

50+ LIFE INSURANCE

# Distribution GUIDE



**Desjardins**  
Financial Security®

50+ Life Insurance  
is an individual insurance product.

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**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 policy.**



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[www.desjardins.com/  
50pluslife\\_insurance](http://www.desjardins.com/50pluslife_insurance)

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.

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 at **1-877-838-7617**.

Words defined in this Guide are in *italics*. You can find their definition on page 14.

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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 the information contained in this Guide. In particular, we draw your attention to page **11** which lists the **exclusions and restrictions**.

Also, the procedure for submitting **claims** is explained on pages **12** and **13**.

### ■ 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.

## 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 inclusively**, and
- you meet the health-related insurability requirements specified in the insurance application.

#### ■ What coverage is available?

The amounts of insurance available at enrolment 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 in the insurance application.

#### 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 fill out and sign the insurance application or provide verbal consent to that effect. However, the initial premium must be paid within 30 days of that date.

There are no periods during which your coverage is limited. You are fully covered as soon as your coverage takes effect.

## ■ **Can I increase the amount of my coverage?**

You can increase the amount of your coverage. You simply need to fill out another insurance application and meet the health-related insurability requirements specified in the insurance application.

However, the amount of your coverage cannot, at any time, exceed \$20,000.

## ■ **How is the cost of my insurance calculated?**

The Insurer determines the monthly 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.*

The premium is automatically withdrawn each month from the account indicated in the insurance application.

The initial premium will be debited from your account one month after the effective date of coverage, and corresponds to the amount required to cover the first two *policy months*. Subsequent premiums will be withdrawn on the same date each month up until you reach age 100.

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 only the month after the Insurer receives the form.

The Insurer may revise your premium at the start of each *policy year*. The special provisions which include the new monthly premium are then sent to you by the Insurer.

### ■ **What happens if the premium is not paid?**

You are given a 30-day grace period from the due date for the payment of any premium. Otherwise, your coverage will terminate at the end of this period.

However, if your insurance has been in force for three years, you will not lose everything. Your *insurance* will be *paid up*, and the insurance amount and coverage will be amended as follows:

- no future premiums are required;
- the accidental death coverage is no longer applicable;
- the amount of *paid-up insurance* is determined based on your age on the effective date of coverage and the term of coverage in years.

## ■ 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 and restrictions

#### • 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, insurrection or revolution;
- 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.

## ■ How can I cancel my insurance?

To cancel your insurance, you must inform the Insurer in writing. Send your letter to the Contract Administration Department for 50+ Life Insurance at the address shown on page 2 of this Guide. Make sure this letter includes your contract number and your particulars.

### c) When does my coverage terminate?

Coverage terminates on the earliest of the following events:

- the last day of the *policy month* in which you cancel your coverage;
- the last day of the *policy month* in which you cancel your authorization for the automatic withdrawal of premiums from your account;
- 30 days after the due date of any premium that remains unpaid.

## 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](http://www.lautorite.qc.ca)

## ■ 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 policyholder 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 by the policyholder without the beneficiary's consent. If the beneficiary is irrevocable, however, the policyholder cannot modify the designation 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.

**Insured:** the person whose life is insured under this policy and whose name is indicated in the special provisions.

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

**Policy month:** the one-month period beginning on the day a premium is due.

**Policy year:** the one-year period beginning on each policy anniversary date.

## ■ 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](mailto: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](http://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:

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Contract reference number:

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Premium:

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Other:

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