

## If the insurance was offered to me in Quebec

### Loan Insurance Summary

This summary provides you with basic information about Loan 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:



### Loan Insurance Booklet

This booklet provides you with what you need to know about Loan 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:



### "Thank you for choosing Loan Insurance" leaflet

Click the icon to access the document:



## If the insurance was offered to me in Ontario

### Loan Insurance Booklet

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

Click the icon to access the document:



Desjardins Insurance refers to Desjardins Financial Security Life Assurance Company.

# Loan Insurance Summary

This group insurance covers your loan if you die or become disabled, based on the insurance percentages you've selected.

## What's this summary for?

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



For more details, see the Loan 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 Loan 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 loan, and
2. Your loan has been disbursed.

If your loan isn't disbursed within 12 months of when you sign the Application for Insurance, you'll need to fill out another 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*
Cancer that meets certain criteria	0 days
An accident	30 days
An illness or an injury for which you had to be hospitalized for at least 48 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. For each loan, 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

Covers the amount resulting from the calculation below:

Your loan balance on  
the date of death

**X**  
(multiplied by)

Your life  
insurance percentage

Maximum  
payable

The loan balance 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:

- \$10,000,000, and
- \$75,000 in case of suicide occurring in the first 6 months of insurance.

Claim deadline

As soon as reasonably possible.



### Disability insurance

Covers the amount resulting from the calculation below, for each day of disability that you're entitled to benefits:

The daily equivalent of your  
loan's regular payment

**X**  
(multiplied by)

Your disability  
insurance percentage



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

Maximum  
payable

Disability benefits will never be more than the following amounts:

- Your regular payments, even if multiple insured persons are disabled at the same time, and
- \$10,000 a month per insured person for all loans, advances and lines of credit insured with Desjardins Insurance.

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:

- 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

Claim deadline

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

# 1. About this insurance

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## 1.1 To be eligible for this insurance, you must meet the following 3 criteria:

### 1. Loan party

- For personal loans, here's who can get Loan Insurance:
  - A borrower, or
  - A borrower's guarantor
- For business loans (company or partnership), here's who can get Loan 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



For disability insurance, your loan must be repaid with regular payments (at least 1 payment a year).

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

On the form, you have to indicate your coverage choices and answer questions. Each person applying for insurance can choose their own type of insurance and insurance percentages.

### 1. Type of insurance

You have 2 options. You can get:

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



You can't get disability insurance on its own.

### 2. Insurance percentages

For each coverage you take out, you have to select an insurance percentage between 10% and 100%. Keep in mind that your disability insurance percentage can't be higher than your life insurance percentage.

### 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

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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 loan if:

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

### 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

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### To be insured, you have to pay an additional interest rate

The amount you have to pay to get Loan Insurance is called the premium and it's an additional interest rate that's applied to your loan.

The additional interest rate is calculated using tables that show the monthly rates per \$1,000 of insurance. It varies based on different factors such as your age, your sex, your coverage choices, etc.

### Your regular payments are higher because of the additional interest rate for the insurance

So, for each regular payment, you pay:

- A portion that pays down the amount borrowed (the principal)
- A portion that covers the interest on your loan, and
- A portion that covers the additional interest for the insurance (your premium)

The additional interest rate for the insurance is applied to the loan balance every time you make a regular payment.

### We revise the additional interest rate in certain situations

Here are some examples of situations where we revise the additional interest rate:

- For each loan: At each loan renewal based on how old you are at the time
- If you have a 5-in-1 mortgage: Each time your caisse changes the interest rate of your loan as part of the annual reset
- When changes are made to the terms and conditions of your loan or to your coverage.

## 4. Changes to your coverage

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### 4.1 How to make changes to your coverage

You'll need to contact your caisse and fill out another Application for Insurance. The restriction in case of previous illness or injury may apply to any increase in coverage.

### 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 Loan Insurance Booklet, and drop it off at or send it by registered mail to your caisse, 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 or send it by registered mail to your caisse.

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 date you ask for this in writing.</li><li>• You won't get any money back.</li></ul>

## 5. Claims

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### 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

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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**.

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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.

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Reserved for use by the insurer:



# Loan Insurance Booklet

This insurance covers your loan if you die or become disabled, based on the insurance percentages you've selected.

## What's this booklet for?

This booklet provides you with everything you need to know about Loan 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)

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**To ask questions:**

1-888-905-7065

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**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 loan, and
2. Your loan has been disbursed.

## 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 0 days (no waiting period), 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. For each loan and increase in coverage, 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

Loan Insurance is group credit insurance that protects your loan—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 Loan Insurance product.

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## Overview of the 2 coverages you can buy



### Life insurance


Covers the balance of your loan if you die, based on the life insurance percentage you've selected.

Maximum payable	The loan balance 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

Covers your loan's regular payments if you become disabled, based on your disability insurance percentage.

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

Maximum payable	Disability benefits will never be more than the following amounts: <ul style="list-style-type: none"> <li>• Your regular payments, even if multiple insured persons are disabled at the same time, and</li> <li>• \$10,000 a month per insured person for all loans, advances and lines of credit insured with Desjardins Insurance.</li> </ul>											
Waiting period you need to satisfy before you can receive your first benefit payment	<table border="1"> <thead> <tr> <th>Cause of disability</th> <th>Waiting period*</th> </tr> </thead> <tbody> <tr> <td>Cancer that meets certain criteria</td> <td>0 days</td> </tr> <tr> <td>An accident</td> <td>30 days</td> </tr> <tr> <td>An illness or an injury for which you had to be hospitalized for at least 48 consecutive hours</td> <td>30 days</td> </tr> <tr> <td>All other causes</td> <td>90 days, payment retroactive to the 31st day</td> </tr> </tbody> </table>	Cause of disability	Waiting period*	Cancer that meets certain criteria	0 days	An accident	30 days	An illness or an injury for which you had to be hospitalized for at least 48 consecutive hours	30 days	All other causes	90 days, payment retroactive to the 31st day	
Cause of disability	Waiting period*											
Cancer that meets certain criteria	0 days											
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An illness or an injury for which you had to be hospitalized for at least 48 consecutive hours	30 days											
All other causes	90 days, payment retroactive to the 31st day											
Claim deadline	No later than 1 year after the date your disability starts.											


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

# 1. About this insurance

## 1.1 Who can be insured

To be eligible for this insurance, you must meet the following 3 criteria:

- |                     |                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Loan party       | <ul style="list-style-type: none"><li>• For personal loans, here's who can get Loan Insurance:<ul style="list-style-type: none"><li>◦ A borrower, or</li><li>◦ A borrower's guarantor</li></ul></li><li>• For business loans (company or partnership), here's who can get Loan 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>                                                                                                                                                                                                                                                                                    |


 For disability insurance, your loan must be repaid with regular payments (at least 1 regular payment a year).

## 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

Each person applying for insurance can choose their own type of insurance and insurance percentages.

- |                          |                                                                                                                                                                                                                                                                                                                                       |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Type of insurance     | <p>You have 2 options. You 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 unless you take out life insurance.</p> |
| 2. Insurance percentages | For each coverage you take out, you have to select an insurance percentage between 10% and 100%. Keep in mind that your disability insurance percentage can't be higher than your life insurance percentage.                                                                                                                          |

### 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	
<p>While we're reviewing your insurance application, you're covered only if:</p> <ul style="list-style-type: none"><li>• You die because of an accident that occurs during this period.</li><li>• You become disabled because of an accident that occurs during this period, as long as you've taken out disability insurance.</li></ul>	<p>To be entitled to this coverage in case of accident only, your loan must have been disbursed.</p>
<p><b>End of coverage in case of accident only</b></p> <p>The coverage ends when any of the following happen:</p> <ul style="list-style-type: none"><li>• We approve or decline your insurance application, or</li><li>• A period of 3 months has elapsed since your coverage started.</li></ul>	
<p><b>What's an accident?</b></p> <p>It's 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 or death resulting directly and solely from the accident and confirmed by a doctor.</li></ul>	

#### 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 loan, and
2. Your loan has been disbursed.

In all cases, if your loan isn't disbursed within 12 months of when you sign the Application for Insurance, you'll need to fill out another Application for Insurance.

If you're taking out the loan to buy property (for example, a mortgage), the coverage may start as soon as your loan agreement is notarized. See the Loan Insurance policy at your caisse for all conditions that apply.





## 2. Life insurance

### 2.1 Amount payable under the insurance

Life insurance covers the balance of your loan, based on the life insurance percentage you've selected (10% to 100%). Here's how we calculate the amount we pay if you die while you're insured under this coverage:

Your loan balance on the date of death	<b>X</b> (multiplied by)	Your life insurance percentage
-------------------------------------------	-----------------------------	-----------------------------------

#### What you need to know

1. Your loan balance on the date of death is the loan balance on the date of the last payment you made before your death, plus any interest that's accrued since you made that payment.
2. Your life insurance percentage is the one you selected on the Application for Insurance, if Desjardins Insurance has approved your insurance application.
3. Since this coverage is for your loan, we pay the insurance benefit directly to your caisse, so your caisse can pay off or pay down the balance of your loan.

### 2.2 Maximums

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

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.

#### If multiple insured persons die at the same time

The benefit that's paid under this insurance will never be more than your loan balance on the date of death, even if multiple insured persons die at the same time.

### 2.3 Limitation in case of suicide

In case of suicide, we won't pay more than \$75,000 per insured person for all loans, advances and lines of credit insured for less than 6 months with these Desjardins Insurance products: Loan Insurance, Loan Insurance – Versatile Line of Credit and Line of Credit Insurance.

### 2.4 End of your life insurance coverage

The life insurance ends when any of the following happen:

- a) The first loan renewal that occurs on or after your 70th birthday
- b) You turn 80
- c) The balance of your loan has been repaid in full, even if it's been replaced with another loan at a caisse
- d) You stop being:
  - A borrower or a guarantor, for personal loans
  - A director, officer or owner of the business, for business loans
- e) The transfer of ownership (also known as conveyance) for a mortgaged property is signed
- f) The end of a period of 6 consecutive months (this period begins on the date of the first missed payment) during which less than 1/12 of the regular payments needed for a whole year have been made—this provision doesn't apply to loans guaranteed by a mortgage loan insurer, like CMHC or Sagen™

- g) The borrower asks the caisse in writing to end the insurance
- h) We notify the caisse in writing that proof you've submitted is unsatisfactory
- i) Your coverage has been in effect for 3 months if we still haven't approved or denied your insurance application
- j) The Loan Insurance contract between Desjardins Insurance and your caisse ends.

## 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 all the following 6 conditions are met:

1. You've had Loan Insurance for a mortgage for at least a year
2. You've repaid the full loan amount to your caisse
3. When you repaid the full loan amount, the insured balance of the loan (the balance multiplied by your life insurance percentage) was \$25,000 or more
4. The mortgage security, if there still is one, is no longer held by a Desjardins entity and has not been replaced with a new mortgage security in favour of a Desjardins entity
5. You're under 65 when you apply for individual insurance
6. You apply within 31 days of when you've repaid your loan in full

You can't convert into individual life insurance an amount that has been paid under this life insurance to repay some of your loan.

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 Loan Insurance into individual coverage.
Minimum: \$25,000	The individual life insurance amount that you can get corresponds to the insured balance of your loan (the balance multiplied by your life insurance percentage) on the date it's been repaid in full, to a maximum of \$250,000—you can therefore take out a minimum of \$25,000 in individual life insurance, but no more than \$250,000.
Maximum: \$250,000	



To convert your Loan 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

Disability insurance covers your regular payments, based on the disability insurance percentage you've selected (10% to 100%). If you become disabled while you're insured under this coverage, we'll pay an amount for each day of disability that you're entitled to benefits. Here's how we calculate this amount:

The daily equivalent of your loan's regular payment	<b>X</b> (multiplied by)	Your disability insurance percentage
-----------------------------------------------------	-----------------------------	--------------------------------------

#### What you need to know

1. We calculate the daily equivalent of your loan's regular payment based on how often you make your regular payments. Here are 3 examples:

Frequency	Daily equivalent
Weekly >	Your regular payment amount divided by 7 days
Every 2 weeks >	Your regular payment amount divided by 14 days
Monthly >	Your regular payment amount divided by 30 days

2. The regular payment we use for the calculation is the one that's indicated in the loan agreement between you and the caisse.
3. Your disability insurance percentage is the one you selected on your Application for Insurance, if Desjardins Insurance has approved your insurance application.
4. Since this coverage is for your loan, we pay the insurance benefits directly to your caisse, so your caisse can pay down the balance of your loan.
5. You must keep making the regular payments for your loan the whole time you're disabled. If you don't, late penalties may apply. If you're up to date on all your payments, the caisse will give you the amount you're entitled to.

#### Examples

Here are 2 examples of how we calculate the amount payable per day of disability in the following situation after you've satisfied the applicable waiting period:

- Your loan's regular payments are \$400 per week.
- The daily equivalent of your loan's regular payments is \$57.14 (\$400 ÷ 7 days).
- In the first example, you've selected a disability insurance percentage of 50%, and in the second example, you've selected a disability insurance percentage of 100%.

	The daily equivalent of your regular payments	<b>X</b>	Your disability insurance percentage	<b>=</b>	Amount payable per day of disability
Example 1	\$57.14	x	50%	=	\$28.57
Example 2	\$57.14	x	100%	=	\$57.14

## 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.

### If multiple insured persons are disabled at the same time

The benefit that's paid under your Loan Insurance will never be more than your regular payments.

So, if more than one person has taken out disability insurance for the same loan and you're all disabled at the same time, we won't pay more than 100% of your loan's regular payments during that time. If necessary, we adjust the disability insurance percentages used to calculate the benefit payments so they don't total more than 100% of the loan's regular payment.

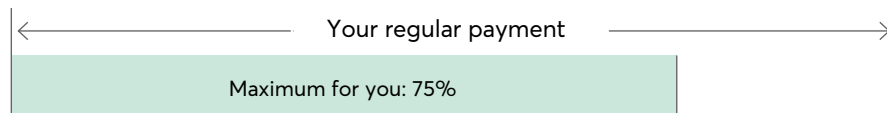
#### Example

You and your co-borrower both took out disability insurance for your loan when you bought your home. Here are the insurance percentages you've selected:

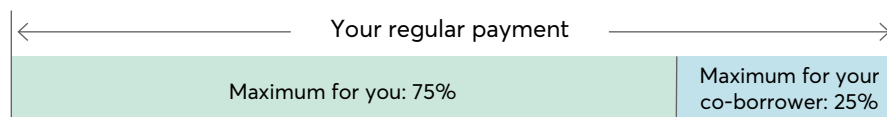
 You: 75%       Your co-borrower: 50%

Here's how it works:

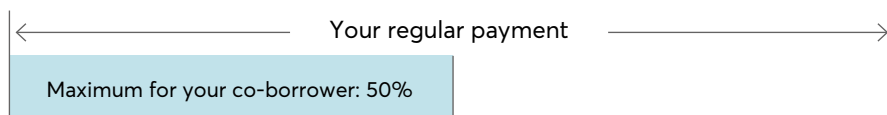
- If you become disabled, we pay a maximum of 75% of the regular payment for you.



- If your co-borrower becomes disabled while you're still disabled, we pay a maximum of 25% of the regular payment for them, even though their insurance percentage is 50%, since we can't pay more than 100% of your regular payment.



- If you're no longer disabled but your co-borrower still is, we pay 50% of the regular payment for your co-borrower.



### 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.

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

#### Accident

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 resulting directly and solely from the accident and confirmed by a doctor.

#### Continuing medical care

The type of care you need to receive. It must be care that's:

- Generally accepted as effective, appropriate and essential in the diagnosis or treatment of an illness or an injury
- Reasonable and customary
- Administered or prescribed by a doctor or, when Desjardins Insurance feels it's necessary, by a healthcare professional in the appropriate field, and
- Given at a frequency that's appropriate for the illness or injury you're suffering from.

We don't consider you to be receiving continuing medical care if you're just undergoing examinations or tests.

#### Doctor

Any person, other than the insured person, who is licensed to practise medicine in Canada and who doesn't live with the insured person.

#### 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.

### 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 0 days (no waiting period), 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. No waiting period if your disability is due to cancer

Your benefits are payable as of the day you become disabled if your disability is due to a cancer meeting all the following 3 criteria:

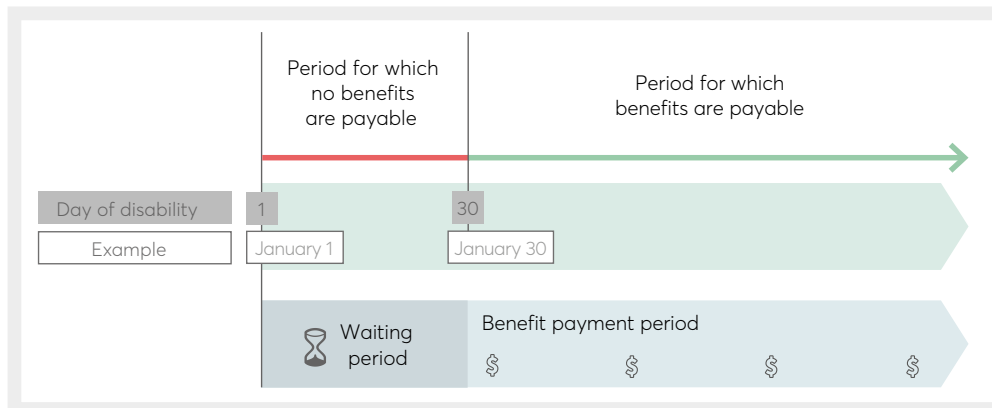
1. Your cancer diagnosis is a definite diagnosis of a tumour characterized by the uncontrolled growth and spread of malignant cells and the invasion of tissue.
2. Your cancer diagnosis has been made by a specialist who:
  - Is licensed to practise medicine in Canada
  - Has specialized medical training related to the type of cancer for which you're making a claim
  - Is not you, and
  - Doesn't live with you.
3. Your cancer diagnosis can't be for any of these cancers:
  - Carcinoma *in situ*
  - Stage 1A malignant melanoma (melanoma less than or equal to 1.0 mm in thickness, not ulcerated and without Clark level IV or level V invasion)
  - Any non-melanoma skin cancer that hasn't metastasized, or
  - Stage A (T1a or T1b) prostate cancer.

If it's one of these cancers, the waiting period will be 30 days if you're in situation 2, or 90 days if you're in situation 3 (see below).

### Situation 2. 30-day waiting period if your disability results from an accident or if you have to be hospitalized for at least 48 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 48 consecutive hours. This means that:

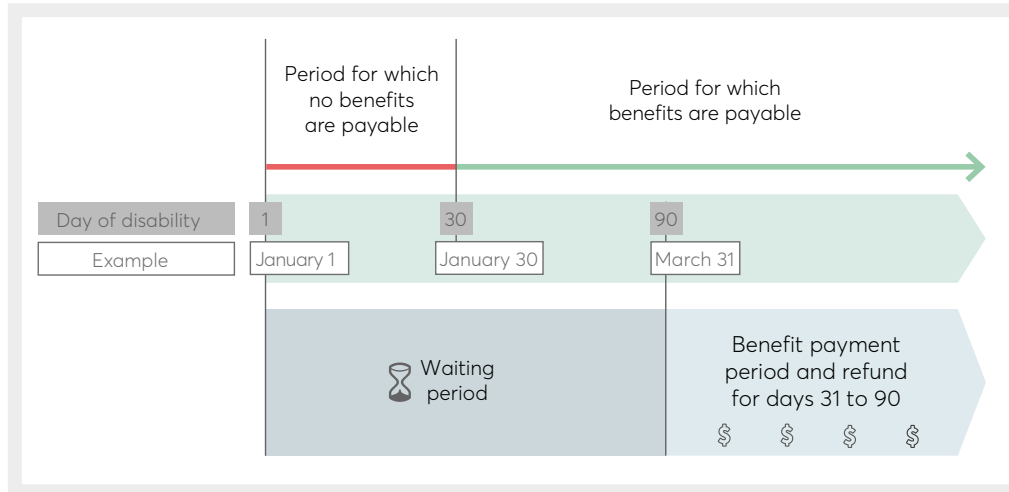
- Your benefits are payable as of the 31st day of disability
- You aren't entitled to any amount for the first 30 days of disability.



### Situation 3. 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) You turn 70
- f) 12 months have passed since the date your loan was supposed to be repaid in full, based on its repayment terms and conditions
- g) The borrower asks the caisse in writing to end your coverage
- h) Your loan has been repaid in full, even if it's been replaced with another loan
- i) A transfer of ownership (also known as conveyance) for a mortgaged property is signed
- j) You've been disabled for 5 years, if your loan doesn't have a maturity date.

## 3.6 End of your disability insurance coverage

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

- a) Your life insurance ends (see section 2.4)
- b) The first loan renewal that occurs on or after your 65th birthday
- c) You turn 70

- d) You don't have any more regular payments to make, based on the terms and conditions for repaying your loan
- e) The borrower asks the caisse in writing to end the insurance
- f) We notify the caisse in writing that proof you've submitted is unsatisfactory
- g) Your coverage has been in effect for 3 months if we still haven't approved or denied your insurance application
- h) Desjardins Insurance or your caisse ends the disability coverage that's offered under the Loan Insurance contract between Desjardins Insurance and your caisse

### 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 loan if:

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

This also applies if you increase your coverage (by increasing the amount of your loan, your disability insurance percentage or the amount of your regular payments, unless the only reason your payment has gone up is because your caisse has increased the interest rate on your loan). In that case, we won't pay any amount for the increase if you become disabled because of a previous illness or injury in the 2 years after the increase.

#### Your coverage start date

The date you signed your Application for Insurance, or the date your loan was disbursed if you took out your loan afterwards.

#### 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 (or your increase in 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.





You must answer the questions below separately for each insured loan and for each increase in coverage you've obtained.

### Question 1

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



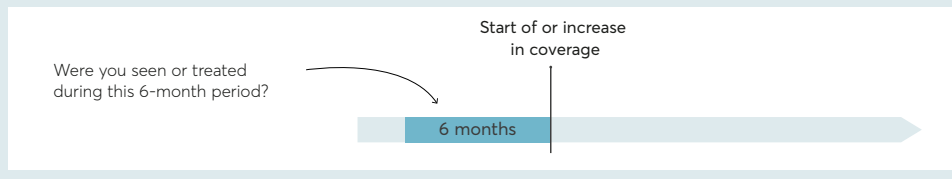
**Yes:** Go to question 2.

**No:**

This restriction doesn't apply. You don't have to answer any more questions for this loan or increase in coverage.

### Question 2

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



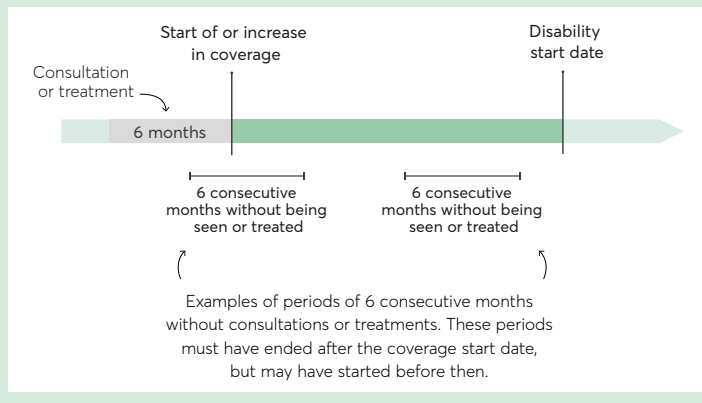
**Yes:** Go to question 3.

**No:**

This restriction doesn't apply. You don't have to answer question 3 for this loan or increase in coverage.

### Question 3

After 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 this loan or increase in coverage.

**No:**

This restriction applies. No amount is payable for this loan or increase in coverage.

## 4. Cost of insurance

### 4.1 How we calculate your cost of insurance

#### To be insured, you have to pay an additional interest rate

The amount you have to pay to get Loan Insurance is called the premium and it's an additional interest rate that's applied to your loan.

You only start paying for Loan Insurance when your loan is disbursed.

The additional interest rate is calculated using tables, which you can find in the Loan Insurance policy at your caisse, that show the monthly rates per \$1,000 of insurance in effect on the calculation date. The additional interest rate varies based on these elements, as applicable:

#### Life insurance

- The coverages each insured person has selected (life insurance only or life and disability insurance)
- The insurance percentages selected
- Each insured person's age
- Each insured person's sex and whether they smoke
- The initial amount of your loan multiplied by your insurance percentage

#### Disability insurance

- The insurance percentages selected
- Each insured person's age
- Each insured person's sex and whether they smoke
- The remaining life of the loan (for example, 20 years)
- The amount and frequency of your regular payments
- The interest rate on the loan and the interest capitalization frequency
- The terms and conditions for repaying the loan (for example, principal plus interest, fixed principal plus interest, interest only)

#### Your regular payments are higher because of the additional interest rate for the insurance

So, for each regular payment, you pay:

- A portion that pays down the amount borrowed (the principal)
- A portion that covers the interest on your loan, and
- A portion that covers the additional interest for the insurance (your premium)

#### Example

You and your co-borrower are both 42. When you buy your home, you take out a 20-year mortgage at your caisse and life insurance.

#### Loan and insurance details:

- Loan amount: \$150,000
- Length of initial term: 5 years (60 monthly payments)
- Life insurance percentage: 100% for each person

The interest rate you have to pay is the sum of these 2 rates:

Interest rate set  
by the caisse:  
5%

+

(plus)

Additional interest rate  
for the insurance:  
0.438%

Here's what your first payment looks like without insurance and with insurance:

	Without insurance	With insurance	Difference between the regular payments with and without insurance	Cost of insurance
First payment for the initial 5-year term	\$989.94	\$1,026.59	\$36.65	\$54.00

**Why doesn't the difference between the regular payments with and without insurance equal the cost of insurance?**

The additional interest rate for the insurance is applied to the loan balance every time you make a regular payment.

This means that:

- You're always paying a fair price for your coverage based on the balance that you have left to pay on your loan.
- The amount of your regular payment is determined in a way that won't extend the duration of your loan.
- During a same term, the cost of insurance usually goes down as your balance goes down, even though the amount of your regular payment stays the same.
- When your coverage begins:
  - **Your cost of insurance is higher** than the difference between your regular payments with and without insurance, and
  - A portion of your regular payment is used to make up the difference.
- Later, it's the opposite:
  - **Your cost of insurance is less** than the difference between your regular payments with and without insurance, and
  - There's more money to pay down the principal.

**Example (cont.)**

Here's what your first regular payment of the initial term and your last regular payment of the final term look like:

First payment of the  
initial 5-year term

Last payment of the  
final 5-year term

■ Principal

■ Interest

■ Insurance

Your cost of insurance could go up if you're in a new age group when you renew your loan.

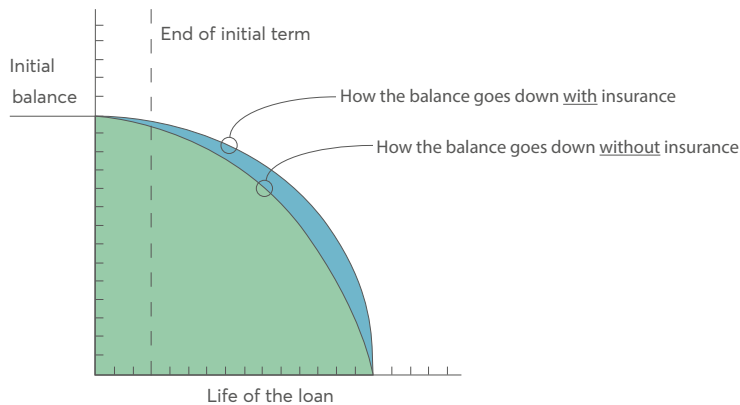
## The life of your loan isn't extended... it's how the balance goes down that's different

The difference between the regular payments with and without insurance isn't enough to cover the full cost of insurance at the beginning of the life of the loan.

This means that:

- You won't be paying down as much principal at the start (as the balance of your loan goes down, you'll be paying off more principal).
- The cost of insurance changes how your loan balance goes down. Because the loan balance doesn't go down the same way when you have Loan Insurance, there's more interest to pay on the portion of the balance that's in blue in the graph below. This extra interest is included in the cost of insurance.

However, the life of the loan isn't extended, as shown in the graph.



## 4.2 Changes to your cost of insurance

### Revision of the additional interest rate for the insurance

We revise the additional interest rate for the insurance:

- At each loan renewal:
  - For life insurance: Based on how old you are at the time, and
  - For disability insurance: Based on how old you are at the time and based on the new terms and conditions of your loan (interest rate, remaining life of the loan, repayment terms and conditions, etc.)
- When a 5-in-1 mortgage is reset each year (we change the additional interest rate based on the new interest rate and loan remaining life)
- When changes are made to the terms and conditions of your loan or to your coverage—this includes changes to the amount of your regular payment, how often you make your regular payments, the end of the loan term, the coverages selected or the insured persons
- At least once every 10 years, based on how old you are at the time.

### At any time, we may change the monthly rate tables used to set the additional interest rate

If we decide to change the rate tables, you won't have to start paying the new cost until the first situation that leads to your additional interest rate being reset happens (see previous paragraph).

## 5. Changes to your coverage

### 5.1 How to make changes to your coverage

You'll need to contact your caisse and fill out another Application for Insurance.

### 5.2 If we decline a new insurance application

We may approve a life or disability insurance percentage for your new loan if you meet each of the following criteria:

- You've submitted a new insurance application that we've declined
- You were already covered under Loan Insurance or Loan Insurance – Versatile Line of Credit
- You took out the insurance when your new loan was approved or when you increased your loan amount, and
- Your new loan was opened:
  - If it's a mortgage loan: Within 180 days of when your old insured loan or old insured Versatile Line of Credit was closed
  - If it's a personal loan: Within 24 hours of when your old insured loan or old insured Versatile Line of Credit was closed.

Your caisse will have to fill out an application for prior coverage recognition and send it to us. We'll then calculate the life or disability insurance percentage we can approve for you based on 2 things:

- The balance of the loan, the Versatile Line of Credit or the linked loan that was insured, and
- The insurance percentages you had for that loan, Versatile Line of Credit or linked loan.

We'll send you a letter confirming your new insurance percentages. If you make a claim, we'll use these percentages to determine the amount 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 25 of this booklet, and drop it off at or send it by registered mail to your caisse, or
- Fill out the Notice of Rescission of an Insurance Contract you received when you purchased your coverage, and drop it off at or send it by registered mail to your caisse.

#### 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 date you ask for this in writing.
- You won't get any money back.

## 6. Claims

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### 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. Other important information

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### 7.1 Loan renewals

#### Your coverage remains in force at each loan renewal

At each loan renewal, your coverage remains in force and is adjusted to the loan balance. At the loan renewal, we reset the additional interest rate for the insurance, based on how old you are at the time of renewal.

#### You don't have to answer health questions when you renew your loan

Changes in your health don't have an impact when you renew the insurance at the time of the loan renewal.

### 7.2 Special conditions for certain loans

#### For mortgages with a variable interest rate

To calculate the disability benefits you're entitled to for this type of loan, we use the amount of the regular payments indicated in your loan agreement. This means that during the term:

- We don't reset the additional interest rate for the insurance when only the interest rate on your loan changes unless the rate has changed because of a new loan agreement with the caisse.
- If you increase the amount of your regular payments, you may not be covered for the portion that represents the increase because of the restriction in case of previous illness or injury that may apply to your disability coverage.
- Any lump-sum payment your caisse may require you to make won't be covered under the disability insurance.

#### For other types of loans

There are special conditions that apply to other types of loans. To find out more, go to your caisse and ask to see the Loan Insurance policy.

## 7.3 Your insurance contract

These documents make up your contract:

- The Application for Insurance you completed and signed for your loan
- Any other information you've had to provide so we can review your insurance application
- Any document confirming your coverages or your insurance percentages
- This Loan Insurance Booklet
- The Loan 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 Loan Insurance Booklet and any document confirming your coverages or insurance percentages.

## 8. Your personal information

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### 8.1 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.

### 8.2 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



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

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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

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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

## Loan Insurance



2 steps for ending your coverage

1. Fill out this form.
2. Drop it off **at your caisse** or send it to your caisse by registered mail.

### About you

Last name

First name

Folio number

### About your loan

Loan number

Caisse

Caisse transit number

### About your Application for Insurance

Date you signed the Application  
for Insurance

### Your signature



\_\_\_\_\_  
Your signature

\_\_\_\_\_  
Date you submitted this form



Desjardins Insurance refers to Desjardins Financial Security Life Assurance Company.



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# Notice of Rescission of an Insurance Contract

## Loan 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: \_\_\_\_\_

# Thank you for choosing Loan Insurance



Desjardins Loan Insurance<sup>1</sup> provides some of the most comprehensive coverage on the market. You've made a great choice that will protect you and your family if something unexpected happens. Another insurer may offer to replace your loan insurance with another product that seems less expensive—but the coverage may not compare.

## To help you make the right decision, here are some questions you can ask:

- Desjardins pays benefits for as long as I'm disabled. Do you?
- Desjardins pays out benefits immediately for a cancer diagnosis. Do you?
- Desjardins pays my life and disability insurance premiums while I'm disabled at no additional charge. Do you?
- I want good coverage for the entire duration of my financing. At the price you've quoted, how long will I be covered for?

## Coverage you can count on, so you can:

- Pay off your financing<sup>2</sup> in the event of death
- Make payments<sup>2</sup> if you become disabled
- Receive non-taxable benefits for as long as you remain disabled
- Get a fair, competitive premium that adjusts automatically to any changes in your financing
- Get access to free assistance services (legal, psychological and convalescence assistance)

## Have questions about your loan insurance?

Contact your advisor for details.

Desjardins Insurance refers to Desjardins Financial Security Life Assurance Company.

1. Product offered by Desjardins Insurance.
2. Based on the percentage you select.