

INSURER: Industrial Alliance Insurance and Financial Services Inc.

EFFECTIVE DATE OF INSURANCE DD/MM/YYYY	PLAN <b>84-P</b>	CERTIFICATE NO.
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## GENERAL INFORMATION

GROUP POLICYHOLDER (RETAILER)		RETAILER NO.	SOFTWARE COMPANY	
STOCK NO.		VEHICLE IDENTIFICATION NO.		
DEBTOR SURNAME		FIRST NAME		GENDER <input type="checkbox"/> F <input type="checkbox"/> M
				DATE OF BIRTH DD/MM/YYYY
<b>ONE PERSON ONLY</b>				
APT.	STREET ADDRESS		CITY	PROVINCE POSTAL CODE
TAX EXEMPT - IF APPLICABLE, RECORD STATUS CARD NO. <input type="checkbox"/> STATUS CARD NO.:		TELEPHONE	EMAIL	
CO-DEBTOR SURNAME		FIRST NAME		GENDER <input type="checkbox"/> F <input type="checkbox"/> M
				DATE OF BIRTH DD/MM/YYYY
<b>ONE PERSON ONLY (MAY BE INSURED EVEN IF DEBTOR IS NOT INSURED)</b>				
APT.	STREET ADDRESS		CITY	PROVINCE POSTAL CODE
TAX EXEMPT - IF APPLICABLE, RECORD STATUS CARD NO. <input type="checkbox"/> STATUS CARD NO.:		TELEPHONE	EMAIL	

## FINANCING INFORMATION

<input type="checkbox"/> PURCHASE		<input type="checkbox"/> LEASE		<input type="checkbox"/> OTHER: _____	
FINANCIAL INSTITUTION NAME					
STREET ADDRESS		CITY		PROVINCE POSTAL CODE	
FIRST PAYMENT DATE DD/MM/YYYY	FINANCE TERM IN MONTHS MAXIMUM: 240 MONTHS	AMORTIZATION TERM IN MONTHS MAXIMUM: 240 MONTHS	INTEREST RATE		
MONTHLY PAYMENT	FINANCED AMOUNT	TOTAL AMOUNT OF LOAN INSURED	RESIDUAL VALUE (IF APPLICABLE)		
EXCLUDING INSURANCE	EXCLUDING INSURANCE	INCLUDING INSURANCE, INTEREST AND APPLICABLE TAXES	INCLUDING SALES TAX, IF APPLICABLE		

## LIFE INSURANCE

INSURED: <input type="checkbox"/> Debtor <input type="checkbox"/> Co-Debtor <input type="checkbox"/> Both		INSURANCE TERM MONTHS	EXPIRY DATE OF INSURANCE DD/MM/YYYY
SELECT <b>ONE</b> OPTION (If Amortization or Finance Term is greater than insurance term, select "Plus" insurance)			
<input type="checkbox"/> LIFE INSURANCE ONLY <input type="checkbox"/> LIFE + INVOLUNTARY UNEMPLOYMENT INSURANCE <input type="checkbox"/> LIFE PLUS INSURANCE ONLY <input type="checkbox"/> LIFE PLUS + INVOLUNTARY UNEMPLOYMENT INSURANCE			
INSURED FINANCED AMOUNT	INSURED RESIDUAL VALUE	INSURANCE PREMIUM	RESIDUAL INSURANCE PREMIUM
EXCLUDING INTEREST	IF APPLICABLE	IF APPLICABLE	IF APPLICABLE
INVOLUNTARY UNEMPLOYMENT WAITING PERIOD (IF SELECTED) 30-DAY ELIMINATION		INVOLUNTARY UNEMPLOYMENT MAXIMUM NUMBER OF INSURED MONTHLY PAYMENTS (IF SELECTED) SELECT <b>ONE</b> OPTION: <input type="checkbox"/> 3 <input type="checkbox"/> 6	INVOLUNTARY UNEMPLOYMENT INSURED MONTHLY PAYMENT (IF SELECTED) INCLUDING INSURANCE, INTEREST AND APPLICABLE TAXES
Maximum Amount of Insurance (Insured Financed Amount plus Insured Residual Value): \$125,000 (ages 17-67). If an option with Involuntary Unemployment is selected, Maximum Amount of Insurance (Insured Monthly Payment): \$2,000/month (ages 17-67). Maximum Insurance term: 120 months. Minimum Insurance Premium (including residual Insurance Term): \$75			

## CRITICAL ILLNESS (CI) INSURANCE

INSURED: <input type="checkbox"/> Debtor <input type="checkbox"/> Co-Debtor <input type="checkbox"/> Both		INSURANCE TERM MONTHS	EXPIRY DATE OF INSURANCE DD/MM/YYYY
SELECT <b>ONE</b> OPTION (If Amortization or Finance Term is greater than insurance term, select "Plus" insurance)			
<input type="checkbox"/> CI INSURANCE ONLY <input type="checkbox"/> CI PLUS INSURANCE			
INSURED FINANCED AMOUNT		INSURANCE PREMIUM	
EXCLUDING INTEREST		RESIDUAL INSURANCE PREMIUM	
INSURED RESIDUAL VALUE		IF APPLICABLE	IF APPLICABLE
Maximum Amount of Insurance (Insured Financed Amount plus Insured Residual Value): \$125,000 (ages 17-60). Maximum Insurance term: 120 months. Minimum Insurance Premium (including residual Insurance Term): \$75			

## DISABILITY INSURANCE

INSURED: <input type="checkbox"/> Debtor <input type="checkbox"/> Co-Debtor <input type="checkbox"/> Both		INSURANCE TERM MONTHS	EXPIRY DATE OF INSURANCE DD/MM/YYYY
WAITING PERIOD DAYS			
SELECT <b>ONE</b> OPTION:		<input type="checkbox"/> <b>ELIMINATION</b> The Insurance <b>DOES NOT</b> cover the Waiting Period <input type="checkbox"/> <b>RETROACTIVE</b> The Insurance <b>DOES</b> cover the Waiting Period	
MAXIMUM NUMBER OF INSURED MONTHLY PAYMENTS SELECT <b>ONE</b> OPTION		INSURED MONTHLY PAYMENT	INSURANCE PREMIUM
<input type="checkbox"/> FULL TERM INSURANCE <input type="checkbox"/> RECURRING INSURANCE (6 PER CLAIM) <input type="checkbox"/> VARIABLE INSURANCE SELECT <b>ONE</b> OPTION <input type="checkbox"/> 12 <input type="checkbox"/> 24		INCLUDING INSURANCE, INTEREST AND APPLICABLE TAXES	
Maximum Amount of Insurance (Insured Monthly Payment): \$2,000/month (ages 17-64). Aggregate Maximum: \$500,000			
Maximum Insurance term: 120 months. Minimum Insurance Premium: \$75			

TOTAL INSURANCE PREMIUM
SALES TAX
IF APPLICABLE
TOTAL COST

## ELIGIBILITY REQUIREMENTS, LIMITATIONS AND EXCLUSIONS

Please read the following and sign below. It is important that you understand this Certificate and determine whether you are eligible to purchase this insurance.

I understand that I am eligible:

- If the maximum Amortization Term of my loan does not exceed 240 months.
- If I have selected Life or Involuntary Unemployment Insurance, I confirm that I am at least 17 but not yet 68 years of age.
- If I have selected CI Insurance, I confirm that I am at least 17 but not yet 61 years of age.
- If I have selected Disability Insurance, I confirm that I am at least 17 but not yet 65 years of age.
- If I have selected Disability Insurance, I confirm that I am:
  - able to perform the usual duties of my occupation; AND
  - gainfully employed, and have been working at least 23 hours per week for the past 4 weeks (also applicable to self-employed individuals who have an annual business income after operating costs of at least \$9,000); OR
  - gainfully employed Seasonally, (i) at least 11 consecutive weeks, for 25 hours per week during the past 12 months; or (ii) have contributed to the Employment Insurance Account and have worked for the required number of hours (based on location and regional employment rate) to be eligible to collect benefits under the *Employment Insurance Act* (Canada).

- If I have selected Involuntary Unemployment, I confirm that I am:
  - able to perform the usual duties of my occupation; AND
  - gainfully employed, and have been working at least 23 hours per week for the past 4 weeks; AND
  - neither self-employed, nor employed Seasonally.

I confirm that I have read the above and understand that no insurance coverage will be available in part or at all if I do not meet the applicable Eligibility Requirements. I also confirm that the information given above and on page 1 is correct and understand that any incorrect answer or misrepresentation may render this Certificate void.

I understand that any claims arising from, or caused or contributed to by PRE-EXISTING CONDITIONS, as described on page 2, will not be covered if such event occurs within 24 months of the Effective Date of Insurance with the exception of CI, where the event will not be covered at any time.

I understand and agree that the Insurance payable under this Certificate is subject to the Eligibility Requirements, Limitations (including Special Limitations) and Exclusions (including Pre-existing Conditions), general terms, conditions and Definitions, as described in this Certificate.

**I HAVE BEEN GIVEN A COPY OF PAGES 1-4 OF THIS CERTIFICATE AND I HAVE BEEN ADVISED TO READ THIS CERTIFICATE IN FULL. I UNDERSTAND THAT COVERAGE IS VOLUNTARY.**

I understand that it is my responsibility to inform the Administrator of any

changes relating to my personal information previously provided including my name, address, phone number and e-mail address. Failure to do so may result in delays in processing my requests.

I am aware that no party is authorized to waive or modify the terms of this Certificate and that any manual/written alterations or changes to this Certificate will void coverage. I am aware that the Creditor/Group Policyholder is not an agent of the Insurer. **I am aware of the Money Back Guarantee on page 4.**

I understand that this Certificate has Maximum Amounts of Insurance and an Aggregate Maximum as stated on page 1.

I confirm that I have received the French version of this Certificate. I require that the Certificate herein and any other related documentation be drawn up in English. Je confirme que la version française du présent Certificat m'a été remise. Je demande que le présent Certificat et les documents qui s'y rattachent soient rédigés en anglais.

Summary – I hereby acknowledge having received the Summary. For another copy of the Summary, please contact our Administration Centre at 1 877 671-9009.

I acknowledge that I have received and read the description of the coverages that appear on this 4 page Certificate and hereby accept these provisions. I acknowledge that where there is no premium indicated, I am not insured for that type of coverage.

**Please be aware this Certificate excludes coverage for certain pre-existing conditions. We urge you to review the definition of Pre-existing Condition provided on page 2. For questions regarding Pre-existing Conditions, eligibility, limitations and exclusions, call 1 800 761-4655. For all other inquiries, please see the number contained on page 4.**

### PROTECTION OF PERSONAL INFORMATION

**I hereby acknowledge having received the Privacy Notice. I have also read and completed the Your Consent Page which is appended and I confirm it is in accordance with my preferences.**

**X**

DEBTOR

DATE (DD/MM/YYYY)

**X**

CO-DEBTOR

DATE (DD/MM/YYYY)

"We", "us" or "our" means the Insurer. "You" or "your" means the Insured. Words used in this Certificate that have an initial capital letter have the defined meaning or value as set out below or on page 1 of this Certificate. All of the terms governing coverage are set out in this Certificate. In consideration of our receipt of the applicable Total Cost, we insure you for only the Insurance detailed in your Certificate. If there is no premium indicated or the premium is zero, then you are not insured for that type of Insurance. Your coverage will begin on the Effective Date of Insurance as defined on page 1. Any amounts payable under this Certificate will be paid to the Financial Institution (and the finance source that financed the Total Cost of the premium, if different), if named, to reduce your financial obligation under the Financed Amount. Your Certificate is not assignable.

### SECTION 1 – DEFINITIONS

1. "Accidental Dismemberment" means the complete loss of both hands, both feet or the entire sight of both eyes or any combination of two. Loss is considered to be severance at or above the wrist or ankle joint, or the irrevocable loss of eyesight.
2. "Critical Illness" or "CI" means Diagnosis of any of the following Covered Conditions which occur directly as a result of illness, and first occur after the Effective Date of Insurance:
  - (A) Life-Threatening Cancer: The Diagnosis of a malignancy characterized by the uncontrolled growth and spread of malignant cells and the invasion of tissue but not including:
    - Pre-malignant lesions, benign tumours or benign polyps;
    - Any skin cancer, other than invasive malignant melanoma into the dermis or deeper;
    - Non-invasive cancer in situ;
    - Early prostate cancer diagnosed as T1 N0 M0 or equivalent staging; or
    - Any tumour in the presence of the human immunodeficiency virus (HIV).
  - (B) Heart Attack (Myocardial Infarction): The death of a portion of the heart muscle as a result of inadequate blood supply to the relevant area. The diagnostic must be confirmed by both:
    - 1) new electrocardiographic changes indicative of a myocardial infarction or by a new clinical presentation, only in cases where the ECG can not be interpreted (complete bundle branch block, WPW, pace-maker), AND
    - 2) characteristic changes of cardiac biochemical markers (troponin or CPK or CPK-MB) to levels consistent with acute myocardial infarction.

Exclusions:

  - 1) Heart Attack occurring in the 48 hours following an elective revascularization procedure, unless it is accompanied by new pathological Q waves.
  - 2) Heart Attack diagnosed by any other method, unless the diagnosis is confirmed as described above.- (C) Coronary Artery Bypass Surgery: The heart surgery performed to correct narrowing or blockage of one or more coronary arteries with bypass grafts. Non-surgical techniques such as balloon angioplasty, laser embolectomy or other non-bypass techniques are excluded.
- (D) Stroke: An acute cerebral vascular accident (CVA) producing neurological impairment and resulting in paralysis or other measurable objective neurological deficit persisting for at least thirty (30) days following the occurrence of the stroke. Transient Ischemic Attacks (TIAs) are not covered.
- (E) Major Organ Transplant: The actual undergoing as a recipient of a transplant of a heart, both lungs, liver, both kidneys, pancreas or bone marrow. Coverage is limited to these entities.
- (F) Kidney Failure (End-Stage Renal Disease): End-stage renal disease presenting as chronic, irreversible failure of both kidneys to function, as a result of which either regular hemodialysis or peritoneal dialysis is initiated or the Insured has been put on a list for renal transplantation.
- (G) Severe Burns: Third degree burns over at least 20% of the body surface.
- (H) Multiple Sclerosis: An unequivocal diagnosis of definite Multiple Sclerosis, characterized by well defined neurological abnormalities persisting for a continuous period of at least 6 months and with 2 separate clinically documented episodes. Neurological abnormalities in this context must be evidenced

by the typical symptoms of demyelination of the brain or the spinal cord confirmed by a magnetic resonance imaging (MRI), with resulting impairment.

- (I) Paralysis: Paralysis resulting in complete and permanent loss of use of two or more limbs without interruption for a period of 90 days. At the end of such period, the Specialist must certify that the paralysis is complete and permanent.
3. "Diagnosis" means the certified diagnosis of the Insured with a Covered Condition by a Specialist.
  4. "Financed Amount" means the debt described on page 1 of this Certificate, payable in whole or part by installments, resulting from your debt to the Financial Institution (and the finance source that financed the Total Cost of the premium, if different), if one is named.
  5. "Full Term Insurance" if selected on page 1 means Disability Insurance coverage in effect until the expiry the Certificate.
  6. "Hospital" means a lawfully operated institution under the supervision of a staff of physicians and which provides 24 hour a day nursing service and which is primarily engaged in providing inpatient medical care and treatment of sick and injured persons through medical, diagnostic and major surgical facilities on its premises. Hospital does not include an establishment which is primarily a clinic, nursing home, rest home, convalescent home, home for the aged or similar establishment, or a facility for the treatment of alcoholics, drug addicts, or the mentally ill.
  7. "Hospitalization" means the continuous confinement in a Hospital on the advice of a legally qualified physician or surgeon by reason of Injury as a resident inpatient for a minimum of 72 hours.
  8. "Injury" means bodily injury caused by an accident that occurs after the Effective Date of Insurance. The Injury must result from the accident, directly and independently of any other causes and must solely cause the death, Accidental Dismemberment or Total Disability.
  9. "Insurance" means the Life, Involuntary Unemployment, Accidental Dismemberment, CI and/or Disability Insurance selected on this Certificate.
  10. "Insured" means the Debtor and Co-Debtor named on this Certificate, who are debtor(s) under the Financed Amount, and have selected Insurance. The Insured must be a natural person, not a partnership, company or association.
  11. "Insured Loan" means the debt described on page 1 of this Certificate by the Insured Financed Amount over the Insurance Term in Months at the Interest Rate. If a) the Financed Amount is greater than the Insured Financed Amount or b) your Amortization Term is greater than your Insurance Term, the Insurance benefit may not pay the full outstanding balance of your financial obligation.
  12. "Insurer" means Industrial Alliance Insurance and Financial Services Inc.
  13. "Involuntary Unemployment" means job-loss or layoff which is not attributed to your action, misconduct, option, or desire and was not anticipated on or prior to the Effective Date of Insurance.
  14. "Maximum number of Insured Monthly Payments" as selected on page 1 of this Certificate, means the total number of Insured Monthly Payments that will be paid during the Insurance Term for Involuntary Unemployment (if selected under Life Insurance) or Disability Insurance, per Insured.
  15. "PLUS Insured Loan" means the debt described on page 1 of this Certificate by the Insured Financed Amount over the Amortization Term in Months at the Interest Rate. If the Financed Amount is greater than the Insured Financed Amount, the Insurance benefit may not pay the full outstanding balance of your financial obligation.
  16. "Pre-existing Condition" means:

- (A) in relation to Life and/or Disability Insurance, an illness, disease, mental, nervous or psychiatric condition or disorder for which any of (i) medical advice (ii) treatment (iii) service (iv) prescribed medication (v) diagnosis or (vi) consultation, including consultation to investigate, follow-up and/or diagnose (where diagnosis has not yet been made) was received by you or would have been received by a prudent individual within both (a) the 12 months immediately preceding the Effective Date of Insurance and (b) the 12 months immediately following the Effective Date of Insurance.

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- (B) in relation to CI Insurance, an illness, disease, mental, nervous or psychiatric condition or disorder for which any of (i) medical advice (ii) treatment (iii) service (iv) prescribed medication (v) diagnosis or (vi) consultation, including consultation to investigate, follow-up and/or diagnose (where diagnosis has not yet been made) was received by you or would have been received by a prudent individual anytime prior to the Effective Date of Insurance.
17. "Recurring Insurance", if selected on page 1 of this Certificate, means Disability Insurance that will pay a maximum equivalent of 6 Insured Monthly Payments per claim per Insured and the claim will close. A subsequent claim would require that the Insured has returned to work for a minimum of 90 days and is subject to a new Waiting Period.
18. "Seasonally" or "Seasonal", as used with reference to work, means work that is limited in frequency by weather or other natural conditions and does not include occupations limited by availability of work.
19. "Sickness" means illness, disease or disorder that first becomes manifest after the Effective Date of Insurance.
20. "Specialist" means a physician licensed and practicing in Canada whose practice is limited to the particular branch of medicine relating to the applicable Covered Condition and who is not the Insured, a relative or business associate of the Insured.
21. "Totally Disabled" or "Total Disability" means your inability, solely due to Sickness or Injury to perform all the duties of your occupation. After you have been Totally Disabled for 12 continuous months (plus any Elimination Waiting Period), Total Disability means your inability solely due to Sickness or Injury, to perform all duties of any occupation for which you are or can become reasonably qualified by virtue of your education, training, or experience. You are not Totally Disabled if you are working full or part time or if you have retired. Lack of work does not constitute Total Disability or entitle you to Insured Monthly Payments.
22. "Variable Insurance", if selected on page 1 of this Certificate, means Disability Insurance that will pay a maximum of 12 or 24 Insured Monthly Payments during the Insurance Term for Disability Insurance per Insured.

## SECTION 2 – LIFE INSURANCE

### **Involuntary Unemployment Insurance cannot be purchased as a stand-alone coverage.**

If you have selected 'Life Insurance' or 'Life + Involuntary Unemployment Insurance' option: in the event of your death due to Sickness or Injury, we will pay: (1) the outstanding balance of your Insured Loan at the date of death, plus (2) the present value of the Insured Residual Value if you have selected this coverage.

If you have selected 'Life PLUS Insurance' or 'Life PLUS + Involuntary Unemployment Insurance' option: in the event of your death due to Sickness or Injury, we will pay the outstanding balance of the PLUS Insured Loan on the date of death.

If you have selected 'Life + Involuntary Unemployment Insurance' or 'Life PLUS + Involuntary Unemployment Insurance' option: in the event that you experience Involuntary Unemployment, for a consecutive number of days longer than the Waiting Period, we will pay your Insured Monthly Payment for the period of Involuntary Unemployment, monthly in arrears, subject to the Waiting Period. Payment will be calculated from the day following the Waiting Period. Insured Monthly Payments will stop when: a) you are no longer experiencing Involuntary Unemployment; b) the Maximum Number of Insured Monthly Payments have been made; or c) upon Termination of Insurance as described on page 4, whichever occurs first. The amount paid for periods of Involuntary Unemployment which are less than one month will be calculated at a daily rate of 1/30th of the Insured Monthly Payment. After the Waiting Period, successive periods of Involuntary Unemployment separated by less than one month of continuous employment are considered a continuation of a period of Involuntary Unemployment and not subject to a new Waiting Period. We will not pay any Insurance benefits for any debt outstanding under the Financed Amount at the Expiry Date of Insurance.

**ACCIDENTAL DISMEMBERMENT:** in the event Injury causes Accidental Dismemberment, depending on the Life Insurance option selected, we will pay: (1) the outstanding balance of your Insured Loan at the date of Accidental Dismemberment, plus (2) the present value of the Insured Residual Value if you have selected this coverage; OR the outstanding balance of the PLUS Insured Loan on the date of Accidental Dismemberment.

In any event, we will not pay more than the remaining principal owing at the date of death or Accidental Dismemberment.

## SECTION 3 – CRITICAL ILLNESS (CI) INSURANCE

If you have selected CI Insurance: in the event that you are Diagnosed with a CI, we will pay: (1) the outstanding balance of your Insured Loan on the date the CI was Diagnosed, plus (2) the present value of the Insured Residual Value if you have selected this coverage.

If you have selected CI PLUS Insurance: in the event that you are Diagnosed with a CI, we will pay the outstanding balance of the PLUS Insured Loan on the date the CI was Diagnosed.

**ACCIDENTAL DISMEMBERMENT:** in the event Injury causes Accidental Dismemberment, depending on the CI Insurance option selected, we will pay: (1) the outstanding balance of your Insured Loan at the date of Accidental Dismemberment, plus (2) the present value of the Insured Residual Value if you have selected this coverage; OR the outstanding balance of the PLUS Insured Loan on the date of Accidental Dismemberment.

The Insurer will pay a CI benefit upon receipt of satisfactory proof that a CI occurred and was first Diagnosed while the Insurance was in force and did not result from one or more of the items listed under Section 5 (Limitations and Exclusions).

In any event, we will not pay more than the remaining principal owing at the date the CI was Diagnosed or at the date of Accidental Dismemberment.

Only one CI benefit is payable under each certificate issued by the Insurer.

## SECTION 4 – DISABILITY INSURANCE – ACCIDENT AND SICKNESS

In the event you are Totally Disabled due to Injury or Sickness for a consecutive number of days longer than the Waiting Period, we will pay your Insured Monthly Payment for the period of Total Disability, monthly in arrears, subject to the Waiting Period. If you selected a Retroactive Waiting Period, payment will be calculated from the first day of Total Disability. If you selected an Elimination Waiting Period, payment will be calculated from the day following the Waiting Period.

Insured Monthly Payments will stop when: a) you are no longer Totally Disabled; or b) upon Termination of Insurance as described on page 4; or c) if the Variable Insurance option is selected, upon payment of the selected Maximum Number of Insured Monthly Payments; or d) if the Recurring Insurance option is selected, upon payment of the equivalent of 6 Insured Monthly Payments for a claim, whichever occurs first. The amount paid for periods of Total Disability which are less than one month will be calculated at a daily rate of 1/30th of the Insured Monthly Payments.

After the Waiting Period, successive periods of Total Disability, caused by the same Sickness or Injury, separated by less than 90 days of continuous employment are considered a continuation of a period of Total Disability and not subject to a new Waiting Period. After 90 days of continuous employment, they would be considered a new claim and will be subject to a new Waiting Period.

We will not pay any Disability Insurance for any debt outstanding under the Financed Amount at the Expiry Date of Insurance.

**HOSPITALIZATION BENEFIT:** If you have selected a Retroactive Waiting Period and if Total Disability requires Hospitalization, we will waive the Waiting Period.

## SECTION 5 – LIMITATIONS AND EXCLUSIONS

### **General Limitations and Exclusions for all coverage types:**

No Insurance benefit will be paid under your Certificate in the event that your claim is caused or contributed to by any of the following:

- a Pre-existing Condition, or as a direct or indirect result of treatment for a Pre-existing Condition. This exclusion only applies if the event claimed for occurs within 24 months of the Effective Date of Insurance with the exception of CI, where the event will not be covered at any time;
- intentionally self-inflicted injury;
- nuclear, chemical or biological contamination;
- war or any act of war whether declared or undeclared;
- suicide within the two year period immediately following the Effective Date of Insurance;
- direct or indirect participation in a criminal act, or any attempt to commit a criminal offence, including but not limited to, operating a motor vehicle while the concentration of alcohol in 100 millilitres of the Insured's blood exceeds 80 milligrams;
- chronic or excessive use of alcohol;
- drug or substance use apart from controlled drugs used as legally prescribed by and on the advice of a physician;
- pregnancy, childbirth, or termination of pregnancy;
- cosmetic or elective surgery; or
- specific to Total Disability: retirement, early retirement or in receipt of retirement benefits including but not limited to benefits under the Canada or Quebec Pension Plans.

### **Limitations and Exclusions specific to Involuntary Unemployment Insurance:**

In addition to the general Limitations and Exclusions listed above, no Insurance benefit shall be payable for Involuntary Unemployment that results directly or indirectly from:

- Involuntary Unemployment occurring anytime during a period of 90 days following the Effective Date of Insurance;
- retirement, early retirement or receipt of retirement benefits including but not limited to benefits under the Canada or Quebec Pension Plans;
- voluntary resignation;
- deception, fraud, criminal conduct, conflict of interest, willful misconduct or refusal to perform one's position;
- lock-out or strike;
- self-employment or Seasonal employment;
- failure to be re-elected as or termination of one's duties as an elected municipal, provincial or federal official; or
- expiry of a contract of employment for a fixed term.

In addition to the above exclusions, if Involuntary Unemployment occurs within 12 months of the Effective Date of Insurance, no Insurance benefit shall be payable for Involuntary Unemployment that results directly or indirectly from:

- any staff reduction program announced by an employer prior to the Effective Date of Insurance;
- any layoff which includes either in a general or specific manner the position of an Insured and which is initiated prior to the Effective Date of Insurance; or
- Involuntary Unemployment pursuant to notice of possible Involuntary Unemployment provided prior to the Effective Date of Insurance.

### **Limitations and Exclusions specific to CI Insurance:**

In addition to the general Limitations and Exclusions listed above, no CI benefit will be paid if:

- the Insured does not survive 30 days following the Diagnosis of the CI; or
- the Insured is diagnosed with Cancer, had any signs and/or symptoms or medical problems commence, or had investigations leading to the Diagnosis of any cancer covered or excluded under the Group Policy initiated within 90 days following the Effective Date of Insurance.

## SECTION 6 – SPECIAL LIMITATIONS

In addition to the Limitations and Exclusions listed above, the following Special Limitations apply:

- If the Debtor and Co-Debtor die simultaneously and they were both insured, only one Life Insurance benefit payment will be made.
- The Life and CI Insurance benefits payable under your Certificate combined with any other creditor group insurance certificates issued by us to you will not exceed the maximum allowable life or CI benefit amount as stated on the certificate with the highest maximum allowable life or CI benefit listed. In this event, the liability under this Certificate will be adjusted on a pro-rata basis with your other creditor group insurance certificates.
- The Accident & Sickness Disability Insurance monthly payment payable under your Certificate combined with any other creditor group insurance certificates issued by us to you will not exceed the maximum allowable monthly disability benefit amount as stated on the certificate with the highest maximum allowable monthly disability benefit listed. In this event, the liability under this Certificate will be adjusted on a pro-rata basis with your other creditor group insurance certificates.
- The Accident & Sickness Disability Insurance benefits payable under your Certificate and any other creditor group insurance certificates issued by us to you will not exceed the Aggregate Maximum amount as stated on the certificate with the highest maximum allowable Aggregate Maximum listed. In this event, the liability under this Certificate will be adjusted on a pro-rata basis with your other creditor group insurance certificates.

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5. If the Debtor and Co-Debtor are Totally Disabled or experience Involuntary Unemployment at the same time and they were both insured, no more than one Insured Monthly Payment per month will be made for any Insurance benefit(s) claimed under Disability or Life Insurance.
6. If the Recurring Insurance option is selected on page 1 of this Certificate, the total amount of benefit payable for each claim shall not exceed 6 times the Monthly Insured Payment amount stated on this Certificate. A subsequent claim would require that the Insured has returned to work for a minimum of 90 days.
7. If your Total Disability is caused or contributed to by:
  - (a) mental, nervous or psychiatric condition or disorder, after a benefit period of three months, payments will only be made if you are regularly attending a licensed Specialist such as a psychiatrist, a psychologist or a neurologist and the benefit period will never exceed (6) months per claim.
  - (b) Sickness or Injury of the neck or back including but not limited to lumbar, thoracic or cervical spine, after a benefit period of two months, payments will only be made if you are under the care of a licensed Specialist such as a neurologist, a neurosurgeon, a physiatrist, an orthopaedic surgeon or a rheumatologist and the benefit period will never exceed (6) months per claim.
8. The maximum amount of Insurance is governed by the age of the eldest Insured.

## SECTION 7 – CONDITIONS OF PAYMENT

1. Claim forms must be completed and submitted to the Insurer within 90 days of the date of Involuntary Unemployment, Diagnosis of CI, Accidental Dismemberment or Total Disability for which a claim is made, and thereafter as required by us. If it is not reasonably possible to complete and submit claim forms within 90 days, they must be furnished as soon as reasonably possible and in no event later than two years from the time claim forms are otherwise required. In the event disability or Involuntary Unemployment claim forms are received after 90 days from the onset of the event, benefits will only be retroactively considered for the 90 days prior to the receipt of the claim forms. For Life Insurance, claims forms must be completed and submitted to the Insurer once it is reasonably possible to do so. The expense of providing the proofs of claim is the responsibility of the Insured.
2. In adjudicating any claim, we shall be entitled to receive satisfactory proof of eligibility and proof of the following: a) date of 1) birth, 2) death, 3) Involuntary Unemployment, 4) Accidental Dismemberment, 5) CI, 6) Total Disability; and b) the circumstances causing or contributing to it; and c) any treatment both before and after the Effective Date of Insurance and proof from the finance source(s) that the Insured Amount has not been paid out, re-written, or revised.
3. You must be under the continuing medical supervision and treatment of a physician (M.D.) considered appropriate by us while Totally Disabled.
4. We will have the right to have you medically examined by a licensed physician of our choice as often as is reasonably required during the period for which Insurance is claimed. If you fail to submit to such an examination within a reasonable period, we will be entitled to terminate payment of your Insurance.
5. You are responsible to make any Monthly Payments that fall due while the claim is being adjudicated, subject to our reimbursement through the finance source(s) for the period of time for which we are responsible to make the Insured Monthly Payment. We will not pay any overdue payments or additional interest charges.
6. We will not pay any overdue payments or additional interest charges under the Financed Amount at the date of death, Involuntary Unemployment, Accidental Dismemberment, CI Diagnosis or Total Disability.
7. In the event you were not eligible to purchase the Insurance, our only obligation is to refund any premium which has been paid. This refund will be forwarded to the Financial Institution or the finance source that financed the Total Cost of the premium, if different.
8. As a condition of payment of Involuntary Unemployment benefits, the Insured must also:
  - (a) submit an application for unemployment benefits under the *Employment Insurance Act* (Canada) immediately upon being eligible to do so;
  - (b) be eligible to collect and receive regular benefits under the *Employment Insurance Act* (Canada);
  - (c) be actively seeking employment during the period of Involuntary Unemployment;
  - (d) submit copies of their weekly stubs from benefit payments received under the *Employment Insurance Act* (Canada).

## SECTION 8 – TERMINATION OF INSURANCE

1. This Certificate will terminate for all Insured(s), when any of the following events occur:
  - (a) upon the discharge of the debt in respect of the Financed Amount;
  - (b) upon the Expiry Date of Insurance;
  - (c) the terms of payment, or the amount payable, under the Financed Amount have been increased or extended (subject to paragraph 3 of this section);
  - (d) the Financial Institution or the finance source that financed the Total Cost of the premium, if different, has demanded payment of the full amount due under the Financed Amount because of default;
  - (e) the property which is the subject of the Financed Amount has been repossessed or become the subject of a court action;
  - (f) upon our receipt of written notice, signed by the Debtor and the Co-Debtor, if named, requesting cancellation of the Insurance coverage; or receipt of a phone call (which shall be recorded), made by the Debtor and the Co-Debtor, if named, requesting the cancellation of the Insurance coverage. The recording of the call constitutes sufficient proof of the request;
  - (g) upon payment of a premium refund, if any is owing, under paragraph 4 of this section;
  - (h) upon the date of death of the Insured Debtor for single coverage, or both Insured Debtor and Co-Debtor for joint coverage; or
  - (i) upon our payment of the Life Insurance, CI Insurance, or Accidental Dismemberment benefit.

2. Specific Insurance coverages will terminate when any of the following events occur:
  - (a) Life Insurance (if selected) will terminate for all Insured(s) upon the 73rd birthday of the eldest Insured;
  - (b) CI Insurance (if selected) will terminate for all Insured(s) upon the 65th birthday of the eldest Insured;
  - (c) Disability Insurance (if selected) will terminate for all Insured(s) upon the 66th birthday of the eldest Insured;
  - (d) Disability Insurance (if selected) will terminate for all Insured(s) upon the payment of the Aggregate Maximum benefit under this Certificate and any other group insurance certificates issued by us to you;
  - (e) Disability and/or Involuntary Unemployment Insurance (if selected) will terminate for an Insured upon the date of retirement from regular or Seasonal employment;
  - (f) Disability Insurance (if selected with a Variable Insurance option) will terminate for an Insured upon payment of the Maximum Number of Insured Monthly Payments;
  - (g) Involuntary Unemployment Insurance (if selected) will terminate for an Insured upon payment of the Maximum Number of Insured Monthly Payments as specified on this Certificate.
3. Upon your written request, we may continue to offer coverage, at our option, under your Certificate upon refinancing of the Financed Amount. In the event we offer such coverage, the Effective Date of Insurance, Expiry Date of Insurance, Insurance amounts and all other terms and conditions will remain the same.
4. If the Insurance under your Certificate is terminated before the Expiry Date of Insurance, you must apply in writing or by phone to be paid a premium refund. The premium refund will NOT be calculated pro-rata but will be the actuarial reserve held in respect of your Certificate by us, less an administration fee (\$75) and less any claims paid. We will require the request for premium refund to be submitted within 180 days following Termination of Insurance. If such a request is received more than 180 days following termination, you may be subject to an additional administration fee.

If the debt in respect of the Financed Amount is still outstanding at the date of cancellation the premium refund will be made payable to the Financial Institution (or the finance source that financed the Total Cost of the premium, if different). If the termination was as a result of the circumstances described in paragraph 1. (d) or (e) of this section the premium refund will be made payable to the Financial Institution (or the finance source that financed the Total Cost of the premium, if different). No premium refund will be payable if we pay the Life, CI or Accidental Dismemberment Insurance Benefit or for amounts of less than \$15.

## INSURER'S CONTACT INFORMATION

P.O. Box 5900, Vancouver, B.C., V6B 5H6  
 Administration: 1 877 671-9009 (Tel)  
 Claims: 1 800 549-7227 (Tel) 1 (604) 733-9519 (Fax)  
 Cancellations: 1 877 671-9009 (Tel) 1 (450) 671-2525 (Fax)  
 cancellation.iasc@ia.ca (E-mail)

For procedures on how to file a complaint, please visit: <https://iadealerservices.ca/complaints>

## MONEY BACK GUARANTEE

You have 20 days after you sign this Certificate to decide if you still want the coverage. If you do not, return it to the Insurer or to the Creditor/Group Policyholder from whom you bought it. We will cancel your coverage from the Effective Date of Insurance and will refund any premium paid to the Financial Institution or the finance source that financed the Total Cost of the premium, if different.

## LIMITATION OF ACTION

Every action or proceeding against an insurer for the recovery of insurance money payable under the contract is absolutely barred unless commenced within the time set out in the *Insurance Act* or other applicable legislation.

CERTIFICATE NO.