



KEEP this document:
It's IMPORTANT.

Loan Insurance and Loan Insurance – Versatile Line of Credit Guide

Group insurance that helps repay your loan or your Versatile Line of Credit and your linked loans if you die, are diagnosed with cancer or become disabled.

What's this guide for?

This guide provides you with what you need to know about Loan Insurance and Loan Insurance – Versatile Line of Credit and is part of the insurance contract. It's designed to help you understand your insurance and learn more about these topics:

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Making a claim?



Call
1-866-758-7601

or



Go to www.claim.desjardinslifeinsurance.com

Insurance questions?



Call
1-888-905-7065

or



Call your caisse

A few things to know before you keep reading...



Grey background

We've used a grey background and a magnifying glass to identify where we've defined words and expressions that have a specific meaning for this insurance.



Red titles

We've used red titles and a red triangle with an exclamation mark to draw your attention to situations where your coverage may be reduced.



We've used this icon to identify changes taking effect on September 30, 2020.

Use of the word "caisse"

To keep things simple, we've used the word **caisse** to refer to all distributors of our Loan Insurance and Loan Insurance – Versatile Line of Credit products.

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1

About the life insurance (including cancer coverage)

How much is the benefit that's paid?

In the event of death

Life insurance covers the **balance of your loan or your Versatile Line of Credit and your linked loans**, based on the life insurance percentage you've selected for each of them.

Here's how we calculate the amount we pay if you die while you're insured under this coverage:

For your loan or each linked loan:

your loan balance on the date of death	\times (multiplied by)	the life insurance percentage that applies to the loan
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For your Versatile Line of Credit:

your line of credit balance on the date of death	\times (multiplied by)	your life insurance percentage
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- › For your loan or each linked loan, 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. For your Versatile Line of Credit, your line of credit balance on the date of death includes any interest that's accrued up to that date.
- › For your loan or your Versatile Line of Credit, your life insurance percentage is the one you selected on the most recent Application for Insurance, if that application has been approved. For each linked loan, the life insurance percentage that applies to the loan is the one you selected on the Choice of Insurance Percentages for Linked Loans form, if the Application for Insurance you filled out for your Versatile Line of Credit has been approved.
- › We'll never pay a benefit that's more than the balance of your loan, your Versatile Line of Credit or any linked loans on the date of death, even if multiple insured persons die at the same time.

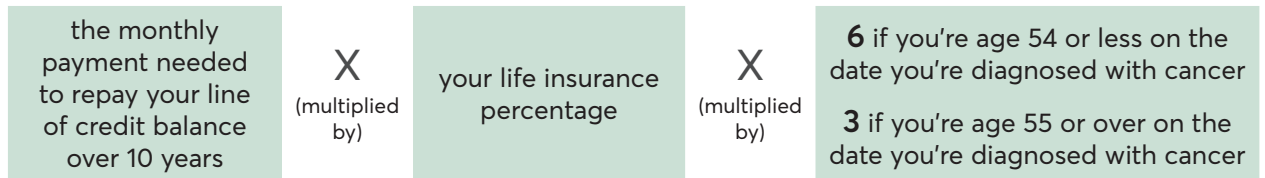
In the event of a cancer diagnosis

Here's how we calculate the amount we pay if you're diagnosed with cancer while you're insured under this coverage:

For your loan or each linked loan:

the loan's regular payment converted into a monthly amount	\times (multiplied by)	the life insurance percentage that applies to the loan	\times (multiplied by)	6 if you're age 54 or less on the date you're diagnosed with cancer 3 if you're age 55 or over on the date you're diagnosed with cancer
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For your Versatile Line of Credit:



- For your loan or each linked loan, the regular payment we use for the calculation is the one that's indicated in the loan agreement between you and the caisse on the date you're diagnosed with cancer.
- For your Versatile Line of Credit, the line of credit balance is the one on the date you're diagnosed with cancer—we calculate the monthly payment needed to repay the balance over 10 years based on the interest rate that applies to the line of credit on the date you're diagnosed with cancer.
- For your loan or your Versatile Line of Credit, your life insurance percentage is the one you selected on the most recent Application for Insurance, if that application has been approved.
- For each linked loan, the life insurance percentage that applies to the loan is the one you selected on the Choice of Insurance Percentages for Linked Loans form, if the Application for Insurance you filled out for your Versatile Line of Credit has been approved.
- We'll never pay a benefit that's more than the balance of your loan, Versatile Line of Credit or any linked loans on the date you're diagnosed with cancer.



Criteria you have to meet to be entitled to an amount if you're diagnosed with cancer

Your cancer diagnosis:

- must meet this definition: the definite diagnosis of a tumour characterized by uncontrolled growth and the spread of malignant cells and the invasion of tissue
- must be made by a specialist (a doctor who's licensed to practise medicine in Canada and has specialized medical training related to the type of cancer for which you're making a claim)—you can't be the specialist and the specialist can't live with you
- can't be for any of these excluded cancers:
 - a) carcinoma *in situ*
 - b) 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)
 - c) any non-melanoma skin cancer that hasn't metastasized, or
 - d) stage A (T1a or T1b) prostate cancer

We consider the date you're diagnosed with cancer to be the date on which recognized lab tests come back positive for cancer.

You may now be entitled to an amount if you're diagnosed with cancer in the presence of human immunodeficiency virus (HIV).

New

Who will the benefit be paid to?

In the event of death

We pay the benefit to **your caisse**, not you, so your caisse can pay off or pay down the balances.

New

In the event of a cancer diagnosis

Before September 30, 2020: Benefit deposited into your account. As of September 30, 2020: Benefit paid to **your caisse**, not you, so your caisse can pay off or pay down the balances.



Are there any situations where my coverage can be reduced?

Yes, your coverage may be reduced because of the restrictions and the maximum below:

1. Maximum payable in case of suicide for loans and lines of credit insured for less than 6 months:

\$75,000 per insured person for all loans and lines of credit insured with these Desjardins Insurance products: Loan Insurance – Versatile Line of Credit, Loan Insurance and Line of Credit Insurance.

2. Restriction in case of a cancer diagnosis within 60 months of diagnosis or treatment:

We won't pay a benefit if, on the date of the cancer diagnosis:

- fewer than 60 months have elapsed since the date of your last cancer diagnosis, or
- you were treated for cancer during the previous 60 months, except for preventive drug therapies or follow-up visits with your doctor.

However, we won't consider the excluded cancers (see the **Criteria** box on previous page) when applying this exclusion.

3. Restriction in case of previous illness or injury (only applies to the Versatile Line of Credit and each linked loan)

This restriction may apply if you die or are diagnosed with cancer within 2 years of:

- the disbursement of a new advance on your Versatile Line of Credit or a new linked loan, or
- a request to increase your coverage

made more than 1 year after the Versatile Line of Credit's activation date.

To find out if this restriction applies in the event of death or a cancer diagnosis, answer the questions on the next page—follow the instructions that go with your answer and refer to the timelines as needed.

Question 1 about when the death or cancer diagnosis occurred

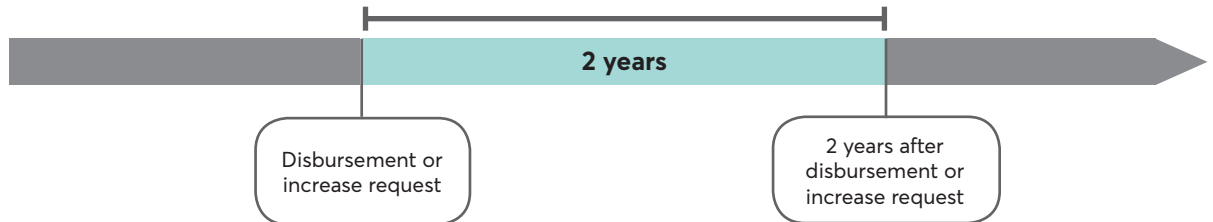
Did the death or cancer diagnosis occur within 2 years of:

- the **disbursement** of a new advance on your Versatile Line of Credit or a new linked loan
- a request to **increase**:
 - a linked loan amount, or
 - the life insurance percentage for your Versatile Line of Credit or a linked loan?

Answer

No: This restriction doesn't apply.
You don't have to answer any more questions.

Yes: This restriction may apply.
Go to question 2.



Question 2 about when the disbursement or the increase request was made

Was the **disbursement** or the **increase** request made in the year after the Versatile Line of Credit's activation date?

Answer

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

No: This restriction may apply.
Go to question 3.



Question 3 about whether the deceased or the person diagnosed with cancer was seen or treated for a previous illness or injury

In the 6 months right before the disbursement or the increase, was the deceased or the person diagnosed with cancer seen or treated for the symptoms, the illness or the injury that led to their death or cancer diagnosis?

Answer

No: This restriction doesn't apply.
You don't have to answer question 4.

Yes: This restriction may apply.
Go to question 4.



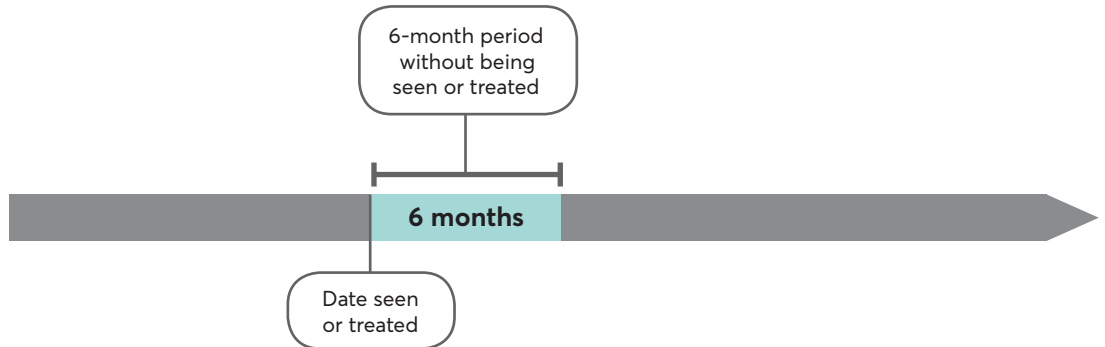
Question 4 about a period of 6 consecutive months without being seen or treated

After the deceased or the person diagnosed with cancer was seen or treated, was there a period of 6 consecutive months during which they weren't seen or treated for the symptoms, the illness or the injury that led to their death or cancer diagnosis?

Answer

Yes: This restriction doesn't apply.

No: This restriction applies.
No benefit is payable or
the benefit may be reduced.



Seen or treated

We consider you to have been seen or treated for an illness, the symptoms associated with an illness or an injury if you've:

- consulted or received care from a doctor or another healthcare professional who is a member of a professional body
- undergone examinations or tests
- taken medication, or
- been hospitalized

2 About the disability insurance

Do I have to meet any criteria to be considered disabled?

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

- you must be disabled because of an illness or an accident and require continuing medical care;
- your illness or injuries, or your state of health, must be confirmed by a doctor, and
- your disability must meet these criteria (as applicable):

If you worked 20 or more paid hours a week in the 4 weeks before you became disabled

Your disability must prevent you:

- during the first 24 months: from performing all the main duties of the usual occupation you held on the date your disability started
- after the first 24 months: from performing any paid work

If you didn't work 20 or more paid hours a week in the 4 weeks before you became disabled

Your disability must prevent you from performing all the normal activities of a person who is the same age as you.



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



Accident	<p>A sudden and unforeseen event that:</p> <ul style="list-style-type: none"> • is the result of an external cause • is independent of any illness or other causes, and • leads to bodily injury or death <p>The injury or death must be confirmed by a doctor and must be directly and solely the result of the accident.</p>
Continuing medical care	<p>The type of care you need to receive. It must be care that's:</p> <ul style="list-style-type: none"> • 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 • not limited to examinations and tests • given at a frequency that's appropriate for the illness or injury you're suffering from
Doctor	<p>Any person, other than the insured person, who is licensed to practise medicine in Canada and who doesn't live with the insured person.</p>

When do disability benefit payments start?

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 your situation.

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

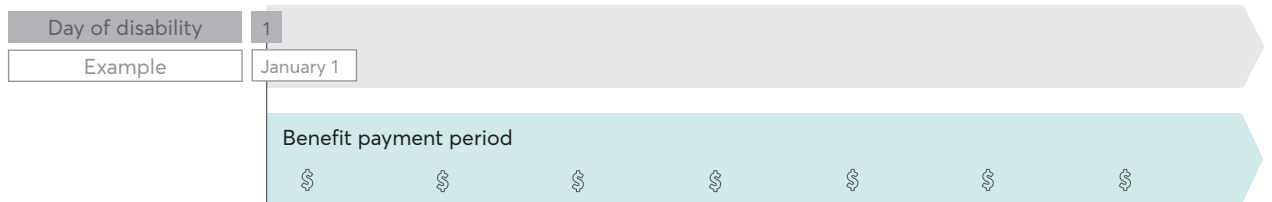
New

No waiting period in case of cancer

There is no waiting period if your disability is due to **cancer**.

- Your benefits are payable as of the day you become disabled.

Let's take a look at how it works:





Criteria you have to meet for the waiting period for cancer to be 0 days

Your cancer diagnosis:

- must meet this definition: the definite diagnosis of a tumour characterized by uncontrolled growth and the spread of malignant cells and the invasion of tissue
- must be made by a specialist (a doctor who's licensed to practise medicine in Canada and has specialized medical training related to the type of cancer for which you're making a claim)—you can't be the specialist and the specialist can't live with you
- can't be for any of these excluded cancers:
 - a) carcinoma *in situ*
 - b) 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)
 - c) any non-melanoma skin cancer that hasn't metastasized, or
 - d) stage A (T1a or T1b) prostate cancer

If you become disabled because of any of these cancers, you'll need to satisfy a 30- or 90-day waiting period (see below).

30-day waiting period

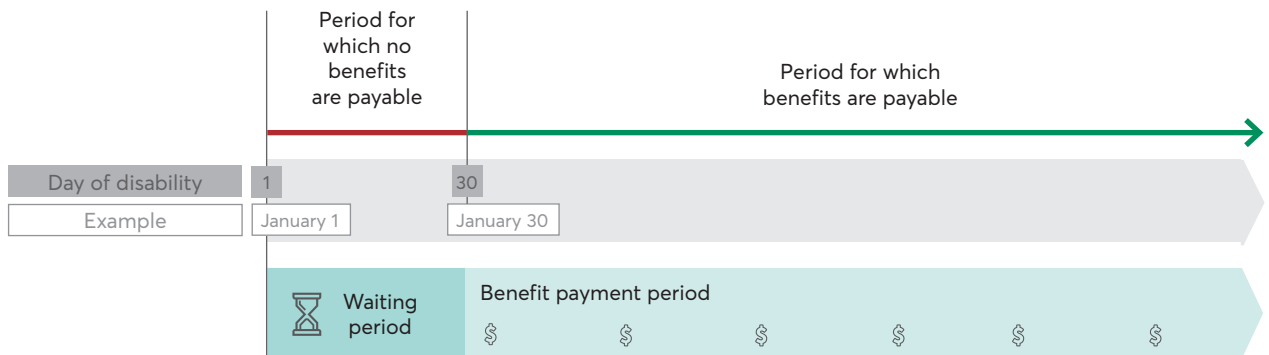
New

Start of disability before September 30, 2020: You have to satisfy a 30-day waiting period if your disability results directly from an accident or if you have to be hospitalized for at least **72 consecutive hours** because of the disability.

Start of disability on or after September 30, 2020: You have to satisfy a 30-day waiting period if your disability results directly from an accident or if you have to be hospitalized for at least **48 consecutive hours** because of the disability.

- To be entitled to benefit payments, you have to be disabled for **more than 30 consecutive days**
- 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.

Let's take a look at how it works:

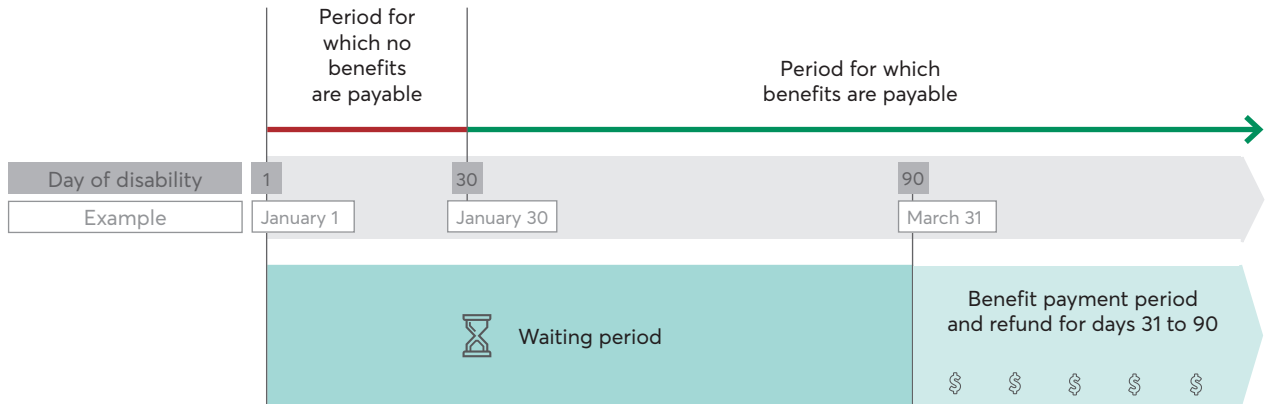


90-day waiting period

90-day waiting period for **all other** disabilities.

- To be entitled to benefit payments, you have to be disabled for **more than 90 consecutive days**
- Your benefits are payable as of the 91st day of disability
- The first benefit payment we make will also include a refund for any regular payments you made between the 31st and the 90th days, based on the applicable disability insurance percentage
- You aren't entitled to any amount for the first 30 days of disability

Let's take a look at how it works:

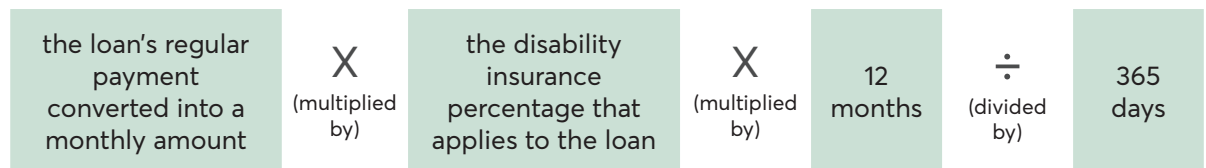


How much is the benefit that's paid?

Disability insurance covers the **regular payments for your loan and linked loans and the payments you'd have to make to pay off the balance of your Versatile Line of Credit over 10 years**, based on the disability insurance percentages you've selected for each of them.

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:

For your loan or each linked loan:



For your Versatile Line of Credit:



- › For your loan or each linked loan, the regular payment we use for the calculation is the one that's indicated in the loan agreement between you and the caisse.
- › For your Versatile Line of Credit, the line of credit balance is the one on the date you became disabled—we calculate the monthly payment needed to repay the balance over 10 years based on the interest rate that is applicable to the line of credit on the date your disability started.

- › For your loan and your Versatile Line of Credit, your disability insurance percentage is the one you selected on the most recent Application for Insurance, if that application has been approved. For each linked loan, the disability insurance percentage that applies to the loan is the one you selected on the Choice of Insurance Percentages for Linked Loans form, if the Application for Insurance you filled out for your Versatile Line of Credit has been approved.
- › If multiple insured persons for a given loan, loan linked to a Versatile Line of Credit or Versatile Line of Credit are disabled at the same time, we process their claims separately. This way, each person will be entitled to benefit payments, regardless of what coverage the others have.

Here's an example of how we calculate the benefit payable for 35 days of disability:

Example

When Marissa and Raj bought their home, they both took out disability coverage to protect their Versatile Line of Credit and a linked loan.

Marissa became disabled. Here's how we calculated the amount payable for the first 35 days of disability **after her 30-day waiting period**.

For the Versatile Line of Credit:

- Balance at the start of her disability: \$10,000
- Monthly payment needed to repay the Versatile Line of Credit balance over 10 years: \$107.92
- Marissa's disability insurance percentage for the Versatile Line of Credit: 100%

Step 1

monthly payment needed to repay the line of credit balance over 10 years \$107.92	X	disability insurance percentage 100%	X	12 months	÷	365 days	=	benefit per day of disability \$3.55
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Step 2

benefit per day of disability \$3.55	X	35 days of disability	=	benefit payment for 35 days of disability \$124.25
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For the linked loan:

- Regular payment made to the caisse every 7 days (weekly): \$400
- Regular payment converted into a monthly amount: \$1,733.33
(\$400 x 52 weeks ÷ 12 months)
- Marissa's disability insurance percentage for the linked loan: 75%

Step 1

regular payment converted into a monthly amount \$1,733.33	X	disability insurance percentage 75%	X	12 months	÷	365 days	=	benefit per day of disability \$42.74
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Step 2

benefit per day of disability \$42.74	X	35 days of disability	=	benefit payment for 35 days of disability \$1,495.90
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Go to pages 10 to 12 to find out when your benefit payments would start.

Who will the benefits be paid to?

Since this coverage is for your loan or your Versatile Line of Credit and your linked loans, we pay the benefits to **your caisse**, not you, so your caisse can pay down the balances or refund any payments that you've made since you became disabled.

Your caisse must pay you the portion of the disability benefits that exceeds 100% of the regular payments needed for each loan and 100% of the monthly payment needed to repay the balance of your Versatile Line of Credit over 10 years. If your disability percentage is higher than 100%, your caisse will pay you the excess, which you can use to cover property-related expenses like taxes, electricity and heating.

We recommend you keep making the required payments the whole time you're disabled. If you don't, late penalties may apply.

How often are benefits paid?

We don't pay benefits on a regular schedule. Even though your benefits are calculated per day of disability, we don't pay them to the caisse every day. Also, not all benefit payments cover the same number of days of disability.

After the initial payment, how often we make benefit payments to your caisse depends on the information we receive from your doctor about how long your disability is expected to last. How often benefit payments are made and how many days they cover can also vary when we ask you to confirm that you're still disabled.



Are there any situations where my coverage can be reduced?

Yes, your coverage may be reduced because of the following restriction and exclusions:

1. Restriction in case of previous illness or injury

You may not be entitled to all or some of your benefits if you become disabled within 2 years of the start of your coverage, an increase in your coverage, a new advance on your Versatile Line of Credit or a new linked loan.

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

Question 1

Did you become disabled within 2 years of:

- the **start of your coverage**;
- the **disbursement** of a new advance on your Versatile Line of Credit or a new linked loan;
- an **increase** in:
 - your loan amount, your loan's regular payment* or the disability insurance percentage that applies to the loan
 - your disability insurance percentage for the Versatile Line of Credit or a linked loan, or
 - the overall regular payment* needed to repay the balance of your Versatile Line of Credit over 10 years and all your linked loans?

* unless the only reason your regular payment has gone up is because your caisse has increased the interest rate on your loan.

Answer

No: This restriction doesn't apply to you.
You don't have to answer any more questions.

Yes: This restriction may apply to you.
Go to question 2.



Question 2

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

Answer

No: This restriction doesn't apply to you.
You don't have to answer question 3.

Yes: This restriction may apply to you.
Go to question 3.



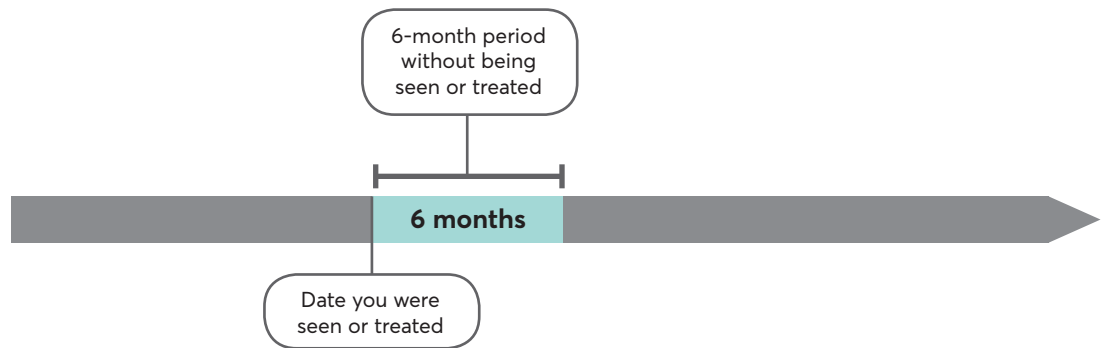
Question 3

After you were seen or treated, 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?

Answer

Yes : This restriction doesn't apply to you.

No: This restriction applies to you.
You aren't entitled to benefit payments or the benefit may be reduced.



Seen or treated

We consider you to have been seen or treated for an illness, the symptoms associated with an illness or an injury if you've:

- consulted or received care from a doctor or another healthcare professional who is a member of a professional body
- undergone examinations or tests
- taken medication, or
- been hospitalized

2. 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, insurrection or riot
- during your involvement in a criminal act
- as a result of corrective measures or cosmetic treatments

When will benefit payments end?

We stop paying disability benefits on the **earliest** of the following:

- a) when you no longer meet the criteria for being considered disabled;
- b) when you start doing paid work
- c) when you start any training
- d) when you go back to school
- e) when you refuse to participate in good faith in any rehabilitation program that Desjardins Insurance considers to be appropriate
- f) when you turn 70
- g) 12 months after your loan was supposed to be repaid in full, based on the terms and conditions for repaying your loan;
- h) when the borrower asks the caisse in writing to end your coverage;
- i) when your loan has been repaid in full, even if it's been replaced with another loan at a caisse;

- j) when a transfer of ownership (also known as conveyance) for a mortgaged property is signed;
- k) for a Versatile Line of Credit: when you've been disabled for 10 years;
- l) for linked loans: when you've been disabled for 10 years, if your loan doesn't have a maturity date;
- m) for a loan: when you've been disabled for 5 years, if your loan doesn't have a maturity date.

3 Making a claim

What do I have to do and by when?

For life claims

You have to submit the required forms and proof of death.

We need you to get these documents to us as soon as reasonably possible.

For cancer diagnosis claims

You have to submit the required forms and any proof we ask for.

We need you to get these documents to us as soon as reasonably possible.

For disability claims

You have to submit the required forms and any proof we ask for.

We need to receive these documents **no later than 1 year** after the date your disability starts.

Otherwise, we'll only pay benefits for the 12-month period right before the date we receive all the forms and documents needed for your claim. For example, if we receive everything we need to process your claim 18 months after you become disabled, we won't pay any benefits for the first 6 months.

Sometimes we need more information to analyze your claim, so we may ask you to go see a doctor that we choose.



You're responsible for paying any fees the doctor charges to fill out forms.

How can I get the forms I need?

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

- Go to www.claim.desjardinslifeinsurance.com
- Call us at 1-866-758-7601
- Speak with an advisor at your caisse

Can I send documents electronically?

Yes, you can use this secure link to send us most of your documents:

www.desjardinslifeinsurance.com/send

If we ask you for original documents, you can't use the link—you have to mail them to us.

What happens once you have everything you need to analyze my claim?

Once we have all the documents and information we need, we'll start analyzing your claim.

Within 30 days of receiving your documents, we'll send you a letter to inform you of our decision and make a benefit payment if we've approved your claim.



We recommend you keep making the required payments the whole time you're disabled. If you don't, late penalties may apply.

If I don't agree with your decision, can I ask you to review my claim again?

Yes, if you have new information that might cause us to reconsider our decision, you can ask us to review your claim.

What can I do if I'm not satisfied?

If you still aren't satisfied after we've reviewed your claim, you can file a complaint with our Dispute Resolution Officer. 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 our Dispute Resolution Officer:

Dispute Resolution Officer

Desjardins Insurance
200 rue des Commandeurs
Lévis QC G6V 6R2

Email: disputeofficer@dfs.ca

Phone: 1-877-838-8185

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.

How can I find out more about my rights?

You can contact your provincial regulator or your legal advisor for more information on your rights. Here's the contact information for the Ontario and Quebec regulators:

For Ontario residents

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

Email: contactcentre@fSCO.gov.on.ca

Website: 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
400-2640 boul. Laurier
Quebec City QC G1V 5C1

Website: www.lautorite.qc.ca

Phone: 418-525-0337 or 1-877-525-0337
Fax: 418-525-9512

4 The cost of insurance

How is the cost of insurance calculated?

To be insured, you have to pay an additional interest rate. The amount you have to pay to get insurance is called the **premium** and it's an additional interest rate that's applied to the balance of your loan, the balance of the advances on your Versatile Line of Credit and the balance of your linked loans. You only start paying for insurance when your loan, the advance on your Versatile Line of Credit or the linked loan is disbursed.

Can the additional interest rate for insurance change?

Yes, we reset this rate:

- at the renewal of your loan or each linked loan based on how old you are at the time for life and disability insurance and based on the new terms and conditions of your loan (interest rate, remaining life of the loan, repayment terms and conditions, etc.) for disability insurance
- when a 5-in-1 mortgage (in this case, a loan or a linked loan) is reset each year (we change the additional interest rate if the interest rate for the loan has changed)
- when changes are made to the terms and conditions of your loan, Versatile Line of Credit or linked 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
- for your Versatile Line of Credit: at least once every 5 years, based on how old you are at the time
- for your loan or each linked loan: at least once every 10 years, based on how old you are at the time

New

Is the cost of insurance guaranteed?

No, we can change the cost of insurance at any time.

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

What happens if I increase the amount of my regular payments for a loan or a linked loan?

Increasing the amount of your regular payments will change the life of the loan.

If you've taken out disability insurance, we'll need to reset the additional interest rate for your insurance to take into account the new remaining life of the loan or the linked loan and your new regular payment amount.

5 Getting coverage

New

Am I eligible for coverage?

Since you're already insured, you meet the old eligibility criteria. If you make changes to your loan, Versatile Line of Credit, a linked loan or your insurance, you'll need to meet the new eligibility criteria to get coverage.

Is there an age limit for taking out coverage?

For life insurance

You need to be under 70.

For disability insurance

You need to be under 65.

Can I take out just life insurance or just disability insurance?

You have 2 options. You can get:

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

You can't take out disability insurance on its own.

How much coverage can I get?

Each person getting coverage selects their own insurance percentages on the Application for Insurance.

For life insurance

You have to select a life insurance percentage between 10% and 100%.

New

For disability insurance

You have to select a disability insurance percentage between 10% and 100%. Keep in mind that your disability insurance percentage can't be higher than your life insurance percentage. If your disability insurance percentage is already higher than 100%, you can keep this percentage until you make changes to your insurance, loan or Versatile Line of Credit.

For Loan Insurance – Versatile Line of Credit, these percentages automatically apply to:

- any advance on your Versatile Line of Credit
- any new linked loan you take out

You're also free to change the insurance percentages you've selected for a linked loan whenever you'd like. However, these insurance percentages can't be higher than those you selected on the Application for Insurance.

For each linked loan, you also have to fill out a Choice of Insurance Percentages for a Linked Loan form. On this form, you can indicate the same insurance percentages you selected on the Application for Insurance or you can select lower percentages.

Are there coverage limits?

Yes, these maximums apply:

For life insurance

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

For cancer diagnosis

- If you're 54 or younger when you're diagnosed: The maximum payable is **\$60,000** for all loans and lines of credit insured with these Desjardins Insurance products: Loan Insurance – Versatile Line of Credit, Loan Insurance and Line of Credit Insurance.
- If you're 55 or older when you're diagnosed: The maximum payable is **\$30,000** for all loans and lines of credit insured with these Desjardins Insurance products: Loan Insurance – Versatile Line of Credit, Loan Insurance and Line of Credit Insurance.

For disability insurance

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

What types of loans can I insure?

Loan Insurance

For life insurance

You can get life insurance for **all types of loans** (other than lines of credit).

For disability insurance

You can get disability insurance for **all types of loans**:

- for which you've taken out life insurance, and
- that are **repaid with regular payments** (you're required to make at least 1 regular payment a year).

Loan Insurance – Versatile Line of Credit

For life insurance

You can get life insurance for your Versatile Line of Credit and **any type of loan that's linked to it**.

For disability insurance

You can get disability insurance for your Versatile Line of Credit and for any type of loan that's linked to it:

- for which you've taken out life insurance, **and**
- that are **repaid with regular payments** (you're required to make at least 1 regular payment a year)

Your Versatile Line of Credit must be insured if you want to get coverage for a linked loan.

Is there a health questionnaire?

There are some questions you'll need to answer on the Application for Insurance.

Your answers will help us determine:

- if we can approve your application right away, or
- if you need to fill out a questionnaire about your health and lifestyle habits—it's called an Evidence of Insurability Report and your caisse will provide you with a copy, if needed



If an Evidence of Insurability Report is required, you'll need to fill it out and return it to your caisse within 14 days of when you sign the Application for Insurance. If your health changes before we inform you of our decision, you need to call us at **1-888-905-7065**.

What happens if I don't answer a question properly when applying for coverage?

Providing incorrect or incomplete information, or making a false statement, could result in your coverage being cancelled or a claim being denied.

6 Start of coverage

When does my coverage start?

Loan Insurance

Your coverage starts on the **later** of these dates:

- The date you sign the Application for Insurance
- The date your loan is disbursed

However, if you're taking out the loan to buy property, your coverage may begin on the date you sign a credit contract secured by a mortgage. See the Loan Insurance policy at your caisse for all conditions that apply.

Loan Insurance – Versatile Line of Credit

For each advance on your Versatile Line of Credit and for each linked loan, your coverage starts on the date the advance or the linked loan is disbursed.

However, if you'll be using the advance or the linked loan to buy property, your coverage may begin on the date you sign your credit contract secured by a mortgage, even if the Versatile Line of Credit funds haven't become available yet. See the Loan Insurance policy at your caisse for all conditions that apply.

If you have to submit an Evidence of Insurability Report

You're covered for death or disability in case of **accident only** until we decide whether to approve or deny your application, for a maximum of 3 months.

Within 30 days of receiving the forms and information we need to process your application (this includes any information provided by your doctor, if applicable), we'll write to you to let you know whether or not we've approved your application.



In all cases, if your loan or linked loan isn't disbursed or your Versatile Line of Credit isn't activated within 12 months of when you sign the Application for Insurance, you'll need to fill out another Application for Insurance and provide an Evidence of Insurability Report, if applicable.



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 or death

The injury or death must be confirmed by a doctor and must be directly and solely the result of the accident.

What document confirms I'm covered?

If you didn't have to complete an Evidence of Insurability Report, your confirmation of coverage is the Application for Insurance. Your insurance certificate is the Application for Insurance and this Loan Insurance and Loan Insurance – Versatile Line of Credit Guide.

If you had to complete an Evidence of Insurability Report, your confirmation of coverage is the letter Desjardins Insurance sent you to confirm your coverages. Your insurance certificate is the letter and this Loan Insurance and Loan Insurance – Versatile Line of Credit Guide.

What documents make up the contract?

These are the documents that make up the insurance contract:

- The Application for Insurance that you filled out and signed at the caisse
- The Evidence of Insurability Report, if you had to complete one
- Any letter confirming your coverages or insurance percentages
- For your linked loans: the Choice of Insurance Percentages for a Linked Loan form
- This Loan Insurance and Loan Insurance – Versatile Line of Credit Guide
- The Loan Insurance policy between Desjardins Insurance and your caisse, plus any riders that have been added to the policy

If you'd like to see the Loan Insurance policy, feel free to go to your caisse during business hours to take a look at it.

Renewal, changes and special loans

Do I need to answer health questions when I renew my loan or a linked loan, or when I get a new advance or a new linked loan?

Loan Insurance

No, changes in your health don't have an impact when you renew the insurance at the time of the loan renewal.

At each loan renewal, your coverage remains in effect and is adjusted to the loan balance. However, we reset the additional interest rate for the insurance based on your age at the time (see [Can the additional interest rate for my insurance change?](#) on page 19).

Loan Insurance – Versatile Line of Credit

No, when we approve your application for coverage on your Versatile Line of Credit, you're then covered for any advances on your line of credit and for any new linked loan you want to insure.

Your coverage on any new advances or new linked loans may be reduced because of the restrictions in case of previous illness or injury. We strongly recommend you refer to pages 7 to 9 for more details about the restriction that applies to the life insurance and pages 14 to 16 for the restriction that applies to the disability insurance.

At each linked loan renewal, your coverage remains in effect and is adjusted to the loan balance. However, we reset the additional interest rate for the insurance based on your age at the time (see [Can the additional interest rate for my insurance change?](#) on page 19).

How do I change my coverage?

If you want to change your coverage, you'll need to go to your caisse and fill out another Application for Insurance.

To make changes to the insurance on a linked loan, you'll need to fill out a Choice of Insurance Percentages for a Linked Loan form. Keep in mind that the insurance percentages you select for a linked loan can't be higher than the insurance percentages you've selected for your Versatile Line of Credit on the Application for Insurance.

New

If you make changes to your coverage, new criteria may apply.

If my new Application for Insurance is denied, what happens to the coverage I already had?

If you already had coverage for a loan or a Versatile Line of Credit and its linked loans and you submitted a new Application for Insurance that was denied, we may still approve an insurance percentage (life or disability) for your loan or linked loan based on the balance of the loan, the Versatile Line of Credit or the linked loan that was insured and the insurance percentages you had.

Your caisse will have to fill out an application for **prior coverage recognition** and send it to us.

We'll send you a letter confirming your new insurance percentage(s). If you make a claim, we'll use these percentages to determine the amount payable. The cost of your insurance will be adjusted accordingly.

Some conditions apply. To find out more, contact your caisse.

Are there any special conditions for mortgages with a variable interest rate?

Yes, 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 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

Are there any special conditions for other types of loans?

Yes, 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.

8 End of coverage

Can I end my coverage?

Yes. If you end your coverage **within 30 days** of when it started:

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

If you end your coverage **more than 30 days** after it started, your coverage will end on the date you ask for this in writing, but you won't get any money back.

How can I end my coverage?

You have 3 options:

- Sign a form at your caisse
- Fill out the End Your Coverage form on page 30 of this guide and send it to your caisse by registered mail, or
- Fill out the Notice of Cancellation of an Insurance Contract you were given when you purchased your coverage and send it to your caisse by registered mail.

For Loan Insurance – Versatile Line of Credit, you can also end your coverage for just one of your linked loans, while continuing to insure your Versatile Line of Credit and your other linked loans. You can get the form you need to do this at your caisse.

When does my coverage end?

Your life insurance ends on the **earliest** of the following:

For your loan			
For your Versatile Line of Credit			
For your linked loan			
a) the first business day of the month that follows the month in which you turn 70		✓	
b) the date of the first loan renewal that occurs on or after your 70th birthday	✓		✓
c) when you turn 80	✓		✓
d) when your loan has been repaid in full, even if it's been replaced by another loan at a caisse	✓		✓
e) for business loans: the date you stop being a member, shareholder, officer or owner of the business			✓
f) at 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 government-secured loans	✓		✓
g) for the spouse of an insured person whose coverage was taken out by a business: the date the insured person is no longer a member, shareholder, officer or owner of the business			✓
h) for the spouse of a borrower or the spouse of an insured person whose coverage was taken out by a business: the date they're no longer spouses	✓	✓	✓
i) the date you stop being a borrower or a guarantor	✓	✓	✓
j) when we notify the caisse in writing that proof you've submitted is unsatisfactory	✓	✓	✓
k) when your coverage has been in effect for 3 months if we still haven't approved or denied your Application for Insurance	✓	✓	✓
l) when the initially approved Versatile Line of Credit amount is increased	✓	✓	
m) when your Versatile Line of Credit is closed	✓	✓	
n) when the transfer of ownership (also known as conveyance) for a mortgaged property is signed	✓	✓	✓
o) when the borrower asks the caisse in writing to end your coverage	✓	✓	✓
p) when the Loan Insurance contract between Desjardins Insurance and your caisse ends	✓	✓	✓

Your disability insurance ends on the **earliest** of the following:

For your loan			
For your Versatile Line of Credit			
For your linked loan			
a) when your life insurance ends	✓	✓	✓
b) the first business day of the month that follows the month in which you turn 65		✓	
c) the date of the first loan renewal that occurs on or after your 65th birthday	✓		✓
d) when you turn 70	✓		✓
e) when the terms and conditions for repaying your loan no longer include regular payments	✓		✓
f) when the borrower asks the caisse in writing to end your coverage	✓	✓	✓
g) when Desjardins Insurance or your caisse ends the disability coverage that's offered under the Loan Insurance contract between Desjardins Insurance and your caisse	✓	✓	✓

Can I convert my coverage into individual life insurance?

Yes, you can get individual life insurance without having to complete a questionnaire about your health and lifestyle habits if you meet all these criteria:

- You've had Loan Insurance for a **mortgage** or Loan Insurance – Versatile Line of Credit for **at least a year**
- You've **repaid the full loan amount** to your caisse or you **closed your Versatile Line of Credit** after you've fully repaid any advances on it and all its linked loans
- When you repaid the full loan amount or closed your Versatile Line of Credit, the **insured balance** of the loan or the total insured balance of all advances and linked loans (the insured balance of each loan, advance or linked loan corresponds to its balance multiplied by the life insurance percentage that applies) was **\$25,000 or more**
- **Mortgage securities** for the loan, linked loan or Versatile Line of Credit, if there still are any, are no longer held by a Desjardins entity and have not been replaced with a new mortgage security in favour of a Desjardins entity
- **You're under 65** when you apply for individual insurance
- **You apply within 31 days** of when you've repaid the full loan amount or closed your Versatile Line of Credit

What you can get:

- The type of individual life insurance contract that's offered by Desjardins Insurance at the time for converting your coverage into individual life insurance
- An individual life insurance amount that corresponds to the insured balance of the loan or the total insured balance of all the advances on your Versatile Line of Credit and your linked loans (the insured balance of each loan, advance or linked loan corresponds to its balance multiplied by the life insurance percentage that applies) when you've repaid the full loan amount or closed your line of credit, to a maximum of **\$250,000**—you must therefore take out a minimum of \$25,000 in individual life insurance, but no more than \$250,000

To convert your coverage into individual life insurance, call **1-888-905-7065**. An agent will contact you to analyze your insurance needs and help you convert your coverage.

9 Other information

How do you manage my personal information?

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.

You can review your information 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 QC G6V 6R2

We may send promotional messages or product offers to people on our client list. We may also share this list with other Desjardins entities for the same purpose. If you don't want to receive these kinds of offers, you can have your name removed from this list by sending a written request to the Privacy Officer at the above address.

What if I'm not satisfied?

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 Dispute Resolution Officer

If you're not satisfied with the response you received from our Customer Contact Centre, you can file a complaint with our Dispute Resolution Officer. 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 our Dispute Resolution Officer:

Dispute Resolution Officer

Desjardins Insurance
200 rue des Commandeurs
Lévis QC G6V 6R2

Email: disputeofficer@dfs.ca

Phone: **1-877-838-8185**

For more information about what to do if you're dissatisfied or have a complaint, or to download our complaint form, go to www.desjardinslifeinsurance.com/complaint.

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

Assistance services

Desjardins Insurance is pleased to offer you free access to assistance services to guide, protect and support you in your day-to-day life. You have access to these services as soon as your loan is disbursed or your Versatile Line of Credit is activated.

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! To find out more, visit www.desjardins.com.

Need help?

Visit 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 – Case Management

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 are provided by Assistel.

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

About you

Last name	
First name	
Folio number	

About the coverage you want to end

Check the applicable option:

I want to end the coverage on the loan indicated below:

Loan number	
Caisse	
Caisse transit number	

I want to end the coverage on the Versatile Line of Credit and all its linked loans indicated below:

Line of credit number	
Caisse	
Caisse transit number	

I want to end the coverage on the linked loan(s) indicated below:

Line of credit number	
Linked loan number(s)	_____
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