to the *creditor* to reduce or repay your *loan*.

How is my premium amount calculated?

In order to guarantee competitive rates, premiums are based on group insurance rates. The premiums are calculated based on a formula, depending on the Amount Insured, the Term of Insurance, the benefits selected, the number of persons insured and the type of option selected for Total Disability Insurance (30 Day Retroactive, 30 Day Non-Retroactive or 90 Day Non-Retroactive).

How is my insurance premium paid?

The premium is payable in a single payment at the beginning of the term and allows you to be covered during your Term of Insurance. This premium is added to the amount of your *loan*.

What is my proof of insurance?

If your application for insurance is accepted, you will receive a letter confirming that you are insured within 30 days after signing the application for insurance.

Can I renew my insurance?

No, once the insurance period has expired, it cannot be renewed.

What are the exclusions and limitations of coverage?

All insurance is subject to some exclusions and limitations. Below is a summary of the exclusions and limitations for each type of insurance coverage under the Certificate of Insurance. Please refer to the “Exclusions” and “Limitations” sections of the Certificate of Insurance for more details.

Any concealment, misrepresentation or making of a false declaration could void the insurance.

Exclusions**Life Insurance OR Accidental Death Insurance; and Total Disability Insurance**

The Insurer will not pay your claim if your death or Total Disability results from the following:

- a Pre-Existing Condition (see explanation in next section) occurring during the first 12 months of coverage;
- war or act of war, whether declared or undeclared;
- suicide or attempted suicide or self-inflicted injury, whether or not of sound mind (for Life or Accidental Death Insurance, this exclusion only applies in the first 2 years after the Effective Date of Insurance);
- flight in a non-scheduled aircraft;
- poisoning, intoxication, abuse of any alcohol or drug (for Total Disability Insurance, legal prescriptions by a physician are permitted); or
- commission or attempted commission of a criminal offence.
- For Total Disability Insurance only, childbirth, abortion, pregnancy, complication of pregnancy, or miscarriage.

Unemployment Protection Plus (regarding the Accidental Disability coverage only)

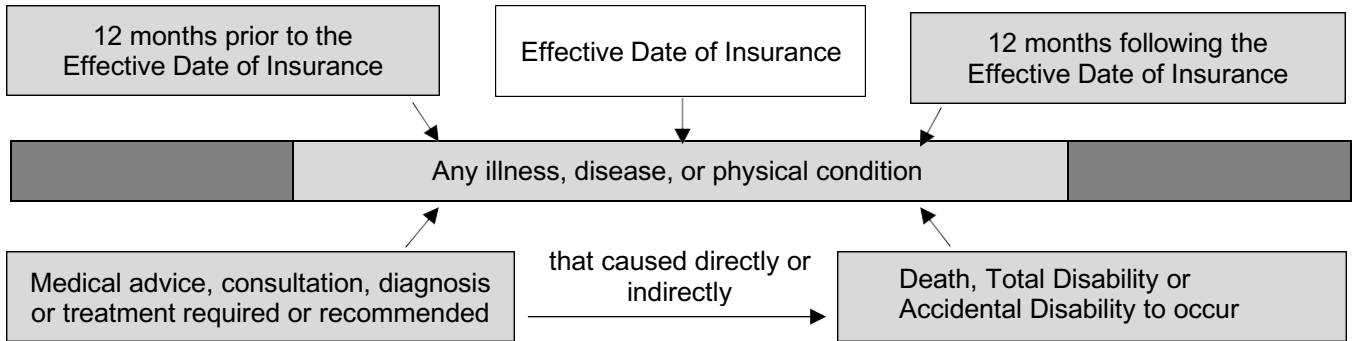
The Insurer will not pay your claim if your Accidental Disability results from any of the exclusions and limitations of coverage applicable to Total Disability Insurance described above.

Unemployment Protection Plus (regarding the involuntary unemployment coverage only)

The Insurer will not pay your claim if your involuntary unemployment results from the following:

- involuntary unemployment beginning within a period of 90 days following the Effective Date of Insurance;
- loss of self-employment;
- involuntary unemployment resulting directly or indirectly from:
 - seasonal layoff;
 - expiry of a contract of employment for a fixed term;
 - termination of employment with cause;
 - voluntary resignation;
 - voluntary or mandatory retirement;
 - maternity leave or parental leave;
 - deception, fraud, criminal conduct, conflict of interest, willful misconduct or refusal to perform one’s own position;
 - lock-out or strike;
 - any layoff or staff reduction program announced by an employer prior to the Effective Date of Insurance;
 - any Accidental Disability occurring while insurance is in force and for which a valid claim may be made under any disability insurance; or
 - expiry of a contract of employment with a temporary employment agency.

What is a Pre-Existing condition?



Limitations

Life Insurance OR Accidental Death Insurance

- In no event shall any benefit exceed the lower of the Amount Insured (Principal plus Residual, if applicable) or \$200,000.
- If joint coverage was purchased and there is death of both Applicants, the Insurer shall pay only one benefit.

Total Disability Insurance; and Unemployment Protection Plus

- Your Monthly Amount Insured shall not exceed \$3,500 per month, to a maximum total of \$200,000 when combined with all other insurance benefits under the Certificate of Insurance.
- If you become Totally Disabled or Accidentally Disabled (for the same condition) or involuntarily unemployed within 180 days after a previous period, this will be considered a continuation of the previous period and not subject to a second waiting period.
- If joint coverage was purchased and you and your Co-Applicant are either Totally Disabled, Accidentally Disabled or involuntarily unemployed at the same time, the Insurer shall pay benefits for one Applicant only.
- No benefit will be paid under Total Disability Insurance while benefits are being paid under Unemployment Protection Plus and vice versa.
- If your Total Disability results directly or indirectly from any back or neck injury or disorder you must be under the care of a licensed specialist such as a neurologist, a neurosurgeon, a physiatrist, an orthopedic surgeon or a rheumatologist. For such Total Disability, the benefit period will not exceed six (6) months.
- If your Total Disability results directly or indirectly from any mental, nervous, psychological, emotional, behavioral disorder, disease or condition, you must be under the continuing care of a specialist in psychiatry. If you are on a waiting list, you do not qualify for benefits. For such Total Disability, the benefit period will not exceed six (6) months.

Other considerations

- During the first 12 months of a Total Disability claim, you must:
 - be under the continuous care of a physician; and
 - you must be prevented from performing the main duties of your occupation.
- If you do not have an occupation when the Total Disability occurs OR after a disability claim that has been paid for 12 months, any new benefit payments will only be made if:
 - you are under the continuing care of a physician; and if
 - you are prevented from performing the duties of any occupation for which you are reasonably suited by reason of education, training or experience, regardless of the availability of employment.
- Your disability benefit will end if you do not participate in, and cooperate with, a treatment program prescribed by your physician. Please refer the Definition section of your Certificate of Insurance for additional information regarding a Treatment Program.

How do I make a claim:

Please contact the Administrator within 90 days of the event giving rise to the claim, in order to obtain a claim form and the instructions to complete it. You may:

- Call the Administrator at 1-888-307-7443;
- Email the Administrator at info@rmacan.com;
- Fax the request to the Administrator at 1-888-475-1116; or
- Write to the Administrator at the following address:

Reinsurance Management Associates, Inc.
170 University Avenue – Suite 500
Toronto, Ontario M5H 3B3

When you contact the Administrator, please be prepared to indicate:

- the address the claim form should be sent to; and
- the telephone number where you can be reached.

There is a 1 year limit to make a claim for Life or Accidental Death Insurance and 90 days for Total Disability Insurance or Unemployment Insurance Plus.

Incomplete forms will only delay the processing of your claim. You must perform all actions required by the Insurer. You must also provide the Insurer with such information or documentation as may be required. If you do not satisfy the Insurer's requests, the Insurer will not be responsible for making any claim payments. Until you have satisfied all of the Insurer's requirements, you shall be solely responsible for making the required payments for your loan.

The Insurer will adjudicate the claim as soon as it is received. You will receive a letter from the Insurer generally within 10 days of receiving the claim form. If the Insurer determines that benefits are payable based on the initial documents received, a cheque will be issued to the creditor within 10 days of receiving the claim.

It is important that you continue to make regular loan payments until a decision has been made.

Should your claim be denied, you may appeal this decision by writing to the Administrator within 2 years of the date of the denial.

Termination of Insurance

30-day Satisfaction Guarantee

- You can cancel your insurance within 30 days following the signing of the application for insurance without penalties. The total premium will be refunded to your creditor if no claims have been submitted.

After the first 30 days

- You can cancel your insurance at any time.
- Refunds are calculated based on the Rule of 78 formula (see example below).
- The policy fee will be deducted from the refundable amount.
- An administration fee of \$100 will be deducted from the refundable amount.
- All benefit payments made will be deducted from the refundable amount.
- Amounts of less than \$10 will not be refunded.

Insurance will automatically terminate on the earliest of the following dates:

- the date your loan is fully repaid or discharged;
- the date your creditor repossesses your vehicle;
- the date the Administrator receives your written request to terminate insurance;
- the date your loan is renegotiated, transferred to another creditor or transferred to another debtor;
- the date you retire for any reason, including but not limited to voluntary, mandatory or disability retirement, for Total Disability Insurance or Unemployment Insurance Plus;
- the date a Life or Accidental Death Insurance benefit is paid;
- the date on which you turn 73 years of age for Life or Accidental Death Insurance;
- the date on which you turn 66 years of age for Total Disability Insurance or Unemployment Insurance Plus; or
- for a specific coverage: the date the Term of Insurance for that coverage ends (as indicated on the Certificate of Insurance).

Rule of 78 formula:

$$\text{Refund} = \text{Premium paid} \times \frac{N \times (N + 1)}{D \times (D + 1)}$$

N = number of months remaining

D = total number of months scheduled in the insurance contract.

Example of a calculation using the Rule of 78 formula:

The term of your insurance contract is 60 months, but you choose to cancel your contract after 10 months. You paid a premium of \$450. Therefore, N = 50 and D = 60 and the calculation is the following:

$$\frac{50 \times (50 + 1)}{60 \times (60 + 1)} = 0,6967.$$

We will reimburse you $\$450 \times 0,6967 = \313.52 , less the administration fee, policy fee, and benefits paid, plus any applicable tax.

You can send your cancellation letter to the Administrator at the following address:

Reinsurance Management Associates, Inc.
170 University Avenue - Suite 500
Toronto, Ontario M5H 3B3
Telephone (toll-free): 1 888 307-7443
Fax: 1 888 475-1116

Complaints

The Insurer and the Administrator are committed to providing you with exceptional customer service and product. We are also committed to reviewing and responding to your concerns about our product and services in a timely manner.

However, despite best efforts and intentions, if you are unsatisfied, you can file a complaint with the Insurer (for more information please refer to <https://canadianpremier.ca/complaints/>).

Your complaint is important to us and we will treat it with the utmost respect, importance, and confidentiality.

The procedure for handling complaints once they have been received is as follows:

- Your complaint will be directed to the appropriate person within 24 hours.
- Your complaint will be acknowledged and you will be notified of the steps in the complaint resolution process and your right to escalate the complaint to a third party if not resolved to your satisfaction or within a reasonable time frame.
- If your complaint cannot be resolved, or if you decide to escalate your complaint, then your complaint will be referred to a supervisor or manager.
- The supervisor or manager will review your complaint, and advise you in writing of the Insurer's final position with respect to your complaint.
- If you are still not satisfied, you may appeal to the following:

OmbudService for Life & Health Insurance (OLHI)
401 Bay Street, Suite 1507
P.O. Box 7
Toronto, Ontario
M5H 2Y4
Telephone: (416) 777-9002 (Toronto only)
(888) 295-8112 (toll free)
Fax: (416) 777-9750
Website: www.olhi.ca

- If you are from Quebec, you may contact the following:

Autorité des marchés financiers
Place de la Cité, tour Cominar
2640, boulevard Laurier, 3rd étage
Québec (Québec) G1V 5C1
Telephone: (418) 525-0337
(877) 525-0337 (toll-free)
Fax: (418) 525-9512
Website: www.lautorite.qc.ca