

## If the insurance was offered to me in Quebec

### Line of Credit Insurance Summary

This summary provides you with basic information about Line of Credit Insurance.

Click the icon to access the document:



### Autorité des marchés financiers (AMF) fact sheet

The AMF fact sheet contains information about certain rights.

Click the icon to access the document:



### Line of Credit Insurance Booklet

This booklet provides you with what you need to know about Line of Credit Insurance and is part of your insurance contract.

Click the icon to access the document:



### Notice of Rescission of an Insurance Contract

You can complete this form to end your coverage. You'll also find a similar form at the end of the booklet.

Click the icon to access the document:



## If the insurance was offered to me in Ontario

### Line of Credit Insurance Booklet

This booklet provides you with what you need to know about Line of Credit Insurance and is part of your insurance contract.

Click the icon to access the document:





# Line of Credit Insurance Summary

This group insurance covers your line of credit if you die or become disabled, based on the insurance amounts you've selected.

## What's this summary for?

This summary provides you with basic information about Line of Credit Insurance so you can decide if this product is right for you.



For more details, see the Line of Credit Insurance Booklet. It contains everything you need to know about this insurance and must be provided to you with this summary. You can also find it online at [www.desjardins.com](http://www.desjardins.com).

### Insurer

#### Desjardins Insurance

200, rue des Commandeurs  
Lévis (Québec) G6V 6R2  
1-888-905-7065

To look us up in the Autorité des marchés financiers's register of insurers, go to: [www.lautorite.qc.ca/en](http://www.lautorite.qc.ca/en)  
(client number: 2000379948)

### Distributor



# What you need to know



To avoid unpleasant surprises, read the Line of Credit Insurance Booklet carefully. For example, here are 4 conditions that may limit your coverage:

## 1. Start of coverage

Your coverage starts on the date the following 2 conditions are met:

1. You've signed the Application for Insurance for your line of credit, and
2. You have access to your line of credit.

If you don't get access to your line of credit within 6 months of signing the Application for Insurance, you'll need to complete a new Application for Insurance.

## 2. Waiting period in case of disability

You must be disabled for a certain number of consecutive days before you're entitled to benefit payments. It's what we call the waiting period, and it varies depending on the cause of disability.

Cause of disability	Waiting period*
An accident	30 days
An illness or an injury for which you had to be hospitalized for at least 72 consecutive hours	30 days
All other causes	90 days, payment retroactive to the 31st day

\* The waiting periods don't include the time needed to analyze your claim.

## 3. Restriction in case of previous illness or injury

You aren't covered if you become disabled because of a health problem you had in the 6 months before your coverage started. This restriction ends after your coverage has been in force for 2 years.

It's what we call a "previous illness or injury." For more information, read section 2 of this summary.

## 4. Criteria to be considered disabled

You must be suffering from a total disability. This means that your disability must:

- Result from an illness or an accident
- Require continuing medical care, and
- If you worked 80 or more paid hours in the 4 weeks before you became disabled:
  - Completely prevent you from performing the main duties of the usual occupation you held on the date your disability started, and
  - Completely prevent you from performing any paid work, if you're still disabled after 24 months, or
- If you didn't work 80 or more paid hours in the 4 weeks before you became disabled:
  - Prevent you from performing the normal activities of a person who is the same age as you.

## Overview of the 2 coverages you can buy



### Life insurance

If you die, we'll pay the life insurance amount you've chosen.


Maximum payable	Your life insurance amount on the date of death, but no more than the following amounts per insured person for all loans, advances and lines of credit insured with Desjardins Insurance: <ul style="list-style-type: none"><li>• \$10,000,000, and</li><li>• \$75,000 in case of suicide occurring in the first 6 months of insurance.</li></ul>
Claim deadline	As soon as reasonably possible.



### Disability insurance

If you become disabled, we'll pay the following amounts:

- The disability insurance amount you've chosen, and
- Your life and disability insurance premiums.

 You can't get disability insurance unless you take out life insurance.

Maximum payable	Your disability insurance amount on the start date of your disability, but no more than the following amounts: <ul style="list-style-type: none"><li>• \$10,000 per month per insured person for all loans, advances and lines of credit insured with Desjardins Insurance</li><li>• 60 monthly benefit payments for the same disability.</li></ul>
Frequency of benefit payments	How often we make benefit payments depends on the information we receive.
Exclusions	We won't pay benefits for any disability that occurs: <ul style="list-style-type: none"><li>• As a result of deliberate actions, while you're sane or insane</li><li>• During a war, rebellion or riot</li><li>• During your involvement in a criminal act, or</li><li>• As a result of corrective measures or cosmetic treatments</li></ul>
Claim deadline	No later than 1 year after the date your disability starts.

# 1. About this insurance


---

## 1.1 To be eligible for this insurance, you must meet the following 4 criteria:

- |                                   |  |
|-----------------------------------|--|
| 1. Line of credit party           | <ul style="list-style-type: none"><li>• For a personal line of credit, here's who can get Line of Credit Insurance:<ul style="list-style-type: none"><li>◦ A borrower, or</li><li>◦ A borrower's guarantor</li></ul></li><li>• For a business line of credit (company or partnership), here's who can get Line of Credit Insurance:<ul style="list-style-type: none"><li>◦ A director, officer or owner of the business, or</li><li>◦ A guarantor for the business</li></ul></li></ul> |
| 2. Residency status               | You must be legally authorized to reside in Canada and live there at least 6 months a year.  |
| 3. Age limit                      | <ul style="list-style-type: none"><li>• For life insurance, you need to be under 70</li><li>• For disability insurance, you need to be under 65</li></ul>  |
| 4. Approved line of credit amount | Your approved line of credit amount needs to be \$10,000 or more.  |

## 1.2 You need to fill out an Application for Insurance

On the form, you have to indicate your coverage choices regarding the type of coverage and insurance amounts, and answer questions.

- |                      |   |
|----------------------|---|
| 1. Type of insurance | <p>Each person applying for insurance has 2 options. They can get:</p> <ul style="list-style-type: none"><li>• Life insurance only, or</li><li>• Life insurance and disability insurance.</li></ul> <p> You can't get disability insurance on its own.</p>   |
| 2. Insurance amounts | <p>Your life insurance amount:</p> <ul style="list-style-type: none"><li>• Must be at least \$10,000, but no more than \$10,000,000</li><li>• Is limited to your approved line of credit amount</li><li>• Must be the same for all the insured persons</li></ul> <p>Your disability insurance amount:</p> <ul style="list-style-type: none"><li>• Can't be more than \$10,000 per month</li><li>• Is limited to 3% of your life insurance amount</li><li>• Must be the same for all the insured persons</li></ul> |

### You need to provide accurate information

If you provide incorrect or incomplete information, or make a false statement, we may cancel your coverage or deny your claim.

#### Information about age or smoking status

If the inaccurate information is related to your age or smoking status, we may adjust the cost of your insurance, or the amount paid for a claim.

## 2. Restriction in case of previous illness or injury

---

You aren't covered for a previous illness or injury in the 2 years after your disability coverage start date. This means that we won't pay any amount for your line of credit if:

- You become disabled in the 2 years after your disability coverage start date, and
- Your disability is caused by a health problem you had in the 6 months before your disability coverage start date.

### What's a previous illness or injury?

It's any symptom, illness or injury for which, in the 6 months before the start date of your disability coverage, you consulted a doctor or other healthcare professional, or you received at least 1 treatment (care, exam, test, hospitalization or drugs).

### No restriction if you went at least 6 months without being seen or treated

If, after that consultation or the end of that treatment, you weren't seen or treated for that health problem for 6 consecutive months, we don't consider it to be a previous illness or injury.

## 3. Cost of insurance

---

### To be insured, you have to pay a premium

The premium is the amount you need to pay for your insurance every month and is determined at the beginning of each insurance month. Insurance months are based on the date your coverage takes effect. So, if your coverage starts on May 17, your insurance months will always start on the 17th of the month.

The premium you need to pay is calculated using tables. It varies based on different factors: your age, your sex, whether you're a smoker or a non-smoker and the life and disability insurance amounts you've chosen.

### Your premium will go up over time

Your premium will go up every time you enter a new age range. We'll send you a letter about 60 days in advance to let you know that your premium amount is changing.

We reserve the right to change the Line of Credit Insurance rates at any time.

## 4. Changes to your coverage

---

### 4.1 How to make changes to your coverage

You need to fill out a new Application for Insurance. To do so, you'll need to contact an advisor at your caisse. We may ask you to provide more details if you want to:

- Increase your insurance amount
- Add an insured person, or
- Add disability insurance.

## 4.2 How to end your coverage

You have 3 options:

- Sign a form at your caisse
- Fill out the End Your Coverage form at the end of the Line of Credit Insurance Booklet, and drop it off at your caisse or send it to us by registered mail, or
- Fill out the Notice of Rescission of an Insurance Contract that must be provided to you with this summary, and drop it off at your caisse or send it to us by registered mail.

If you end your coverage ...	
... within 30 days of when it started	<ul style="list-style-type: none"><li>• We'll consider you to have never been insured.</li><li>• We'll refund any premiums you've paid, as long as you haven't made any claims.</li></ul>
... more than 30 days after it started	<ul style="list-style-type: none"><li>• Your coverage will end on the last day of the insurance month in which you ask for this in writing.</li><li>• You won't get any money back.</li></ul>

## 5. Claims

### 5.1 Make a claim in 2 easy steps

1. Get the required claim forms

You have 3 options for getting the required forms and documents, and information on how to submit a claim:

- Go to [www.claim.desjardinslifeinsurance.com](http://www.claim.desjardinslifeinsurance.com)
- Call us at 1-877-338-8928
- Speak with an advisor at your caisse

2. Send us the required forms and proof

You can use this secure link to send us most of your documents: [www.desjardinslifeinsurance.com/send](http://www.desjardinslifeinsurance.com/send).

However, if we ask you for original documents, you can't use the link—you have to mail them to us. You're responsible for paying any fees the doctor charges to fill out forms.

### 5.2 Our response to your claim

Within 30 days of receiving your documents, we'll send you a letter:

- Informing you of your benefit payments, if we approve your claim
- Explaining the reasons for our decision, if we deny your claim or only pay a portion of the amount claimed.

### 5.3 If you don't agree with our decision

If we don't approve a claim or only pay a portion of the amount claimed, you can submit additional information and ask us to review your claim.

## 6. If you're dissatisfied with our service

---

If you have any concerns about your insurance or you're dissatisfied with the product or service you received, we want to know. Here's what you need to do:

### 1. Contact the person or the caisse that sold you the insurance.

You can find the phone number in the documentation you received when you applied for the insurance. Call and ask for an explanation. In most cases, this call is all it takes to get answers to your questions.

### 2. Call our Customer Contact Centre.

If you're not completely satisfied with the answers you were given in step 1, call our Customer Contact Centre at 1-866-838-7585.

### 3. Write to our Complaints Handling Team.

If you're not satisfied with the response you received from our Customer Contact Centre, you can file a complaint with our Complaints Handling Team. Their role is to evaluate whether we've followed proper practices and procedures when clients feel they haven't received the service they're entitled to.

Here's how to contact them:

Complaints Handling Team  
Desjardins Insurance  
100, rue des Commandeurs  
Lévis (Québec) G6V 7N5

Email: [complaints@desjardins.com](mailto:complaints@desjardins.com)  
Phone (toll-free): 1-888-556-7212

#### Some tips to speed up the process

- Gather all the relevant documents and information you'll need to explain your situation in detail: Statements, names of employees you've dealt with, the date you experienced your problem, etc.
- Whenever you contact us, write down the name of the person you deal with and the date you contacted them.
- Include your name, address and phone number whenever you write to us.
- For more information about what to do if you're dissatisfied or have a complaint, or to download a complaint form, go to [www.desjardinslifeinsurance.com/complaint](http://www.desjardinslifeinsurance.com/complaint).





The purpose of this fact sheet is to inform you of your rights.  
It does not relieve the insurer or the distributor of their obligations to you.

## LET'S TALK INSURANCE!

Name of distributor: \_\_\_\_\_

Name of insurer: \_\_\_\_\_

Name of insurance product: \_\_\_\_\_



### IT'S YOUR CHOICE

**You are never required to purchase insurance:**

- that is offered by your distributor;
- from a person who is assigned to you; or
- to obtain a better interest rate or any other benefit.

Even if you are required to be insured, **you do not have to** purchase the insurance that is being offered. **You can choose** your insurance product and your insurer.



### HOW TO CHOOSE

To choose the insurance product that's right for you, we recommend that you read the summary that describes the insurance product and that must be provided to you.



### DISTRIBUTOR REMUNERATION

A portion of the amount you pay for the insurance will be paid to the distributor as remuneration. The distributor **must** tell you when the remuneration exceeds 30% of that amount.



### RIGHT TO CANCEL

The Act allows you to rescind an insurance contract, **at no cost**, within 10 days after the purchase of your insurance. However, the insurer may grant you a longer period of time. After that time, fees may apply if you cancel the insurance. **Ask** your distributor about the period of time granted to cancel it **at no cost**.

If the cost of the insurance is added to the financing amount and you cancel the insurance, your monthly financing payments might not change. Instead, the refund could be used **to shorten the financing period**. **Ask your distributor for details**.

---

The *Autorité des marchés financiers* can provide you with unbiased, objective information.  
Visit [www.lautorite.qc.ca](http://www.lautorite.qc.ca) or call the AMF at 1-877-525-0337.

---

Reserved for use by the insurer:



# Line of Credit Insurance Booklet

**This insurance covers your line of credit if you die or become disabled, based on the insurance amounts you've selected.**

## What's this booklet for?

This booklet provides you with everything you need to know about Line of Credit Insurance and is part of your insurance contract.



**To make a claim**

1-877-338-8928

[www.claim.desjardinslifeinsurance.com](http://www.claim.desjardinslifeinsurance.com)



**To ask questions**

1-888-905-7065



**To modify your  
insurance**

Call your caisse



# What you need to know

## Start of coverage

Your coverage starts on the date the following 2 conditions are met:

1. You've signed the Application for Insurance for your line of credit, and
2. You have access to your line of credit.

## Some conditions may limit your coverage



To avoid unpleasant surprises, read this booklet carefully. For example, here are 3 conditions that may limit your coverage:

### Waiting period in case of disability

You must be disabled for a certain number of consecutive days before you're entitled to benefit payments. It's what we call the waiting period, and it can be 30 days or 90 days, depending on the cause of your disability.

### Restriction in case of previous illness or injury

You aren't covered if you become disabled because of a health problem you had in the 6 months before your coverage started. This restriction ends after your coverage has been in force for 2 years.

### Change in definition of disability after 24 months of benefit payments

Have you worked 80 or more paid hours in the 4 weeks before you became disabled and you're disabled for more than 24 months?

To continue receiving benefits after 24 months of disability, you must be unable to perform any paid work.

## What this insurance is and isn't

Line of Credit Insurance is group credit insurance that protects your line of credit—it isn't income replacement insurance.

## Insurer

Desjardins Insurance  
200, rue des Commandeurs  
Lévis (Québec) G6V 6R2  
1-888-905-7065

## Use of the word "caisse" in this booklet

We've used the word *caisse* to refer to all *caisse* branches and representatives offering our Line of Credit Insurance product.

## Table of contents

Overview of the 2 coverages you can buy .....	4
<b>1. About this insurance .....</b>	<b>5</b>
1.1 Who can be insured.....	5
1.2 How to get the insurance .....	5
1.3 Your coverage if we need more information .....	6
1.4 Start of coverage .....	7
<b>2. Life insurance.....</b>	<b>7</b>
2.1 Amount payable under the insurance .....	7
2.2 Maximum for all your Desjardins lines of credit and loans .....	7
2.3 Limitation in case of suicide .....	8
2.4 End of your life insurance coverage.....	8
2.5 Option to convert your life insurance into an individual contract.....	8
<b>3. Disability insurance .....</b>	<b>9</b>
3.1 Amount payable and frequency of benefit payments .....	9
3.2 Maximums .....	10
3.3 Criteria to be considered disabled.....	10
3.4 Start of benefit payments (waiting period).....	11
3.5 End of benefit payments .....	12
3.6 End of your disability coverage.....	13
3.7 Exclusions and restriction.....	13
<b>4. Cost of insurance .....</b>	<b>15</b>
4.1 To be insured, you have to pay a premium .....	15
4.2 Premium payment.....	15
<b>5. Changes to your coverage.....</b>	<b>16</b>
5.1 How to make changes to your coverage .....	16
5.2 If we decline a new insurance application.....	16
5.3 How to end your coverage .....	16
<b>6. Claims .....</b>	<b>17</b>
6.1 Make a claim in 2 easy steps.....	17
6.2 When you need to submit claims by.....	17
6.3 Our response to your claim.....	17
6.4 If you don't agree with our decision .....	17
<b>7. Your personal information .....</b>	<b>18</b>
7.1 Protecting your privacy.....	18
7.2 Reviewing your file .....	18
<b>8. Your insurance contract.....</b>	<b>18</b>
<b>9. If you're dissatisfied with our service .....</b>	<b>19</b>
<b>10. Assistance services.....</b>	<b>20</b>
<b>End Your Coverage form .....</b>	<b>21</b>

## Overview of the 2 coverages you can buy



### Life insurance

If you die, we pay your life insurance amount.


Maximum payable	Your life insurance amount on the date of death, but no more than the following amounts per insured person for all loans, advances and lines of credit insured with Desjardins Insurance: <ul style="list-style-type: none"> <li>• \$10,000,000, and</li> <li>• \$75,000 in case of suicide occurring in the first 6 months of insurance.</li> </ul>
Claim deadline	As soon as reasonably possible.



### Disability insurance

If you become disabled, we'll pay the following amounts:

- The disability insurance amount you've chosen, and
- Your life and disability insurance premiums.

 You can't get disability insurance unless you take out life insurance.

Maximum payable	Your disability insurance amount on the start date of your disability, but no more than the following amounts: <ul style="list-style-type: none"> <li>• \$10,000 per month per insured person for all loans, advances and lines of credit insured with Desjardins Insurance, and</li> <li>• 60 monthly benefit payments for the same disability.</li> </ul>
-----------------	---

Waiting period you need to satisfy before you can receive your first benefit payment

Cause of disability	Waiting period*
An accident	30 days
An illness or an injury for which you had to be hospitalized for at least 72 consecutive hours	30 days
All other causes	90 days, payment retroactive to the 31st day

\*The waiting periods don't include the time needed to analyze your claim.

Claim deadline	No later than 1 year after the date your disability starts.
----------------	---

# 1. About this insurance

---

## 1.1 Who can be insured

To be eligible for this insurance, you must meet the following 4 criteria:

### 1. Line of credit party

- For a personal line of credit, here's who can get Line of Credit Insurance:
  - A borrower, or
  - A borrower's guarantor
- For a business line of credit (company or partnership), here's who can get Line of Credit Insurance:
  - A director, officer or owner of the business, or
  - A guarantor for the business

### 2. Residency status

You must be legally authorized to reside in Canada and live there at least 6 months a year.

### 3. Age limit

- For life insurance, you need to be under 70
- For disability insurance, you need to be under 65

### 4. Approved line of credit amount

Your approved line of credit amount needs to be \$10,000 or more.

## 1.2 How to get the insurance

You need to fill out an Application for Insurance. On the form, you have to indicate your coverage choices, and answer questions.

### Your coverage choices

#### 1. Type of insurance

Each person applying for insurance has 2 options. They can get:

- Life insurance only, or
- Life insurance and disability insurance.

 You can't get disability insurance unless you take out life insurance.

#### 2. Insurance amounts

Your life insurance amount:

- Must be at least \$10,000, but no more than \$10,000,000
- Is limited to your approved line of credit amount
- Must be the same for all the insured persons

Your disability insurance amount:

- Can't be more than \$10,000 per month
- Is limited to 3% of your life insurance amount
- Must be the same for all the insured persons

## Your answers to the questions

The information you provide is very important—we use it to decide whether or not:

- We can automatically approve your insurance application, or
- We need to obtain more information about your health and lifestyle habits to review your insurance application.

### You need to provide accurate information

If you provide incorrect or incomplete information, or make a false statement, we may cancel your coverage or deny your claim.

#### Information about age or smoking status

If the inaccurate information is related to your age or smoking status, we may adjust the cost of your insurance, or the amount paid for a claim.

## 1.3 Your coverage if we need more information

Depending on the answers you give on your Application for Insurance, we may need more information about your health and lifestyle habits to determine whether or not we can insure you. In this case:

- You need to provide the information as soon as possible
- If your health changes before we inform you of our decision, you need to call us at 1-888-905-7065, and
- While we're reviewing your insurance application, you'll have the following coverage in case of accident only:

### Coverage in case of accident only

While we're reviewing your insurance application, you're covered only if:

- You die because of an accident that occurs during this period.
- You become disabled because of an accident that occurs during this period, as long as you've taken out disability insurance.

To be entitled to this coverage in case of accident only, you must have access to your line of credit.

### End of coverage in case of accident only

The coverage ends when any of the following happen:

- We approve or decline your insurance application, or
- A period of 3 months has elapsed since your coverage started.

### What's an accident?

It's a sudden and unforeseen event that:

- Is the result of an external cause
- Is independent of any illness or other causes, and
- Leads to bodily injury or death resulting directly and solely from the accident and confirmed by a doctor.

## You'll hear from us within 30 days

We'll write to you after we've finished reviewing your insurance application to let you know our decision, within 30 days of receiving all of the following:

- All the required forms, and
- All the information needed to review your insurance application, including the information provided by your doctor, if applicable.



## 1.4 Start of coverage

Your coverage starts on the date the following 2 conditions are met:

1. You've signed the Application for Insurance for your line of credit, and
2. You have access to your line of credit (that means you can use it).

If you don't get access to your line of credit within 6 months of signing the Application for Insurance, you'll need to complete a new Application for Insurance.



## 2. Life insurance

### 2.1 Amount payable under the insurance

If you die while you're insured under this coverage, we'll pay the life insurance amount we agreed to in the most recent letter of confirmation we sent you.

#### What you need to know

1. Since this coverage is for your line of credit, we pay the insurance benefit directly to your caisse, so your caisse can pay off or pay down your line of credit balance.
2. Your line of credit balance is the amount you've borrowed against your line of credit on the date of death plus any interest that's accrued, less any payment made since your death.

#### Payment if the amount payable is greater than your line of credit balance

Any amount left over after the balance has been paid off is:

For a personal line of credit

- Paid to your beneficiary, if you've named one
- Paid into the estate account, if you haven't named a beneficiary

For a business line of credit (company or partnership)

- Paid to the beneficiary, if you've named one
- Paid into the business transaction account, if you haven't named a beneficiary

Here's who can name a beneficiary for each type of line of credit:

Type of line of credit	Who can name a beneficiary?
Personal lines of credit	The borrower can name their beneficiary or beneficiaries.
Joint lines of credit	Each co-borrower can name their own beneficiary or beneficiaries, but the other co-borrowers must give their consent.
Operating lines of credit (businesses)	Each person who takes out coverage can name their own beneficiary or beneficiaries, but the consent of each officer of the company is required.

### 2.2 Maximum for all your Desjardins lines of credit and loans

The maximum payable is \$10,000,000 per insured person for all loans, advances and lines of credit insured with these Desjardins Insurance products: Loan Insurance, Loan Insurance – Versatile Line of Credit and Line of Credit Insurance.

## 2.3 Limitation in case of suicide

If the cause of death is suicide and the line of credit has been insured for less than 6 months, we'll pay the smaller of the following:

- The life insurance amount
- The line of credit balance on the date of death
- \$75,000 per insured person for all lines of credit, advances and loans insured for less than 6 months under a Desjardins Insurance Line of Credit, Loan Insurance and Loan Insurance – Versatile Line of Credit contract.

## 2.4 End of your life insurance coverage

The life insurance ends when any of the following happen:

- a) The last day of the insurance month in which:
  - You turn 70
  - The borrower asks the caisse in writing to end your coverage
  - You stop being a borrower or a guarantor
  - You cancel your authorization to have the premiums collected from your account
  - You stop being a director, officer or owner of the business, for operating lines of credit (businesses)
  - Your caisse or Desjardins Insurance issues written notice of termination of the group contract
- b) The date on which we notify the caisse in writing that your insurance application has been cancelled or denied
- c) The date on which you've been covered for 3 months, if we haven't yet approved or denied your insurance application
- d) The date on which your line of credit is closed
- e) The date on which your approved line of credit amount falls below \$10,000
- f) 30 days after the due date of any premium that remains unpaid.

### What's an insurance month?

Insurance months are based on the date your coverage takes effect. So, if your coverage starts on May 17, your insurance months will always start on the 17th of the month and end on the 16th of the following month.



## 2.5 Option to convert your life insurance into an individual contract

You can get individual life insurance without having to complete a questionnaire about your health and lifestyle habits if your Line of Credit Insurance ends because of 1 of the following reasons:

- You stopped being a member of the caisse where you took out your Line of Credit Insurance
- For businesses: Your business stopped being a member of the caisse where it took out the Line of Credit Insurance
- The group Line of Credit Insurance contract between us (Desjardins Insurance) and your caisse ends and isn't replaced, on the condition that you've been insured for at least 5 years.

In all cases, you'll have 31 days from the date your Line of Credit Insurance ends to apply for an individual contract, and you'll need to be under age 65 on the date you apply.

Here's what type of individual insurance contract you can get and for how much:

**Type of contract**

The contract you can get corresponds to the type of individual life insurance contract that's offered by Desjardins Insurance at the time for converting Line of Credit Insurance into individual coverage.

**Maximum**

The individual life insurance amount that you're able to get can't be greater than the amount of life insurance you have at the time of conversion.



To convert your Line of Credit Insurance into individual coverage, call 1-888-905-7065. We'll forward your request to a life and health insurance representative, who will contact you to analyze your insurance needs.



### 3. Disability insurance

#### 3.1 Amount payable and frequency of benefit payments

**Amount payable**

If you become disabled while you're insured under this coverage, we'll pay insurance benefits based on the disability insurance amount we agreed to in the most recent letter of confirmation we sent you. We also add to that amount the cost of your insurance for the period covered by the payment.

Here's how we calculate the amount payable for each day of disability that you're entitled to benefits:

$$\left( \begin{array}{|c|} \hline \text{Your disability} \\ \text{insurance} \\ \text{amount} \\ \hline \end{array} \right) + \begin{array}{|c|} \hline \text{+} \\ \text{(plus)} \\ \hline \end{array} \left( \begin{array}{|c|} \hline \text{Your monthly} \\ \text{cost of} \\ \text{insurance} \\ \hline \end{array} \right) \div \begin{array}{|c|} \hline \text{÷} \\ \text{(divided} \\ \text{by)} \\ \hline \end{array} \begin{array}{|c|} \hline \text{30} \\ \text{days} \\ \hline \end{array}$$

#### What you need to know

Since this coverage is for your line of credit, we pay the insurance benefits directly to your caisse, so they can pay down your line of credit balance. So, each time your caisse receives a benefit payment, they need to check your line of credit balance and deposit your benefit payment as applicable:

Situation	Deposit
The balance is higher than the benefit payment	➤ The entire benefit payment is used to pay down the balance.
The balance is lower than the benefit payment	➤ A portion of the benefit payment will be used to pay off the balance and anything left over will be deposited into your everyday account.
The balance is \$0	➤ The entire benefit payment is deposited into your everyday account.
For business lines of credit	➤ Any amount left over is deposited into your business transaction account.

### Example

Your disability insurance amount is \$200 and your monthly cost of insurance is \$9.90. Here's how we calculate the amount payable for each day of disability after you've satisfied the applicable waiting period:

$$\left( \begin{array}{ccc} \text{Your disability} & + & \text{Your monthly} \\ \text{insurance} & \text{(plus)} & \text{cost of} \\ \text{amount} & & \text{insurance} \end{array} \right) \div \begin{array}{c} \text{30} \\ \text{days} \end{array} = \begin{array}{c} \text{Amount payable} \\ \text{for each day of} \\ \text{disability} \end{array}$$
$$\left( \begin{array}{ccc} \$200 & + & \$9.90 \end{array} \right) \div 30 = \$7.00$$

### Frequency of benefit payments

Even though your benefits are calculated per day of disability, we don't pay them to the caisse every day.

After the initial payment, how often we make benefit payments to your caisse and how many days they cover depend on the information we receive. How often benefit payments are made can also vary when we ask you to provide medical proof to confirm that you're still disabled.

## 3.2 Maximums

### For all your Desjardins loans and lines of credit

The maximum payable is \$10,000 a month per insured person for all loans, advances and lines of credit insured with these Desjardins Insurance products: Loan Insurance, Loan Insurance – Versatile Line of Credit and Line of Credit Insurance.

### For each monthly benefit payment

No monthly benefit payment can be greater than 3% of the life insurance amount.

### Maximum number of payments for the same disability

We won't make more than 60 monthly payments for the same disability.

## 3.3 Criteria to be considered disabled

To be entitled to benefit payments, you must be suffering from a total disability. This means that your disability must:

- Result from an illness or an accident
- Require continuing medical care, and
- If you worked 80 or more paid hours in the 4 weeks before you became disabled:
  - Completely prevent you from performing the main duties of the usual occupation you held on the date your disability started, and
  - Completely prevent you from performing any paid work, if you're still disabled after 24 months, or
- If you didn't work 80 or more paid hours in the 4 weeks before you became disabled:
  - Prevent you from performing the normal activities of a person who is the same age as you.

Your illness or injuries, or your state of health, must be confirmed by a doctor. We may ask you to go see a doctor that we choose.

### Your disability start date

When you make a claim, we'll consider your disability to have started on the date it meets all the criteria listed above.

To determine whether you meet the criteria to be considered disabled, the words **accident**, **continuing medical care** and **doctor** have specific meanings:

Accident	<p>A sudden and unforeseen event that:</p> <ul style="list-style-type: none"> <li>• Is the result of an external cause</li> <li>• Is independent of any illness or other causes, and</li> <li>• Leads to bodily injury resulting directly and solely from the accident and confirmed by a doctor.</li> </ul>
Continuing medical care	<p>The type of care you need to receive. It must be care that's:</p> <ul style="list-style-type: none"> <li>• Generally accepted as effective, appropriate and essential in the diagnosis or treatment of an illness or an injury</li> <li>• Reasonable and customary</li> <li>• Administered or prescribed by a doctor or, when Desjardins Insurance feels it's necessary, by a healthcare professional in the appropriate field, and</li> <li>• Given at a frequency that's appropriate for the illness or injury you're suffering from.</li> </ul> <p>We don't consider you to be receiving continuing medical care if you're just undergoing examinations or tests.</p>
Doctor	<p>Any person, other than the insured person, who is licensed to practise medicine in Canada and who doesn't live with the insured person.</p>

### 3.4 Start of benefit payments (waiting period)

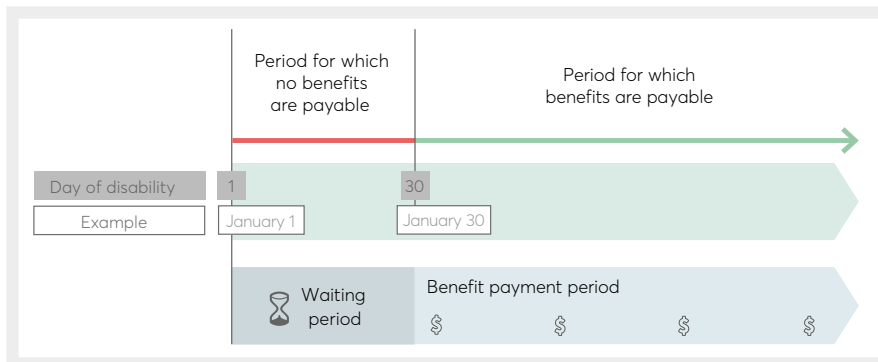
To be entitled to benefit payments, you must be disabled for a certain number of consecutive days. It's what we call the waiting period, and it can be 30 days or 90 days, depending on your situation.

Once we've finished analyzing your claim, we'll start paying benefits based on one of the waiting periods indicated below.

**Situation 1. 30-day waiting period if your disability results from an accident or if you have to be hospitalized for at least 72 consecutive hours because of the disability**

You have to be disabled for more than 30 consecutive days to be entitled to benefit payments if your disability results directly from an accident or requires you to be hospitalized for at least 72 consecutive hours. This means that:

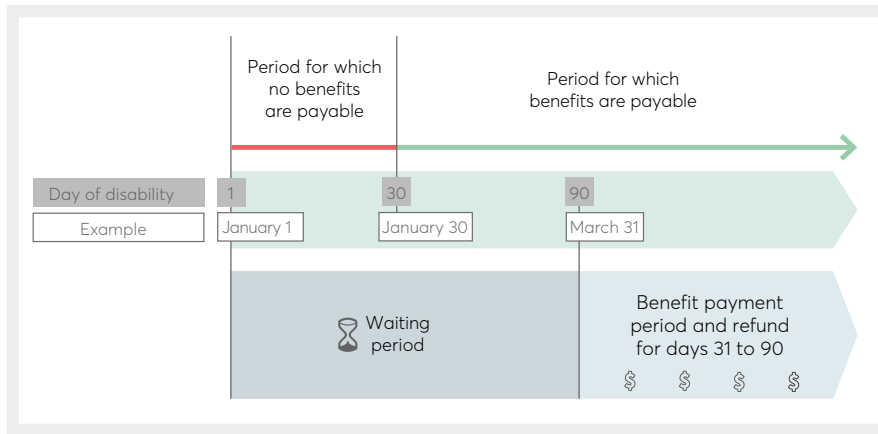
- Your benefits are payable as of the 31st day of disability.
- You aren't entitled to any amount for the first 30 days of disability.



## Situation 2. 90-day waiting period for all other disabilities

In all other cases, you have to be disabled for more than 90 consecutive days to be entitled to benefit payments. This means that:

- Your benefits are payable as of the 91st day of disability.
- We then retroactively pay the amount payable for days 31 to 90.
- You aren't entitled to any amount for the first 30 days of disability.



### Waiting period if you become disabled again

You don't have to satisfy another waiting period if the following 3 conditions are met:

1. You've already received disability benefits or you've already satisfied the waiting period to receive disability benefit payments
2. You become disabled again because of the same illness or accident, and
3. Your previous disability ended less than 90 days before your new disability began.

## 3.5 End of benefit payments

We stop paying disability benefits as soon as any of the following happen:

- a) You no longer meet the criteria for being considered disabled (see section 3.3)
- b) You start doing paid work
- c) You start any training or go back to school
- d) You refuse to participate in good faith in any rehabilitation program that Desjardins Insurance considers to be appropriate
- e) We've made 60 monthly payments for the same disability
- f) Your line of credit is closed.

### 3.6 End of your disability coverage

The disability insurance ends as soon as any of the following happen:

- a) Your life insurance ends (see section 2.4)
- b) The last day of the insurance month in which:
  - o You turn 65
  - o You ask the caisse in writing to end your coverage
  - o Your caisse or Desjardins Insurance issues written notice of termination of the disability insurance
- c) The date on which we notify the caisse in writing that your insurance application has been cancelled or denied
- d) Your coverage has been in effect for 3 months if we still haven't approved or denied your insurance application.

#### What's an insurance month?

Insurance months are based on the date your coverage takes effect. So, if your coverage starts on May 17, your insurance months will always start on the 17th of the month and end on the 16th of the following month.



### 3.7 Exclusions and restriction

#### Exclusions related to circumstances surrounding the disability

We won't pay benefits for any disability that occurs:

- As a result of deliberate actions, while you're sane or insane
- During a war, rebellion or riot
- During your involvement in a criminal act, or
- As a result of corrective measures or cosmetic treatments.

#### Restriction in case of previous illness or injury in the first 2 years

You aren't covered for a previous illness or injury in the 2 years after your disability coverage start date. This means that we won't pay any amount for your line of credit if:

- You become disabled in the 2 years after your disability coverage start date, and
- Your disability is caused by a health problem you had in the 6 months before your disability coverage start date.

#### Your coverage start date

Your coverage starts on the date you signed the Application for Insurance for your line of credit or the date you got access to your line of credit if you activated your line of credit later on.

#### What's a previous illness or injury?

It's any symptom, illness or injury for which, in the 6 months before the start of your disability coverage, you consulted a doctor or other healthcare professional, or you received at least 1 treatment (care, exam, test, hospitalization or drugs).

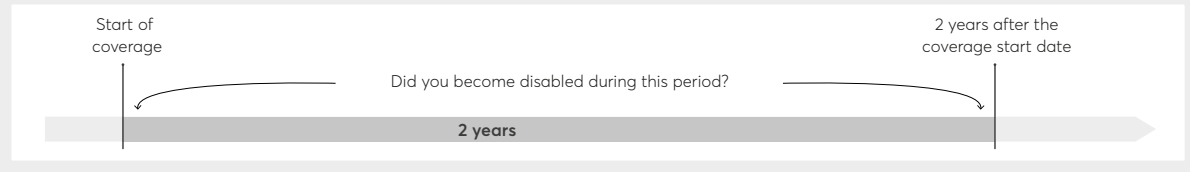
#### No restriction if you went at least 6 months without being seen or treated

If, after that consultation or the end of that treatment, you weren't seen or treated for that health problem for 6 consecutive months, we don't consider it to be a previous illness or injury.

To find out if this restriction applies to your disability, answer the questions below—follow the instructions that go with your answer and refer to the timelines as needed.

### Question 1

Did you become disabled within 2 years following the start of coverage?



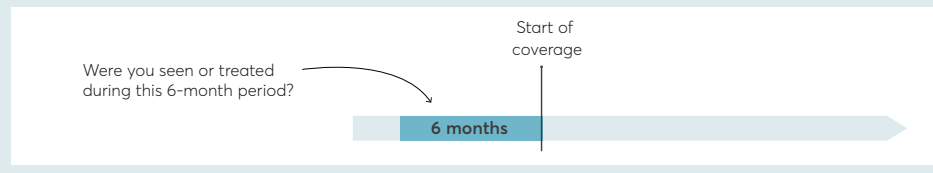
**Yes:** Go to question 2.

**No:**

This restriction doesn't apply. You don't have to answer any more questions.

### Question 2

In the 6 months right before the start of coverage, were you seen or treated for the symptoms, the illness or the injury that caused your disability?



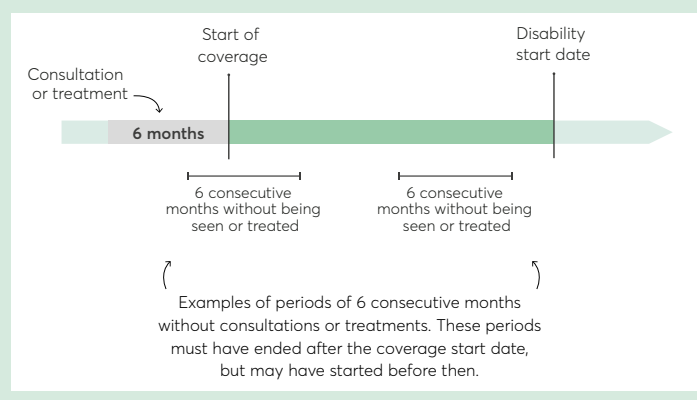
**Yes:** Go to question 3.

**No:**

This restriction doesn't apply. You don't have to answer question 3.

### Question 3

Since that consultation or the end of that treatment, was there a period of 6 consecutive months during which you weren't seen or treated for the symptoms, the illness or the injury that caused your disability?



**Yes:**

This restriction doesn't apply to you.

**No:**

This restriction applies. No amount is payable for your line of credit.



## 4. Cost of insurance

### 4.1 To be insured, you have to pay a premium

The premium is the amount you need to pay for your insurance every month. It corresponds to:

- A rate for each increment of \$1,000 of life insurance you have, and
- A rate for each increment of \$10 of disability insurance you have.

These rates, which can be found in the policy at your caisse, vary based on these criteria:

- Your sex and whether you're a smoker or a non-smoker (for each insured person)
- Your life insurance amount and disability insurance amount, if any, on the first day of the insurance month (for each insured person)
- The age range you're in on the first day of the insurance month (for each insured person)

We reserve the right to change these rates at any time.

#### If you quit smoking after you take out your coverage

Contact your caisse—they'll confirm whether you meet the criteria for the non-smoker rate.

#### If more than one person is insured

Your monthly premium will correspond to the total of the premiums that apply to each insured person based on the criteria indicated above.

#### Your premium will go up over time

Your premium will go up every time you enter a new age range. We'll send you a letter about 60 days in advance to let you know that your premium amount is changing.

### 4.2 Premium payment

#### Premium collection

At the beginning of each insurance month, we determine the amount you need to pay to be covered (your premium) and we collect that amount from the Desjardins account that's associated with your line of credit. Insurance months are based on the date your coverage takes effect. So, if your insurance months start on the 17th of the month, the premium will be collected on or around the 17th of the month.



#### What you need to know about the first 2 premiums

These premiums are debited as 2 separate withdrawals on the first day of your second insurance month (for example, June 17 or in the days that follow June 17 if your coverage started on May 17).

#### If you miss your premium payment

Your coverage will end 30 days after the due date of any premium that remains unpaid.

## 5. Changes to your coverage

### 5.1 How to make changes to your coverage

You need to fill out a new Application for Insurance. To do so, you'll need to contact an advisor at your caisse. We may ask you to provide more details if you want to:

- Increase your insurance amount
- Add an insured person, or
- Add disability insurance.

While we're reviewing your insurance application, the coverage related to the change you're asking for is limited to accident-only coverage (see section 1.3).

### 5.2 If we decline a new insurance application

You can ask to keep your insurance, depending on the situation you're in:

#### Situation 1. We deny an application to increase your insurance amount

You'll keep the insurance amount you already had.

#### Situation 2. We deny an insurance application for a line of credit you open after closing another one

You can ask to keep the insurance amount you had on the line of credit you closed. In this case, the following 2 conditions apply:

1. You must have opened the new line of credit and applied for insurance within 14 days of when you closed the line of credit you had coverage for.
2. The insurance amount you keep can't exceed the approved amount of the new line of credit. If necessary, we'll adjust your insurance amount so it's the same as your approved line of credit amount.

If you'd like to keep the insurance amount you had on the line of credit you closed, speak with an advisor at your caisse.

We'll send you a letter confirming your new insurance amount. If you make a claim, we'll use this amount to determine the benefit payable. The cost of your insurance will be adjusted accordingly.

### 5.3 How to end your coverage

You have 3 options:

- Sign a form at your caisse
- Fill out the End Your Coverage form on page 21 of this booklet, and drop it off at your caisse or send it to us by registered mail, or
- Fill out the Notice of Rescission of an Insurance Contract you received when you purchased your coverage, and drop it off at your caisse or send it to us by registered mail.

#### If you end your coverage ...

... within 30 days of when it started

- We'll consider you to have never been insured.
- We'll refund any premiums you've paid, as long as you haven't made any claims.

... more than 30 days after it started

- Your coverage will end on the last day of the insurance month in which you ask for this in writing.
- You won't get any money back.

## 6. Claims

### 6.1 Make a claim in 2 easy steps

1. Get the required claim forms

You have 3 options for getting the required forms and documents, and information on how to submit a claim:

- Go to [www.claim.desjardinslifeinsurance.com](http://www.claim.desjardinslifeinsurance.com)
- Call us at 1-877-338-8928
- Speak with an advisor at your caisse

2. Send us the required forms and proof

You can use this secure link to send us most of your documents: [www.desjardinslifeinsurance.com/send](http://www.desjardinslifeinsurance.com/send).

However, if we ask you for original documents, you can't use the link—you have to mail them to us. You're responsible for paying any fees the doctor charges to fill out forms.

### 6.2 When you need to submit claims by

For a death

You have to submit the required forms and proof of death as soon as reasonably possible.

For a disability

You have to submit the required forms and any proof we ask for no later than 1 year after the date your disability starts.

If you don't submit your claims by then, you may not be entitled to receive benefits for some of the time you've already been disabled. In that case, we'll only pay benefits for the 12 months right before the date we receive all the forms and documents needed for your claim.

### 6.3 Our response to your claim

Within 30 days of receiving your documents, we'll send you a letter:

- Informing you of your benefit payments, if we approve your claim
- Explaining the reasons for our decision, if we deny your claim or only pay a portion of the amount claimed.

### 6.4 If you don't agree with our decision

**You can ask us to review your claim**

If we don't approve a claim or only pay a portion of the amount claimed, you can submit additional information and ask us to review your claim.

**You can file a complaint with our Complaints Handling Team**

If you still aren't satisfied after we've reviewed your claim, you can file a complaint with our Complaints Handling Team. Their role is to evaluate whether we've followed proper practices and procedures when clients feel they haven't received the service they're entitled to. Here's how to contact them:

Complaints Handling Team  
Desjardins Insurance  
100, rue des Commandeurs  
Lévis (Québec) G6V 7N5

Email: [complaints@desjardins.com](mailto:complaints@desjardins.com)  
Phone (toll-free): 1-888-556-7212

**Another option**

If you want to challenge our decision in court, you only have a certain amount of time to do so. It's called the limitation period and it starts as soon as your claim is denied. It also varies depending on where you live: In Ontario, it's 2 years and in Quebec, it's 3 years.

## For more information on your rights

You can contact the regulatory agency in your home province or territory.

### For Ontario residents

Financial Services Commission of Ontario  
5160 Yonge Street  
PO Box 85  
Toronto ON M2N 6L9

Email: [contactcentre@fSCO.gov.on.ca](mailto:contactcentre@fSCO.gov.on.ca)

Website: [www.fSCO.gov.on.ca](http://www.fSCO.gov.on.ca)

Phone: 416-250-7250 or 1-800-668-0128

Fax: 416-590-7070

### For Quebec residents

Autorité des marchés financiers  
Place de la Cité, Tour Cominar  
2640, boul. Laurier, bureau 400  
Québec (Québec) G1V 5C1

Website: [www.lautorite.qc.ca](http://www.lautorite.qc.ca)

Phone: 418-525-0337 or 1-877-525-0337

Fax: 418-525-9512

## 7. Your personal information

---

### 7.1 Protecting your privacy

We're committed to protecting your privacy. We keep your personal information on file so you can benefit from our financial services (insurance, annuities, credit, etc.). However, this information will only be accessed by employees who need to do so in the course of their work.

### 7.2 Reviewing your file

You can review your file if you'd like. You can also correct anything that you can prove to be inaccurate, incomplete, unclear or unnecessary. You can do so by sending a written request to our Privacy Officer at this address:

Privacy Officer  
Desjardins Insurance  
200, rue des Commandeurs  
Lévis (Québec) G6V 6R2

## 8. Your insurance contract

---

These documents make up your contract:

- The Application for Insurance you completed and signed for your Line of Credit
- Any other information you've had to provide so we can review your insurance application
- Any letter or other document confirming your coverages or insurance amounts
- This Line of Credit Insurance Booklet
- The Line of Credit Insurance policy between Desjardins Insurance and your caisse, plus any riders that have been added to the policy



### Insurance certificate

Under the law, we're required to provide you with an insurance certificate. Your insurance certificate consists of this Line of Credit Insurance Booklet and any letter or other document confirming your coverages or insurance amounts.

## 9. If you're dissatisfied with our service

---

If you have any concerns about your insurance or you're dissatisfied with the product or service you received, we want to know. Here's what you need to do:

### 1. Contact the person or the caisse that sold you the insurance.

You can find the phone number in the documentation you received when you applied for the insurance. Call and ask for an explanation. In most cases, this call is all it takes to get answers to your questions.

### 2. Call our Customer Contact Centre.

If you're not completely satisfied with the answers you were given in step 1, call our Customer Contact Centre at 1-866-838-7585.

### 3. Write to our Complaints Handling Team.

If you're not satisfied with the response you received from our Customer Contact Centre, you can file a complaint with our Complaints Handling Team. Their role is to evaluate whether we've followed proper practices and procedures when clients feel they haven't received the service they're entitled to.

Here's how to contact them:

Complaints Handling Team  
Desjardins Insurance  
100, rue des Commandeurs  
Lévis (Québec) G6V 7N5

Email: [complaints@desjardins.com](mailto:complaints@desjardins.com)  
Phone (toll-free): 1-888-556-7212

#### Some tips to speed up the process

- Gather all the relevant documents and information you'll need to explain your situation in detail: Statements, names of employees you've dealt with, the date you experienced your problem, etc.
- Whenever you contact us, write down the name of the person you deal with and the date you contacted them.
- Include your name, address and phone number whenever you write to us.
- For more information about what to do if you're dissatisfied or have a complaint, or to download a complaint form, go to [www.desjardinslifeinsurance.com/complaint](http://www.desjardinslifeinsurance.com/complaint).

## 10. Assistance services

---

Desjardins Insurance is pleased to offer you free access to assistance services to guide, protect and support you in your day-to-day life. You have access to these services as soon as your insurance starts.

### You'll never feel alone!

We guide you and help you when you need it the most! Assistance services are provided by specialists and are available in multiple languages. The services are confidential, free of charge and available 24/7.

### Assistance services you need!

Whether you need psychological help, support in finding convalescent care or answers to your legal questions, you'll find the assistance services provide great help!

### Need help?

Visit [www.desjardins.com](http://www.desjardins.com) or call 1-877-506-8392. Services offered 24/7.

Here's a brief description of the assistance services available to you:

#### Psychological Assistance



Confidential service offered by psychologists who actively listen and provide support when you're experiencing difficulties.

Here's an example:

"My wife just found out she has cancer. I'd like some advice on how to break the news to my children without scaring them."

#### Convalescence Assistance



Telephone service offered by a team of medical experts and assistance coordinators to help you find the information and providers you need to recover from an illness, accident or surgery.

Here's an example:

"I've just had surgery and am going home. I'm going to need help with housework and changing my dressings. Can you help me arrange it?"

#### Legal Assistance



Service offered by lawyers who are members of the bar to help you with issues like family and commercial law, hidden defects and consumer protection, by providing you with clear legal information on your rights and recourses.

Here's an example:

"I've been let go from my job for reasons that don't seem valid to me. Do I have any recourse? What can I do if I think I've been wrongfully dismissed?"

Assistance services provided by Assistel.

# End Your Coverage form

## Line of Credit Insurance



To end your coverage, fill out this form and drop it off at your caisse or send it to us by registered mail at:

Desjardins Insurance  
Contract Administration  
Line of Credit Insurance  
200, rue des Commandeurs  
Lévis QC G6V 6R2

### About you (and your business, if applicable)

First name

Last name

Date of birth

Name of business, if applicable

Line of Credit Insurance  
contract number

(You'll find this number on the letter  
of confirmation we sent you.)

### About your line of credit

Line of credit number

Folio number

Caisse

Caisse transit number

### Signature



Your signature

Date you submitted this form



Desjardins Insurance refers to Desjardins Financial Security Life Assurance Company.



This page has been intentionally left blank.



This page has been intentionally left blank.



# Notice of Rescission of an Insurance Contract

## Line of Credit Insurance

### Schedule 5

(s.31)

### Notice given by a distributor

Section 440 of the Act respecting the distribution of financial products and services (chapter D-9.2)

#### The act respecting the distribution of financial products and services gives you important rights.

The Act allows you to rescind an insurance contract, **without penalty**, within 10 days of the date on which it is signed. However, the insurer may grant you a longer period.

To rescind the contract, you must give the insurer notice, within that time, by registered mail or any other means that allows you to obtain an acknowledgement of receipt.

Despite the rescission of the insurance contract, the first contract entered into will remain in force. Caution, it is possible that you may lose advantageous conditions as a result of this insurance contract; contact your distributor or consult your contract.

After the expiry of the applicable time, you may rescind the insurance contract at any time; however, penalties may apply.

For further information, contact the Autorité des marchés financiers at 1-877-525-0337 or visit [www.lautorite.qc.ca](http://www.lautorite.qc.ca).

### Notice of rescission of an insurance contract

To: \_\_\_\_\_ (name of insurer)

\_\_\_\_\_ (address of insurer)

Date: \_\_\_\_\_ (date of sending of notice)

Pursuant to section 441 of the Act respecting the distribution of financial products and services, I hereby rescind insurance contract number: \_\_\_\_\_ (number of contract, if indicated)

Entered into on: \_\_\_\_\_ (date of signature of contract)

In: \_\_\_\_\_ (place of signature of contract)

Name of client: \_\_\_\_\_

Signature of client: \_\_\_\_\_