

### If the insurance was offered to me in Quebec

#### Line of Credit Insurance Summary

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

Click the icon to access the document:



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

The AMF fact sheet contains information about certain rights.

Click the icon to access the document:



#### Line of Credit Insurance Booklet

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

Click the icon to access the document:



#### Notice of Cancellation of an Insurance Contract

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

Click the icon to access the document:



### If the insurance was offered to me in another province or territory (except Quebec)

#### Line of Credit Insurance Booklet

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

Click the icon to access the document:





# Line of Credit Insurance Summary

Group insurance that helps repay your line of credit if you die or become disabled

## What's this summary for?

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

For more details, see the Line of Credit Insurance Booklet that's available at your caisse or online at: [www.desjardins.com](http://www.desjardins.com).

## Insurer

**Desjardins Insurance**  
200 rue des Commandeurs  
Lévis QC G6V 6R2

1-888-905-7065

Autorité des marchés financiers (AMF) client number: 2000379948

To look us up in the AMF's register of insurers, go to: [www.lautorite.qc.ca](http://www.lautorite.qc.ca).

## Distributor

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What we mean by **caisse** in this summary

We've used the word **caisse** to refer to all distributors offering Line of Credit Insurance to individuals and businesses.

# Line of Credit Insurance at a glance

**1** You choose your coverage.  
2 options



OR



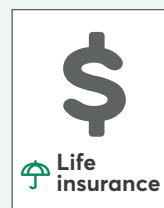
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**2** You choose your insurance amount(s).



OR



+



**3** If you die or become disabled, the benefit is first used to pay down your line of credit balance.



# 1

## Who can get coverage

There are 4 conditions you need to meet:

1. You need to be one of the following:

- For a personal line of credit:
  - A borrower
  - A borrower's guarantor
- For a business line of credit (company or partnership):
  - A director, officer or owner of the business
  - A guarantor for the business

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

3. You need to be a resident of Canada

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

4. You need to respect the age limit

**For life insurance**

You need to be under 70.

**For disability insurance**

You need to be under 65.

# 2

## Options

### 2.1 Choosing your coverages

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.

### 2.2 Choosing your insurance amounts

You have to choose an insurance amount for each coverage you take out. Here's what you need to know:

**Your life insurance amount:**

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

**Your disability insurance amount:**

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

## 2.3 If you have other Desjardins lines of credit or loans

When deciding how much life and disability insurance to get, you need to take the insurance maximums described in the Line of Credit Booklet into account. It's available at your caisse or online at: [www.desjardins.com](http://www.desjardins.com).

## 3 What you need to do to get coverage

### 3.1 You need to fill out an Application for Insurance at your caisse

Based on your answers to the questions on the Application for Insurance, you may have to fill out another form—it's called the Evidence of Insurability Report. If an Evidence of Insurability Report is needed, you have accident-only coverage while we're analyzing your application. This means you're covered for **death or disability** (if you've taken out disability insurance) in case of **accident only**, for a **maximum of 3 months**.

### 3.2 You need to provide accurate information

The information you provide when applying for coverage or an insurance amount increase is very important. We use it to approve or deny your application.

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

## 4 Life insurance

### 4.1 Death benefit

If you die, we pay the life insurance amount that we've confirmed.

### 4.2 What the benefit is used for

The benefit is first used to repay the balance

Since the coverage is for your line of credit, we pay the benefit directly to **your caisse**. Your caisse will use the money to **pay your balance off or down**. Any amount left over after the balance has been paid off is:

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

For operating lines of credit (businesses), any amount left over after the balance has been paid off is deposited into your business chequing account.

### 4.3 Maximum that may apply in case of suicide

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

- The balance of the line of credit on the date of death
- The life insurance amount
- \$75,000

If the deceased had other lines of credit or loans for which they had been covered for less than 6 months under a Desjardins Insurance Line of Credit, Loan Insurance or Loan Insurance – Versatile Line of Credit contract, the maximum amount payable for all these lines of credit and loans combined will be \$75,000.

## 5 Disability insurance

### 5.1 Disability benefits

If you become disabled, we'll pay benefits based on the disability insurance amount that we've confirmed. To each benefit payment, we'll add the life and disability insurance premium you paid for the period the benefit payment covers.

#### Benefit paid for each day of disability

We pay an amount for each day of disability that you're entitled to benefits.

Here's how we calculate this amount:

$$\left( \begin{array}{c} \text{Your disability} \\ \text{insurance amount} \end{array} + \begin{array}{c} \text{Your monthly life} \\ \text{and disability} \\ \text{insurance premium} \end{array} \right) \times \begin{array}{c} 12 \\ \text{months} \end{array} \div \begin{array}{c} 365 \\ \text{days} \end{array}$$

(plus) (multiplied by) (divided by)

### 5.2 Criteria you need to meet to be considered disabled

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

- You must be disabled because of an illness or an accident
- You must require continuing medical care, and
- You must meet the criteria for scenario 1 or 2 below:

#### ① If you worked 20 or more paid hours a week in the 4 weeks before you became disabled

Your disability must completely 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

#### ② If you didn't work 20 or more paid hours a week in the 4 weeks before you became disabled

Your disability must completely prevent you from performing all 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.

When Desjardins Insurance is determining whether you meet the criteria for being considered disabled, **accident**, **continuing medical care** and **doctor** have specific meanings. For more details, see the Line of Credit Insurance Booklet that's available at your caisse or online at: [www.desjardins.com](http://www.desjardins.com).

### 5.3 Waiting periods and start of benefit payments

We start making benefit payments after you've satisfied a waiting period

A waiting period is a specific number of consecutive days you need to be disabled before we make the first benefit payment. The waiting period is 30 or 90 consecutive days.

No benefit is payable for the first 30 days of your disability

This means you have to be disabled for more than 30 consecutive days to receive one or more benefit payments.

Waiting period and other conditions that may apply

The waiting period is either 30 or 90 days depending on which scenario below applies to you:

- ① If your disability results from an accident or if it requires you to be hospitalized for at least 72 consecutive hours, your waiting period is **30 days**
  - ▶ Your benefits are payable as of the 31st day of disability
  - ▶ For your benefit payments to start, we need to have received all the required information and finished analyzing your claim
- ② If your disability results from an illness and you weren't hospitalized for at least 72 consecutive hours for the disability, your waiting period is **90 days**
  - ▶ You need to be disabled for more than 90 consecutive days before we start making benefit payments
  - ▶ Once you've satisfied the 90-day waiting period, benefits are payable as of the 91st day of disability and are retroactive to the 31st day of disability
  - ▶ For your benefit payments to start, we need to have received all the required information and finished analyzing your claim

### 5.4 What the benefit is used for

Since this coverage is for your line of credit, we pay the benefits to your caisse. Your caisse then uses the money to **pay down your line of credit balance**.

### 5.5 Exclusions and restriction

You aren't covered for some disabilities

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



## You may not be covered if you become disabled within 2 years of when your coverage starts

Line of Credit Insurance has a restriction in case of previous illness or injury that may limit your coverage.

So, if you were seen by a doctor or treated for a health problem in the 6 months right before your coverage takes effect, you may not be covered if you become disabled because of this health problem within 2 years of when your coverage starts.

You were seen or treated if you:

- Consulted or received care from a doctor or another healthcare professional who is a member of a professional body
- Underwent examinations or tests
- Took medication
- Were hospitalized

To find out more about this restriction, see the Line of Credit Insurance Booklet. It's available at your caisse or online at: [www.desjardins.com](http://www.desjardins.com).

## 6 Cost of your insurance

### 6.1 Monthly premium

The premium is the amount you need to pay for your insurance every month. It's calculated as at the first day of every **insurance month**. Your insurance months are based on the date your coverage takes effect. So, if your coverage starts on May 17, your insurance months will always start on the 17th of the month.



The premium varies depending on:

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

See the back of your Application for Insurance for the premiums that apply on the date you take out coverage.

### 6.2 Your premium will go up over time

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

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

## 7 You can end your coverage at any time

If you end your coverage within the first 30 days of when you signed the Application for Insurance

- 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

If you end your coverage after the first 30 days

- We'll consider you to have benefited from this coverage until the day it ended
- We won't refund any premiums you've paid

There are 3 ways you can end your coverage:

- Sign an Application for Insurance at your caisse and indicate that you're refusing the coverage
- Drop off written notice at your caisse
- Send written notice to Desjardins Insurance by registered mail

If you're dropping off your notice at the caisse or sending it to Desjardins Insurance, you can use the End Your Coverage form at the end of the Line of Credit Insurance Booklet or the Notice of Cancellation of an Insurance Contract you were given when you purchased your coverage at the caisse.

The Line of Credit Insurance Booklet is available at your caisse or online at: [www.desjardins.com](http://www.desjardins.com).

## 8 Age when coverage ends

For life insurance

You're covered until the last day of the insurance month in which you turn **70**.

For disability insurance

You're covered until the last day of the insurance month in which you turn **65**.

To find out what an **insurance month** is, see section 6 **Cost of your insurance**.

## 9 Claims

### 9.1 How to submit a claim

To find out how to submit a claim and get the forms you need, you can:

- 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

### 9.2 When you have to submit your claim by

For life claims

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

For disability claims

We need to receive the required forms and any supporting documents we ask you for within 1 year of when your disability starts.

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

### 9.3 We'll pay the benefit within 30 days

Within 30 days of receiving all the documents we need to analyze your claim, we'll pay the benefit if your claim is approved.

### 9.4 If you disagree with our decision

#### Asking for a review of your claim

If we deny your claim, you can send us additional information and ask for your claim to be reviewed.

#### Filing a complaint with our Dispute Resolution Officer

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

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](mailto: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 varies depending on where you live: in Ontario, it's 2 years and in Quebec, it's 3 years.

#### Find out more

You can contact your provincial regulator or your legal advisor for more information on your rights.

To find out more about the claims process, see the Line of Credit Insurance Booklet. It's available at your caisse or online at: [www.desjardins.com](http://www.desjardins.com).

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## If you're not satisfied

Go to [www.desjardinslifeinsurance.com/complaint](http://www.desjardinslifeinsurance.com/complaint) to see:

- How to let us know you're dissatisfied
- Our complaint management policy

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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:



KEEP this document  
It's IMPORTANT.

# Line of Credit Insurance Booklet

Group insurance that helps repay your line of credit if you die or become disabled

## What's this booklet for?

This booklet provides you with what you need to know about Line of Credit Insurance and is part of the insurance contract. It covers these topics:

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3. What you need to do to get coverage	10	9. Claims	21
4. Life insurance	11	10. If you're not satisfied	22
5. Disability insurance	12	11. Documents making up the insurance contract	24
6. Changing your coverage	18	12. Your personal information	25

### Making a claim?



Call  
**1-877-338-8928**

or



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

### Insurance questions?



Call  
**1-888-905-7065**

or



Call your caisse

Desjardins Insurance  
200 rue des Commandeurs  
Lévis QC G6V 6R2

[www.desjardins.com/lineofcredit\\_insurance](http://www.desjardins.com/lineofcredit_insurance)



# Line of Credit Insurance at a glance

1 You choose your coverage.  
2 options



2 You choose your insurance amount(s).



3 If you die or become disabled, the benefit is first used to pay down your line of credit balance.



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What we mean by **caisse** in this booklet

We've used the word **caisse** to refer to all distributors offering Line of Credit Insurance to individuals and businesses.

# 1 Who can get coverage

There are 4 conditions you need to meet:

## 1. You need to be one of the following:

- For a personal line of credit:
  - A borrower
  - A borrower's guarantor
- For a business line of credit (company or partnership):
  - A director, officer or owner of the business
  - A guarantor for the business

A guarantor is any individual who has agreed in writing to pay back all or some of your line of credit balance if you aren't able to.

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

## 3. You need to be a resident of Canada

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

## 4. You need to respect the age limit

### For life insurance

You need to be under 70.

### For disability insurance

You need to be under 65.

# 2 Options

## 2.1 Choosing your coverages

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.

## 2.2 Choosing your insurance amounts

You have to choose an insurance amount for each coverage you take out. Here's what you need to know:

### Your life insurance amount:

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

### Your disability insurance amount:

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

### Example

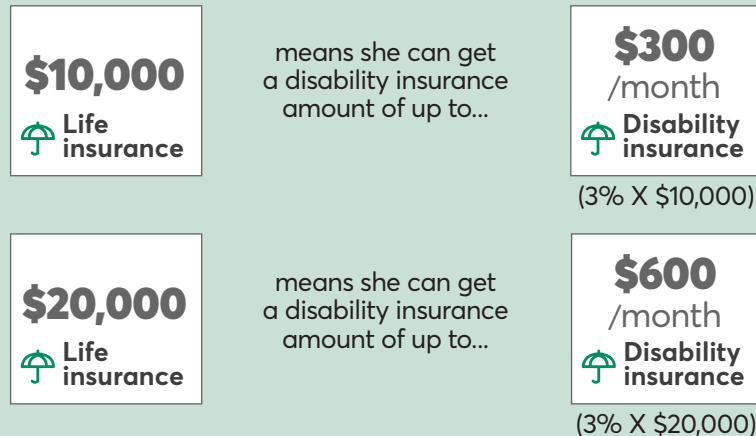
Catherine wants to take out life and disability insurance for her line of credit. Her approved line of credit amount is \$20,000.

#### For her life insurance amount

She can choose an amount between the \$10,000 minimum and her approved line of credit amount of \$20,000.

#### For her disability insurance amount

She can take out up to 3% of her life insurance amount.



## 2.3 Coverage maximums for all your Desjardins lines of credit and loans

When deciding how much coverage to get, you need to take the following maximums into account:

### For life insurance

The \$10,000,000 maximum mentioned in section [2.2 Choosing your insurance amounts](#) applies to all lines of credit and loans for which you're insured with any of these Desjardins Insurance products: Line of Credit Insurance, Loan Insurance and Loan Insurance – Versatile Line of Credit.

This means that if a claim is made, we won't pay more than \$10,000,000 for all the lines of credit and loans for which you're insured—it doesn't matter if they're all held at the same caisse or at different caisses.

### For disability insurance

The \$10,000 monthly maximum mentioned in section [2.2 Choosing your insurance amounts](#) applies to all lines of credit and loans for which you're insured with any of these Desjardins Insurance products: Line of Credit Insurance, Loan Insurance and Loan Insurance – Versatile Line of Credit.

This means that if a claim is made, we won't pay more than \$10,000 for all the lines of credit and loans for which you're insured—it doesn't matter if they're all held at the same caisse or at different caisses.

## What you need to do to get coverage

### 3.1 You need to fill out an Application for Insurance at your caisse

On the Application for Insurance, you'll have to select the coverages and insurance amounts you want and answer some questions. Your answers will help us determine:

- If we can approve your insurance application right away, or
- If we need more information to make a decision. If we do, you'll 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.

For the Application for Insurance to be valid, it must be signed in Canada.

### 3.2 If you need to submit an Evidence of Insurability Report

You'll need to fill it out and return it to your caisse within 14 days

The 14-day period starts on the date you sign the Application for Insurance.

Within 30 days, we'll write to let you know our decision

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 let you know whether or not we've approved your insurance application.

You have accident-only coverage while we're processing your application

You're covered for **death or disability** (if you've taken out disability insurance) in case of **accident only**, for a **maximum of 3 months**. You aren't covered if you die or become disabled as a result of an illness.

For an amount to be payable, the accident must happen after your coverage start-date. To find out when your coverage starts, see section [8.1 Coverage start-date](#).

The accident-only coverage ends when we approve or deny your insurance application.

An important definition we use to determine whether a death or disability is the result of an accident

When Desjardins Insurance is determining whether a death or disability is the result of an accident, here's what the word **accident** means:

<b>Accident</b>	<p>A sudden and unforeseen event that:</p> <ul style="list-style-type: none"> <li>• Is the result of an external cause</li> <li>• Is independent of any illness or other causes, and</li> <li>• Leads to bodily injury or death</li> </ul> <p>The injury or death must be confirmed by a doctor and must be directly and solely the result of the accident.</p>
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You need to let us know if your health changes before we inform you of our decision

If your health changes, you need to call us at **1-888-905-7065**.

### 3.3 You need to provide accurate information

The information you provide when applying for coverage or an insurance amount increase is very important. We use it to approve or deny your application.

Information and statements you provide when applying for coverage

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

That said, after the first 2 years of coverage, we can no longer cancel your coverage or deny your claim based on the information and statements you provided, except in case of fraud.



## Information and statements you provide when applying for an insurance amount increase

If you provide incorrect or incomplete information, or make a false statement, we may cancel the increase or refuse to pay the portion of the claim related to the increase.

That said, after the increase has been in effect for 2 years, we can no longer cancel the increase or deny the portion of the claim that's related to the increase based on the information and statements you provided, except in case of fraud.

## Information about your age

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

# 4

## Life insurance

### 4.1 Death benefit

If you die, we pay your life insurance amount.

It's the amount we agreed to in the letter of confirmation. If you've changed the amount after your coverage started, we'll pay the life insurance amount we agreed to in the most recent letter of confirmation.

For the death benefit to be paid, you have to be covered by the life insurance when you die.

### 4.2 What the benefit is used for

The benefit is first used to repay the balance

Since the coverage is for your line of credit, we pay the benefit directly to your caisse. Your caisse will use the money to pay your balance off or down. Any amount left over after the balance has been paid off is:

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

For business lines of credit, any amount left over after the balance has been paid off is deposited into your business chequing account.

#### Example

Steve has a line of credit with an approved amount of \$20,000. When he dies, his line of credit balance is \$16,000.

His life insurance amount is \$20,000. He'd named a beneficiary when he took out the coverage.

The death benefit is first used to pay off the \$16,000 balance. The remaining \$4,000 is then paid to Steve's beneficiary.

Approved line  
of credit amount  
**\$20,000**



**\$20,000**  
Life insurance

**\$16,000**

**\$4,000**  
paid to beneficiary

#### How we calculate your line of credit balance



### 4.3 Who can name a beneficiary

- For **personal lines of credit**, the borrower can name their beneficiary or beneficiaries.
- For **joint lines of credit**, each co-borrower can name their own beneficiary or beneficiaries, but the other co-borrower's consent is required.
- For **operating lines of credit** (businesses), each person who takes out coverage can name their own beneficiary or beneficiaries, but the consent of the other people who are taking out coverage is required.

### 4.4 Maximum that may apply in case of suicide

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

- The line of credit balance on the date of death
- The life insurance amount
- \$75,000

If the deceased had other lines of credit or loans for which they had been covered for less than 6 months under a Desjardins Insurance Line of Credit, Loan Insurance or Loan Insurance – Versatile Line of Credit contract, the maximum amount payable for all these lines of credit and loans combined will be \$75,000.

## 5 Disability insurance

### 5.1 Disability benefits

If you become disabled, we'll pay benefits based on your disability insurance amount. To each benefit payment, we'll add the life and disability insurance premium you paid for the period the benefit payment covers.

Your disability insurance amount is the one we agreed to in the letter of confirmation. If you changed the amount after your coverage started, we'll pay the disability insurance amount we agreed to in the most recent letter of confirmation.

For disability benefits to be paid, you have to be covered by the disability insurance when your disability starts.

#### Benefit paid for each day of disability

We pay an amount for each day of disability that you're entitled to benefits.

Here's how we calculate this amount:

$$\left( \begin{array}{|c|} \hline \text{Your disability} \\ \text{insurance amount} \\ \hline \end{array} + \begin{array}{|c|} \hline \text{Your monthly life} \\ \text{and disability} \\ \text{insurance premium} \\ \hline \end{array} \right) \times \begin{array}{|c|} \hline 12 \\ \text{months} \\ \hline \end{array} \div \begin{array}{|c|} \hline 365 \\ \text{days} \\ \hline \end{array}$$

#### Example

Maya is 37 and she has Line of Credit Insurance. Her life insurance amount is \$20,000 and her disability insurance amount is \$200. Her monthly life and disability insurance premium is \$9.90. Maya becomes disabled. Here's how we calculate the amount payable for each day of disability after she's satisfied the applicable waiting period:

$$\left( \begin{array}{|c|} \hline \text{Disability} \\ \text{insurance} \\ \text{amount} \\ \$200 \\ \hline \end{array} + \begin{array}{|c|} \hline \text{Monthly} \\ \text{premium} \\ \$9.90 \\ \hline \end{array} \right) \times \begin{array}{|c|} \hline 12 \\ \text{months} \\ \hline \end{array} \div \begin{array}{|c|} \hline 365 \\ \text{days} \\ \hline \end{array} = \begin{array}{|c|} \hline \text{Benefit payment} \\ \text{per day} \\ \text{of disability} \\ \$6.90 \\ \hline \end{array}$$

## 5.2 Criteria you need to meet to be considered disabled

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

- You must be disabled because of an illness or an accident
- You must require continuing medical care, and
- You must meet the criteria for scenario 1 or 2 below:

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

Your disability must completely 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

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

Your disability must completely prevent you from performing all 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.

### Important definitions we use to determine whether you're disabled

When Desjardins Insurance is determining whether you meet the criteria for being considered disabled, here's what certain terms mean:

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

## 5.3 Waiting periods and start of benefit payments

We start making benefit payments after you've satisfied a waiting period

A waiting period is a specific number of consecutive days you need to be disabled before we make the first benefit payment. The waiting period is 30 or 90 consecutive days.

No benefit is payable for the first 30 days of your disability

This means you have to be disabled for more than 30 consecutive days to receive one or more benefit payments.

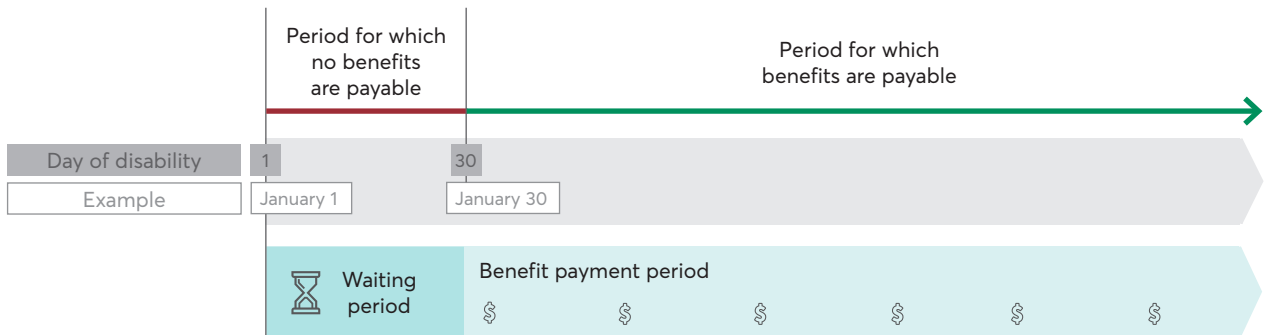
## Waiting period and other conditions that may apply

The waiting period is either 30 or 90 days depending on which scenario below applies to you:

**1** If your disability results from an accident or if it requires you to be hospitalized for at least 72 consecutive hours, your waiting period is **30 days**

- ▶ Your benefits are payable as of the 31st day of disability
- ▶ For your benefit payments to start, we need to have received all the required information and finished analyzing your claim

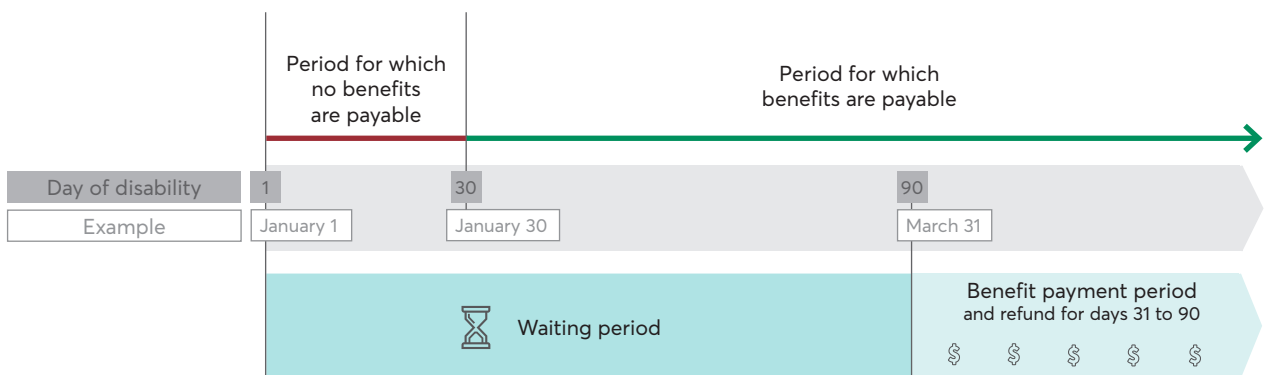
Let's take a look at how it works:



**2** If your disability results from an illness and you weren't hospitalized for at least 72 consecutive hours for the disability, your waiting period is **90 days**

- ▶ You need to be disabled for more than 90 consecutive days before we start making benefit payments
- ▶ Once you've satisfied the 90-day waiting period, benefits are payable as of the 91st day of disability and are retroactive to the 31st day of disability
- ▶ For your benefit payments to start, we need to have received all the required information and finished analyzing your claim

Let's take a look at how it works:



## 5.4 What the benefit is used for

Since this coverage is for your line of credit, we pay the benefits to your caisse. Your caisse then uses the money to pay down your line of credit balance.

So, each time your caisse receives a benefit payment, they need to check your line of credit balance.

- If the balance is **higher** than the benefit payment:  
The entire benefit payment is used to pay down the balance.
- If the balance is **lower** than the benefit payment:  
A portion of the benefit payment will be used to pay off the balance and anything left over will be deposited into your personal chequing account.
- If the balance is **\$0**:  
The entire benefit payment is deposited into your personal chequing account.

For business lines of credit, any amount left over after the balance has been paid off is deposited into your business chequing account.

### Example

You're disabled for 5 months because of a car accident.

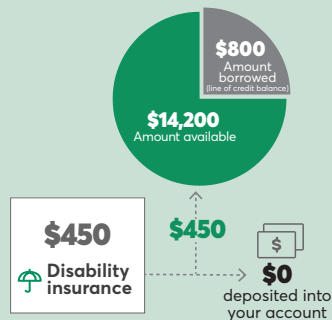
You have a personal line of credit with an approved amount of \$15,000. Your disability insurance amount is \$450. Since your disability is the result of an accident, your waiting period is 30 days. This means that for the 5 months you're disabled, you're entitled to 4 payments of \$450.

### What the 4 payments of \$450 are used for

Approved line of credit amount: \$15,000

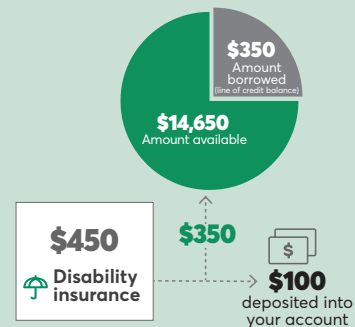
#### Payment 1 – your balance is \$800

All \$450 is used to pay down your line of credit balance.



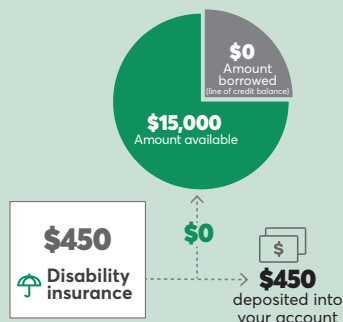
#### Payment 2 – your balance is \$350

\$350 is used to pay off your line of credit balance and the \$100 left over is deposited into your personal chequing account.



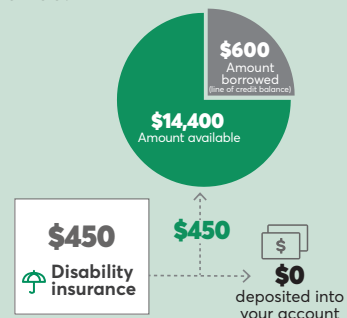
#### Payment 3 – your balance is \$0

All \$450 is deposited into your personal chequing account.



#### Payment 4 – your balance is \$600

(you've borrowed against your line of credit again)  
All \$450 is used to pay down your line of credit balance.



## 5.5 When benefit payments are made

**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.

## 5.6 Exclusions and restriction

### You aren't covered for some disabilities

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

### You may not be covered if you become disabled within 2 years of when your coverage starts

A restriction in case of previous illness or injury may apply.

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

#### 1. Did you become disabled in the first 2 years of coverage?

Here's a timeline to help you answer:



**Answer**

**No:** This restriction doesn't apply to you.

You don't have to answer question 2.

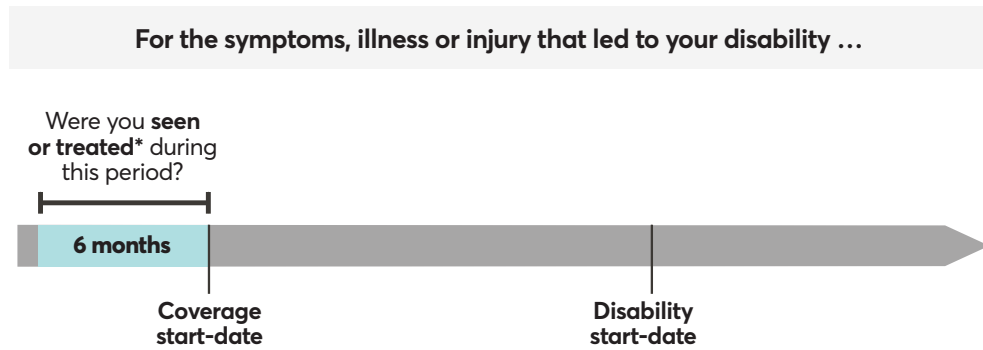
**Yes:** This restriction may apply to you.

Go to question 2.

#### 2. In the 6 months right before your coverage start-date, were you seen or treated for the symptoms, illness or injury that led to your disability? You were seen or treated if you:

- Consulted or received care from a doctor or another healthcare professional who is a member of a professional body
- Underwent examinations or tests
- Took medication
- Were hospitalized

Here's a timeline to help you answer:



\* consulted, received care, underwent examinations or tests, took medication or were hospitalized

**Answer**

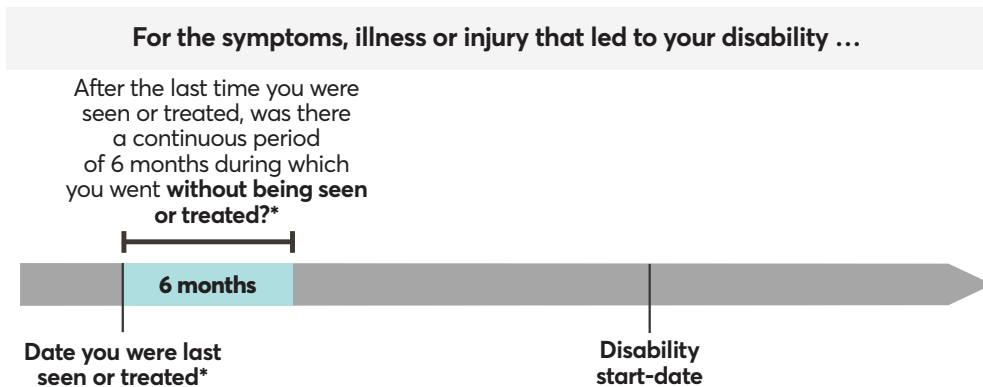
**No:** This restriction doesn't apply to you.  
You don't have to answer question 3.

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

3. After the last time you were seen or treated, was there a continuous period of 6 months during which you went:
- Without consulting and receiving care from a doctor or another healthcare professional who is a member of a professional body for the symptoms, illness or injury that led to your disability, **and**
  - Without undergoing examinations or tests, taking medication and being hospitalized for the symptoms, illness or injury that led to your disability?

The period of 6 continuous months may start before your coverage start-date and end after your coverage start-date. It may also start and end after your coverage start-date.

Here's a timeline to help you answer:



\*consulted, received care, underwent examinations or tests, took medication or were hospitalized

**Answer**

**Yes:** This restriction doesn't apply to you.

**No:** This restriction applies to you.  
You aren't entitled to benefit payments for this disability.

## 5.7 End of benefit payments

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 we've issued 60 monthly benefit payments for a single disability
- g) When your line of credit is closed
- h) When your coverage ends

## 6 Changing your coverage

### 6.1 You need to fill out a new Application for Insurance

To change your coverage, you'll need to contact an advisor at your caisse. If you want to increase your insurance amount, add an insured person or get disability insurance, an Evidence of Insurability Report may be required. If an Evidence of Insurability Report is needed, any coverage related to the change you're asking for will be limited to accident-only coverage while we're analyzing your application. For more details, see section 3.2 [If you need to submit an Evidence of Insurability Report](#). If a claim is submitted after changes are made to your coverage, we'll pay the applicable insurance amount we agreed to in the most recent letter of confirmation.

### 6.2 If we deny the change because of your health

[You won't lose your coverage](#)

- If we deny an **application to increase your insurance amount**  
You'll keep the insurance amount you already had.
- If we deny an insurance application for a **line of credit you open after closing another one**  
You can ask to keep the insurance amount you had on the line of credit you closed. To be able to keep this insurance amount, you must have opened the new line of credit within 14 days of when you closed the line of credit you had coverage for.

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

[In all cases, the insurance amount you keep can't exceed the approved amount of the new line of credit](#)

If necessary, we'll adjust your insurance amount so it's the same as your approved line of credit amount.



## Cost of your insurance

### 7.1 Monthly premiums

The premium is the amount you need to pay for your insurance every month. It's calculated as at the first day of every **insurance month**. Your insurance months are based on the date your coverage takes effect. So, if your coverage starts on May 17, your insurance months will always start on the 17th of the month.



The premium varies depending on:

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

The first age range is from 0 to 30. Each subsequent age range is 5 years long. See the back of your Application for Insurance for the premiums that apply on the date you take out coverage.

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

We consider you to be a non-smoker if you've gone 12 months:

- Without smoking cigarettes, e-cigarettes, cigars, cigarillos or a pipe, and
- Without using any other kind of tobacco or substitutes such as nicotine gum or nicotine patches

To get the preferred rate for non-smokers, call us when you meet the above non-smoker criteria for 12 months.

### 7.2 Your premium will go up over time

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

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

### 7.3 Premium collection

Premiums are due on the first day of each insurance month and will be collected from your personal chequing account or your business chequing account (if applicable) at the beginning of each insurance month.

So, if your insurance months start on the 17th of the month, the premium will be collected on or around the 17th of the month.

Note that your first 2 premiums will be collected from your account in 2 separate withdrawals at the beginning of the second insurance month.

### 7.4 If you miss your premium payment

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

## Start and end of coverage

### 8.1 Coverage start-date

Your coverage will start on the **later** of the following:

- The date you sign the Application for Insurance
- The date you get access to your line of credit

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

### 8.2 You can end your coverage

There are 3 ways you can end your coverage:

- Sign an Application for Insurance at your caisse and indicate that you're refusing the coverage
- Drop off written notice at your caisse
- Send written notice to Desjardins Insurance by registered mail

If you're dropping off your notice at the caisse or sending it to Desjardins Insurance, you can use the End Your Coverage form at the end of this booklet or the Notice of Cancellation of an Insurance Contract you were given when you purchased your coverage at the caisse.

#### Full premium refund if you end your coverage within the first 30 days

If you end your coverage within 30 days of when you signed the Application for Insurance:

- 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

#### No premium refund if you end your coverage after the first 30 days

If you end your coverage more than 30 days after you signed the Application for Insurance:

- We'll consider you to have benefited from this coverage until the day it ended
- We won't refund any premiums you've paid

### 8.3 Coverage end-date

Your coverage will end on the **earliest** of the following dates:

- The last day of the insurance month in which you turn:
  - 70 (for life insurance)
  - 65 (for disability insurance)
- The last day of the insurance month in which:
  - You submit a written request to end your coverage
  - You cancel your authorization to have the premiums collected from your personal chequing account, or
  - You stop being a member of the caisse
- The last day of the insurance month in which you stop being a borrower or a guarantor
- For operating lines of credit (businesses): The last day of the insurance month in which you stop being a director, officer or owner of the business
- The date we notify the caisse in writing that your insurance application has been cancelled or denied

#### What's an insurance month?

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



- The date on which you've been covered for 3 months, if we haven't yet approved or denied your insurance application
- The date on which your line of credit is closed
- The date on which your approved line of credit amount falls below \$10,000
- 30 days after the due date of any premium that remains unpaid
- The last day of the insurance month in which your caisse or Desjardins Insurance issues written notice of termination of the group contract
- For disability insurance: The last day of the insurance month in which your caisse or Desjardins Insurance issues written notice of termination of the disability insurance
- For disability insurance: The date on which your life insurance ends

Since each premium you pay covers the cost of the next full insurance month, we'll reimburse you if your coverage ends before the last day of an insurance month. We'll refund the portion of the premium that you paid for the days you were no longer insured under the coverage.

## 8.4 Converting your coverage into an individual insurance policy

You can get an individual life insurance policy without having to answer any questions about your health or lifestyle habits if your Line of Credit Insurance ends:

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

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

Conditions apply to the individual life insurance policy that you can get.

## 9

## Claims

### 9.1 How to submit a claim

To find out how to submit a claim and get the forms you need, you can:

- 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

### 9.2 When you have to submit your claim by

#### For life claims

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

#### For disability claims

We need to receive the required forms and any supporting documents we ask you for within 1 year of when your disability starts.

**Important:** If we receive these documents more than 1 year after the start of your disability, you may not be entitled to disability benefits for some of the time you've already been disabled. For the time you've already been disabled, we'll only pay the applicable benefits for the 12 months before the date we receive your claim.

We may ask you to be examined by a doctor of our choosing.

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

### 9.3 You can send some documents to us electronically

You can use this secure link to send us most of your documents:

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

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

### 9.4 We'll let you know our decision within 30 days

Once we've received all the documents we've asked for, we'll start analyzing your claim.

Within 30 days of receiving all the documents we need to analyze your claim, we'll write to you to let you know our decision. If we approve your claim, we'll also pay the benefit within this 30-day period.

## 10 If you're not satisfied

### 10.1 If you're not satisfied with our claim decision

#### Asking for a review of your claim

If we deny your claim, you can send us additional information and ask for your claim to be reviewed.

#### Filing a complaint with our Dispute Resolution Officer

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](mailto: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 varies depending on where you live: in Ontario, it's 2 years and in Quebec, it's 3 years.

## Find out more

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](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  
400-2640 boul. Laurier  
Quebec City QC 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

## 10.2 If you're not satisfied with your insurance or the service you received

Here's what you need to do:

### Step 1: Contact the person or the caisse that offered the insurance to you

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.

### Step 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**.

### Step 3: Write to our Dispute Resolution Officer

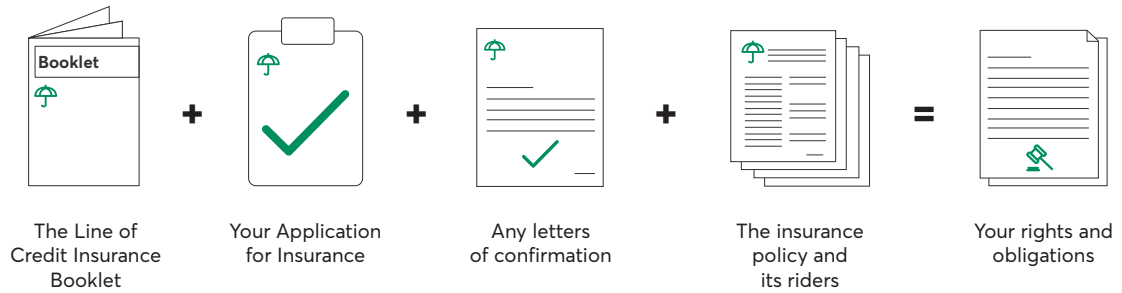
If you're not satisfied with the response you received from our Customer Contact Centre, you can file a complaint with our Dispute Resolution Officer.

For more information about what to do if you're dissatisfied or have a complaint, go to [www.desjardinslifeinsurance.com/complaint](http://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

## Documents making up the insurance contract



- These documents explain your rights and obligations. Together, they form an agreement between 3 parties:
  - ▶ You (the insured person)
  - ▶ Us (Desjardins Insurance, the insurer offering Line of Credit Insurance)
  - ▶ Your caisse
- Line of Credit Insurance is an agreement between 3 parties because it's group insurance that your caisse is authorized to offer its members. The insurance policy is an agreement entered into and signed by your caisse and us. Desjardins Insurance can make changes to the policy at any time, with your caisse's consent.
- The Line of Credit Insurance contract between your caisse and us isn't guaranteed to be renewed. This means that your caisse or Desjardins Insurance may decide to stop offering Line of Credit Insurance. If this happens, you'll be able to convert your Line of Credit Insurance into an individual insurance policy (see section [8.4 Converting your coverage into an individual insurance policy](#)).

### Where to find these documents

- Your caisse is required to give you a copy of this booklet and your Application for Insurance when you take out your coverage.
- Within a few days of when you sign the Application for Insurance, we'll mail a letter of confirmation to you. This letter, which you need to keep, confirms your coverages, your insurance amounts and the premium you need to pay.

If you request a change to your coverage, we'll send a letter confirming your new coverages or insurance amounts, and your new premium.

- Your insurance certificate is the Line of Credit Insurance Booklet, your Application for Insurance and any letters of confirmation.
- The insurance policy and its riders are available at your caisse. You can go look at them if you'd like. You can also get a copy of these documents for a fee.

## Your personal information

### 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.

### 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 QC G6V 6R2

### Your name is on our client list

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.

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## Appendix 1

### 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 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](http://www.desjardins.com).

#### **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 – 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 provided by Assistel.

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

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

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

First name	
Last name	
Date of birth	
Name of business, if applicable	
Line of Credit Insurance contract number <small>(You'll find this number on the letter of confirmation we sent you.)</small>	

**About your line of credit**

Line of credit number	
Folio number	
Caisse	
Caisse transit number	

**Signature**

Your signature

Date



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# Notice of Rescission of an Insurance Contract

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