

Distribution GUIDE



50+ Life Insurance
is an individual insurance product.

**Notice issued by the Autorité des
marchés financiers**

The Autorité des marchés financiers does not express an opinion on the quality of the product offered in this Guide. The insurer alone is responsible for any discrepancies between the wording of the Guide and the General Conditions.

This Guide is intended for information purposes and does not constitute the insurance contract. If you have any questions once you have finished reading the Guide, please refer to the insurance contract. The insurance contract consists of the following documents:

- the General Conditions;
- the Special Conditions;
- the Insurability Questionnaire, if applicable;
- the completed and signed Insurance Application, if applicable; and
- any Appendix or Rider.

If you would like **more information** on 50+ Life Insurance, simply call the staff at Desjardins Financial Security Life Assurance Company during regular business hours.



200, rue des Commandeurs
Lévis (Québec) G6V 6R2
1-877-838-7617
Fax: 418-833-0529

www.desjardins.com/50pluslife_insurance

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Introduction

■ What is the purpose of the Distribution Guide?

The Distribution Guide provides all the information you need to know about 50+ Life Insurance in one document. This information is presented in a clear, simple and structured manner to help you understand the product.

The Guide also helps you determine, in the absence of a life and health insurance advisor, if 50+ Life Insurance is right for you. It will also answer any questions you may have about 50+ Life Insurance and how it can meet your needs.

We encourage you to read **page 10** which lists the **exclusions, restrictions and limitations**.

Also, the procedure for submitting **claims** is explained on **page 13**.

Words defined in this Guide are in italics. You can find their definition on pages 5 and 6.

■ Why choose 50+ Life Insurance?

- ✓ A person's death can put a financial strain on the budgets of surviving family members if the deceased did not carry life insurance. Death-related expenses may include:
 - funeral expenses;
 - the deceased's financial obligations;
 - additional income to tide the surviving family members over in the year following the death;
 - long-term expenses (e.g. children's college and university studies, house maintenance).
- ✓ 50+ Life Insurance is a reliable product designed by a company well known for offering quality products to its customers. This insurance can provide the kind of protection you have always wanted for yourself and your loved ones.

■ Free look period

After you receive the contract you have 30 days to read it and notify the Insurer if you are not satisfied. Upon your request, the Insurer will cancel the contract as of the date the contract came into force and refund any premiums paid, provided no claims have been submitted.

■ Definitions

Accident: sudden and unforeseen event due to an external cause and resulting in bodily injury or death. The injury or death must be confirmed by a physician and be directly and solely the result of the accident.

Beneficiary: person designated by the *insured* to receive the sum insured upon the death of the *insured*. The beneficiary may be revocable or irrevocable. If the beneficiary is revocable, the designation can be modified without the beneficiary's consent. If the beneficiary is ir-

revocable, however, the designation cannot be modified without the beneficiary's consent.

Canadian resident: a person legally authorized to reside in Canada and who resides there at least 6 months a year.

Insurance year: each one-year period starting on the date the insurance contract becomes effective.

Insured: the person whose life is *insured* under this contract and whose name is indicated in the Special Conditions.

Paid-up insurance: insurance that pays a benefit at death but that requires no further premium.

1- Description of the product offered

a) Type of coverage

50+ Life Insurance provides you with life insurance coverage in case of natural death, and additional coverage in case of accidental death.

b) Summary of conditions and features

■ Who is eligible?

You are eligible for 50+ Life Insurance if you meet the following requirements:

- you are a *Canadian resident* and are between the ages of **50 and 75 inclusive**, and
- you provide satisfactory answers to the Insurability Questionnaire.

■ What coverage is available?

The amounts of insurance available at enrollment are the same for everyone, regardless of age or sex. A person who is 75 can obtain the same amount of coverage as someone who is 50.

Coverage in case of natural death

The amount of life insurance you carry in case of natural death is the amount you select and that appears in the Special Conditions.

Coverage in case of accidental death

If you are under **age 85** and die as a result of an *accident*, you will receive five times the insurance amount. However, death must occur within **365 days** of the *accident*.

■ When does my coverage take effect?

If you are eligible for 50+ Life Insurance, your coverage takes effect on the date you verbally agree to purchase the insurance or the date you fill out and sign the Insurance Application. This date appears in the Special Conditions. However, the initial premium must be paid within 30 days of that date.

■ Can I increase the amount of my coverage?

You can increase the amount of your coverage up to \$20,000. You simply need to call the Insurer to request the increase or fill out another Insurance Application. You must, however, provide satisfactory answers to the Insurability Questionnaire.

For increases, the insurance starts on the date the request for the increase was made or on the date the Insurance Application was signed.

■ How is the cost of my insurance calculated?

The Insurer determines the premium payable based on:

- the amount of insurance you selected;
- your age on the effective date of coverage;
- your sex; and
- your smoking habits during the past 12 months*.

* *The Insurer deems that you have used tobacco if you have smoked cigarettes, cigarillos, cigars, the pipe, marijuana or used patches, nicotine gum or any medication to help stop smoking.*

If you have stopped using tobacco for 12 months or more, you must advise the Insurer to qualify for the non-smoker premium. The Insurer will then send a form that you must complete and return. The new premium will apply on the date the duly completed form is received.

When the contract is purchased, you authorize the insurer to collect the premium required to keep the contract in force. The premium amount, the due date and the payment terms appear in the Special Conditions.

You must inform the Insurer of any changes to your address, credit card information or the financial institution through which the premium is paid.

The Insurer may revise your premium at the start of each *insurance year*. The Special Conditions which include the new premium are then sent to you by the Insurer.

■ What happens if the premium is not paid?

If the premium is not paid by the date specified in the Special Conditions, the Insurer will send you a Cancellation Notice. You have 30 days from the date the Cancellation Notice is sent to pay the premium. Your insurance will remain in force during this period. Please note that the 30-day period does not apply if you have informed the insurer that you would like to cancel the contract or for the first premium.

■ Can I designate a beneficiary?

Subject to any legal provisions, you may designate or replace any *beneficiary* by sending a notice in writing to the Insurer. The Insurer assumes no responsibility for the validity of any *beneficiary* designation or replacement.

■ Can the Insurer amend the contract?

The Insurer can amend the contract provided all 50+ Life Insurance contracts in the same category are amended. The Insurer must also advise you in writing at least 30 days prior to the scheduled renewal date of the contract. The amendment will be deemed to be accepted 30 days after receipt of this notice.

CAUTION

■ Exclusions, restrictions and limitations

• In case of suicide

If an *insured* commits suicide, whether he is sane or insane, the Insurer will only refund the premiums paid for this insurance. This refund applies if the suicide occurs within 24 months of the effective date of coverage.

• In case of accidental death

The Insurer will only pay the amount of insurance in case of natural death for accidental death resulting from the following causes:

- deliberate actions, whether you are sane or insane;
- committing or attempting to commit a crime or any criminal offence;
- war, whether declared or not, a riot, a rebellion or an act of terrorism;
- an *accident* that occurs while you are driving a motorized vehicle:
 - while impaired by drugs;
 - with an alcohol level that exceeds 80 mg of alcohol per 100 mL of blood.

• In case of multiple insurance contracts

The maximum benefit payable under all 50+ Life Insurance contracts may not exceed \$20,000 per *insured* in case of natural death.

■ When does my coverage terminate?

If the contract has been in force for **less than three years**, coverage terminates on the earliest of the following:

- the date you ask the Insurer to cancel your coverage. The day this request is received, the Insurer will cancel the coverage and refund the unused portion (in days) of the premium. However, administrative fees will be withheld from the amount reimbursed;
- the date you cancel your authorization for premiums to be withdrawn from your account;
- 30 days after the date of the cancellation notice, if the premium has not been paid.

However, if your contract has been in force for three years or more, you will not lose everything. Your *insurance* will then be *paid-up*, rather than terminated.

■ What is paid-up insurance?

With *paid-up insurance*:

- no future premiums are payable;
- the amount of the *paid-up insurance* is based on the *insured's* age when the coverage takes effect and the duration of coverage in years (see Appendix 1 of the Special Conditions);
- the accidental death coverage no longer applies;
- the insurance is paid upon the death of the *insured*.

The *insurance* becomes *paid-up* after the contract has been in force for **three years or more** and one of the situations described in the section «When does my coverage terminate?» applies to you. *Insurance* is also automatically *paid-up* for any *insured* who reaches age 100.

■ Can coverage be reinstated?

In the two years following the termination of coverage or the date the *insurance* becomes *paid-up*, the *insured's* coverage may be reinstated subject to the following conditions:

- a) The Insurer will require payment of all premiums that would have been paid had the contract remained in force, with interest compounded annually at a rate set by the Insurer;
- b) Upon reinstatement, the Insurer will require satisfactory evidence (proof of good health) that the person who was insured is still insurable at the time of reinstatement;
- c) The incontestability and suicide clauses will apply to the reinstatement, and the 2-year exclusion period will begin again upon reinstatement.

2- Claims

a) Submitting a claim

All claims must be submitted using the appropriate claim form, and must include any documents mentioned. The form may be obtained from the Insurer by calling the number on page 2 of this Guide. The claim must be sent as soon as reasonably possible.

b) Insurer's reply

Once the Insurer approves the claim, benefits will be paid within 30 days of receiving the supporting documents required for payment.

c) Appeal of Insurer's decision and recourse

If your claim is not approved and you think you have additional information that might change the Insurer's decision, you may ask for a review of your file.

It should be noted that the law provides for a maximum of 3 years (liability period) to appeal the decision of the Insurer.

For information about your rights, you can call the Autorité des marchés financiers at 418-525-0337 or 1-877-525-0337, or consult your legal advisor.

3- Similar products

Similar insurance products are available on the market. However, you have made a wise decision by choosing to do business with Desjardins Financial Security Life Assurance Company. We are the biggest life and health insurer in Quebec in terms of both market share and number of insureds.

4- Autorité des marchés financiers

For more information on the Insurer's obligations towards you, you can contact the Autorité des marchés financiers at:

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

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

Fax: 418-525-9512

E-mail: renseignements-consommateur@
lautorite.qc.ca

Web site: www.lautorite.qc.ca

■ Personal information management

Desjardins Financial Security Life Assurance Company (DFS) handles the personal information it has on you in a confidential manner. DFS keeps this information on file so that you may benefit from the Company's various financial services (insurance, annuities, credit, etc.). This information is consulted solely by DFS employees who need to do so in the course of their work.

You have the right to consult your file. You may also have information corrected if you demonstrate that it is inaccurate, incomplete, ambiguous or not useful. To do so, you must send a written request to the following address:

Privacy Officer
Desjardins Financial Security
Life Assurance Company
200, rue des Commandeurs
Lévis (Québec) G6V 6R2

DFS may send information on its promotions or offer new products to those whose names appear on its client list. DFS may also give its client list to another component of the Desjardins Group for the same purposes. If you do not wish to receive these offers, you may have your name removed from the list. To do so, you must send a written request to the Privacy Officer at DFS.

■ **Your satisfaction is our priority!**

As a responsible company that is attentive to the needs of its clients, Desjardins Financial Security wants to provide each and every one of them with products and services that meet their expectations. However, if you are dissatisfied with any of our products or services, please let us know by following the steps below.

1. Contact the person or business you purchased the product from.

You can find the number by consulting the literature you received when you purchased the product in question. Ask for explanations. In most cases, a simple call is all it takes to get the answers you are looking for.

2. Call our Customer Service Centre.

If you are not fully satisfied with the explanations provided in step 1, contact our Customer Service Centre at 1-866-838-7584. Our staff is very familiar with our products and will certainly be able to help you.

3. Write to our Dispute Resolution Officer.

If you are not satisfied with the explanations you received from our Customer Service Centre, you may file a complaint with Desjardins Financial Security's Dispute Resolution Officer. This person's role is to assess the merits of the company's decisions and the soundness of its practices.

Please write to:

Dispute Resolution Officer
Desjardins Financial Security
200, rue des Commandeurs
Lévis (Québec) G6V 6R2

Or email: disputeofficer@dfs.ca

You can also call the Officer at 1-877-838-8185.

For more information on the procedure to follow in the event of a problem or complaint, please visit our website at www.dfs.ca/complaint, where you can also find complaint forms.

Your satisfaction is our priority!

Helpful hints

- Make sure you have all the documents and information required to provide a detailed explanation of the problem (account statements, names of employees in question, dates, etc.).
- Write down the names of the individuals with whom you have spoken, and the dates of your conversations.
- Include your name, address and telephone number in any correspondence.

PERSONAL NOTES

Amount of insurance:

Contract reference number:

Premium:

Other:



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100%

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