

Savings-Life Insurance Guide

Life insurance only option

For insureds restoring coverage
to life insurance only

Questions?

Contact your caisse or call the insurer at **1-877-838-2290**

This is a group life insurance product for caisse members.



Desjardins Insurance refers to Desjardins
Financial Security Life Assurance Company.

Insurer and distributor:

Desjardins Financial Security Life Assurance Company
(on behalf of your caisse)

200 rue des Commandeurs
Lévis QC G6V 6R2
1-877-838-2290

Fax: 418-838-2264

For Quebec residents

Notice from the Autorité des marchés financiers

The Autorité des marchés financiers does not express an opinion on the quality of the product offered in this guide. The insurer alone is responsible for any discrepancies between the wording of the guide and the policy.

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Introduction

What's this guide for?

This guide was produced by Desjardins Financial Security, the insurer that offers the life insurance only option for Savings-Life Insurance. It is designed to help you decide for yourself, without the help of an insurance representative, whether the product meets your insurance needs.

Product description

a) Nature of the insurance

The life insurance only option for Savings-Life Insurance is offered by caisses to their members who have a qualifying share account or a personal chequing account.

It provides coverage in the event of death and is easy to get: just fill out the *Application to restore coverage to life insurance only* form and return it to us.

The life insurance only option can help your loved ones pay for funeral costs and final expenses when you die.

b) Summary of conditions and features

Who is eligible for coverage?

You're eligible for the life insurance only option for Savings-Life Insurance if:

- You are a natural person (i.e., not a corporation) with one of the following accounts, whether individual (one account holder) or joint (two account holders):
 - Qualifying share account
 - Personal chequing account
- You had Savings-Life Insurance on your qualifying share account, personal chequing account or both, on March 1, 2016, or you took out the insurance between March 1 and May 1, 2016
- You were under age 70 when you took out the insurance
- Your answers to the questions on the original insurance application didn't exclude you from coverage

Note about joint accounts

Both account holders must be eligible for insurance. If one account holder is insured, the other must be, too.

Note about accounts held by a minor child or on behalf of a minor child

Only the child is eligible for insurance.

Note about trust accounts

Only the beneficiary of the account is eligible for insurance.

How can I select the life insurance only option?

Fill out the *Application to restore coverage to life insurance only* form that we sent you and return it to us. You will then be automatically covered for life insurance only for the account(s) checked in section 4 of the form, and we will send you a document confirming your insurance.

How does the life insurance only option for Savings-Life Insurance work?

In the event of your death, we will pay a benefit for each account you have insurance on.

How much is the benefit?

For each account you have insurance on, the amount of the death benefit depends on whether it's an individual or joint account and your age at death.

For qualifying share and personal chequing accounts

Age at death	Benefit paid on the death of an insured	
	Individual account	Joint account
0 to 69	\$25,000	\$12,500
70 to 74	\$17,500	\$8,750
75 to 79	\$10,000	\$5,000
80 to 84	\$7,500	\$3,750
85 and +	\$5,000	\$2,500

Can I designate a beneficiary?

Yes, you can designate a beneficiary. This is the person to whom we will pay the benefit when you die. There are two types of beneficiary designation. "Revocable" means you can change the designation at any time, without the consent of the current beneficiary. "Irrevocable" means you can only make a change if the current beneficiary gives their consent.

To make or change a beneficiary designation, you'll need to **fill out a form at your caisse**.

Neither we (Desjardins Financial Security) nor your caisse is responsible for your choice of beneficiary or any changes you make to your beneficiary designation.

If you restore the life insurance only option for Savings-Life Insurance and you designated a beneficiary when you applied for insurance the first time, this designation will remain valid unless you change it. In the event of your death, we will issue the benefit payment to this person.

If your beneficiary dies before you do, you can designate a new one. If you don't, your death benefit will be paid to your caisse and transferred to the appropriate account(s).

When did the insurance take effect?

The insurance took effect on the day you signed the initial insurance application.

If you took out the insurance over the phone or online, it took effect as soon as you gave your consent, in whatever form it took at the time of the call or transaction.

Restoring your coverage to life insurance only for Savings-Life Insurance does not in any way change the effective date of your insurance. In other words, it is as though your insurance never changed.

Is there a limit on the number of accounts I can insure?

For the life insurance only option for Savings-Life Insurance, you can insure one qualifying share account and one personal chequing account at the same caisse.

You can insure additional accounts at other caisses, subject to a limit (see bottom of column to the right).

What happens if I change caisses?

If your new caisse has a Savings-Life Insurance contract with us (Desjardins Financial Security), you can transfer your coverage to your new accounts with the consent of your caisse and according to our terms and conditions.

To transfer your insurance, you'll need to **fill out a form at your caisse**.

Note that a transfer cannot result in an increase in the total death benefit payable.

How is my monthly premium calculated?

Your premium (the amount you pay for your insurance every month) is calculated on the last business day of the month based on your age on that day.

How much you pay depends on what age range you're in. For joint accounts, we use the age of the oldest account holder. Every time you enter a new age range, the premium will go up.

The premium is collected on the first day of the month following the date it was calculated.

We reserve the right to change premium amounts at any time.

How much does the life insurance only option cost?

Here are the applicable monthly premiums per insured account:

For qualifying share and personal chequing accounts

Attained age	Individual account	Joint account
0 to 14	\$4.25	\$3.40
15 to 39	\$5.75	\$4.60
40 to 44	\$6.75	\$5.40
45 to 49	\$11.50	\$9.20
50 to 54	\$15.75	\$12.60
55 to 59	\$23.75	\$19.00
60 to 64	\$37.50	\$30.00
65 and +	\$62.50	\$50.00

CAUTION

Are there any circumstances under which the benefit wouldn't be paid?



Yes. There are 2 exclusions:

Exclusion 1 - Suicide

No benefit is payable for a death resulting from suicide in the first 6 months of coverage, whether you are sane or not.

Exclusion 2 - Death of an insured person who is less than 15 days old

No benefit is payable if the insured person dies before they are 15 days old.

Is there a dollar limit on benefit payments?



Yes. The total amount of death benefits payable on all the accounts you have insurance on, at all caisses, is capped at \$75,000, including any insured regular savings accounts.

c) Termination of coverage

If I change my mind, can I cancel my insurance and get a premium refund?

Yes, you have a **30-day** period after the initial premium for the life insurance only option for Savings-Life Insurance is drawn, during which time you can cancel the insurance and get a refund of the initial premium. We will refund the premium you have paid, provided you did not make any claims during this 30-day period.

To cancel your insurance, you'll need to do one of the following:

- **Sign a form at your caisse** within the 30-day period.
- Send written notice to your caisse by registered mail within the 30-day period. (You can use the Notice of cancellation of an insurance contract on page 9 for this.)

Can I terminate my insurance after the 30-day cancellation period?

Yes, after the 30-day period mentioned above, **you can terminate your insurance at any time by signing a form at your caisse**. However, your premiums won't be refunded.

Your insurance will officially terminate on the last day of the month in which you make your termination request.

When does my coverage end?

Your coverage will end:

- a) On the date the contract ends between your caisse and us (Desjardins Financial Security), the insurer that provides Savings-Life Insurance
- b) On the last day of the month in which you ask us to terminate your coverage by signing the necessary form
- c) On the last day of the month in which you close the account you have insurance on
- d) On the last day of the month in which you cease to be an account holder for the account you have insurance on
- e) 30 days after your caisse notifies you in writing that your coverage will be terminated due to insufficient funds

The claims process

a) Procedure for the person making the claim

Where can I find the forms I need?

For information about the documents you'll need and how to submit your claim, you can:

- Visit www.claim.desjardinslifeinsurance.com
- Call us at **1-877-338-8928**
- Make an appointment with an advisor at your caisse

What documents do I need to provide and what are the deadlines?

You'll have to submit the required forms along with proof of death.

These documents should be submitted to us as soon as reasonably possible.

Pssst! You'll be responsible for any fees charged by a physician to complete the necessary forms.

b) Our response to your claim

What happens after the claim is submitted?

Once we receive all the necessary documents, we'll analyze your claim.

Pssst! At this stage, we may ask for additional information.

How long until the benefit payment is made?

The benefit will be paid no later than **30 days** after the claim is approved.

Who will the benefit be paid to?

If you've named one or more beneficiaries, that's who we'll pay the benefit to.

Otherwise, the benefit will be paid to your caisse and transferred to the appropriate account(s).

c) If you disagree with our decision (appeal process)

Can I ask for a review of my claim?

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

What other appeal options do I have?

If you want to challenge our decision in court, you'll need to do so before the limitation period runs out in your legal jurisdiction. In Quebec, the limitation period is 3 years; in Ontario, it's 2 years. The period begins on the date your claim is denied.

For more information about your legal rights, contact the regulator in your province of residence (see page 6) or your legal advisor.

Similar products

Other life insurance products exist on the market.

Regulators

a) Autorité des marchés financiers (for Quebec residents)

The Autorité des marchés financiers can provide you with information about our obligations or those of your caisse.

Contact information:

Autorité des marchés financiers
Place de la Cité, Tour Cominar
400–2640 boul. Laurier
Quebec City QC G1V 5C1

Website: www.lautorite.qc.ca

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

Fax: 418-525-9512

b) Financial Services Commission of Ontario (for Ontario residents)

The Financial Services Commission of Ontario can provide you with information about our obligations or those of your caisse.

Contact information:

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

Email: contactcentre@fscs.gov.on.ca

Website: www.fscs.gov.on.ca

Phone: 416-250-7250 or 1-800-668-0128

Fax: 416-590-7070

Other information

What documents make up my Savings-Life Insurance contract?

The documents that form your insurance contract are:

- Your original insurance application
- The insurance policy between us (Desjardins Financial Security) and your caisse
- Any riders on the insurance policy
- Your *Application to restore coverage to life insurance only form*
- The document confirming that your Savings-Life Insurance has been restored to the life insurance only option.

You can read the policy at your caisse during normal business hours. You can also request a copy for a fee.

Notice of cancellation of an insurance contract

Notice given by a distributor

Section 440 of the *Act Respecting the Distribution of Financial Products and Services*

The *Act Respecting the Distribution of Financial Products and Services* gives you important rights.

- The Act allows you to cancel an insurance contract you have just signed when signing another contract (e.g., when you open a new account), **without penalty, within 10 days of signing it (we give you 30 days)**. To do so, you need to send your caisse notice by registered mail within these 30 days. You can use the Notice of cancellation of an insurance contract on page 9.
- If you cancel your insurance contract, the contract you signed to open your account will remain in force. However, if you were granted any special conditions for signing the insurance contract, you may lose them. Find out by contacting your caisse or reading your contract.
- After the 30-day period, you can terminate your insurance at any time; however, penalties may apply.

For more information, contact the regulator in your province of residence.

How we manage your personal information

Any personal information we have about you will remain confidential. We will keep your information on file and may contact you about other financial services you may be interested in (e.g., insurance, annuity, credit products). However, your information will only be accessed by employees who need to do so in the course of their work.

You have the right to review your information and to 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 the following address:

Privacy Officer

Desjardins Financial Security
200 rue des Commandeurs
Lévis QC G6V 6R2

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

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 will never feel alone!

We guide you and help you when you need it the most! The assistance services, which are offered by specialists in several languages, 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 to be of great help!

Here is 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 are 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 concerning family law, hidden defects, consumption and commercial law, 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.

Need help?

Visit desjardins.com/gpsprogram or call:

1-877-477-3033

Services offered 24/7

If you have a complaint

Do you have any concerns about your insurance? Are you dissatisfied with the product or service you received? If so, we want you to let us know. Here's what you need to do:

1. Contact the person or the caisse that sold you the insurance

You can find the phone number in the documentation you received when you applied for the insurance. Call and ask for an explanation. In most cases, this call is all it takes to get the answers you're looking for.

2. Call our Customer Contact Centre

If you're not fully satisfied with the answers you were given in step 1, call our Customer Contact Centre at 1-877-838-2290.

3. Write to our Dispute Resolution Officer

If you're not satisfied with the response you receive from our Customer Contact Centre, you can file a complaint with Desjardins Financial Security's Dispute Resolution Officer. Their role is to evaluate the merits of our company's decisions and the soundness of our practices when clients feel they haven't received the service they're entitled to.

You can write to the Dispute Resolution Officer at:

Dispute Resolution Officer
Desjardins Financial Security
200 rue des Commandeurs
Lévis QC G6V 6R2

or:
disputeofficer@dfs.ca

You can also call **1-877-838-8185**.

For more information about what to do if you're dissatisfied or have a complaint, or to download our complaint form, visit www.dfs.ca/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 dealt with and the date of your interaction.
- Include your name, address and phone number anytime you write to us.

Notice of cancellation of an insurance contract

There are just **2 steps** to follow to cancel your insurance:

1. Fill out this notice.
2. Deliver it to your caisse in person or send it by registered mail.

Send this to your caisse

As permitted under section 441 of the *Act Respecting the Distribution of Financial Products and Services*, I hereby cancel the life insurance only option for Savings-Life Insurance I hold on the following accounts (check all that apply):

- ☐ Qualifying share ☐ Regular savings
☐ Personal chequing

XXXXXX-8XX

Caisse ID number (transit)

Your folio number

Name of your caisse

Your name (please print)

Date you are sending this notice

The *Application to restore coverage to life insurance only* form was signed

on: _____
Date on which you signed the
Application to restore coverage to life insurance only form

at: _____
City where you signed the
Application to restore coverage to life insurance only form

Your signature

From the Act Respecting the Distribution of Financial Products and Services

439. A distributor may not subordinate the making of a contract to the making of an insurance contract with the insurer specified by the distributor.

The distributor may not exercise undue pressure on the client or use fraudulent tactics to induce the client to purchase a financial product or service.

440. A distributor that, at the time a contract is made, causes the client to make an insurance contract must give the client a notice, drafted in the manner prescribed by regulation of the Authority, stating that the client may rescind the insurance contract within 10 days of signing it.

441. A client may rescind an insurance contract made at the same time as another contract, within 10 days of signing it, by sending notice by registered or certified mail.

Where such an insurance contract is rescinded, the first contract retains all its effects.

442. No contract may contain provisions allowing its amendment in the event of rescission or cancellation by the client of an insurance contract made at the same time.

However, a contract may provide that the rescission or cancellation of the insurance contract will entail, for the remainder of the term, the loss of the favourable conditions extended because more than one contract was made at the same time.

443. A distributor that offers financing for the purchase of goods or services and that requires the debtor to subscribe for insurance to guarantee the reimbursement of the loan must give the debtor a notice, drawn up in the manner prescribed by regulation of the Authority, stating that the debtor may subscribe for insurance with the insurer and representative of the debtor's choice provided that the insurance is considered satisfactory by the creditor, who may not refuse it without reasonable grounds. The distributor may not subordinate the making of the contract of credit to the making of an insurance contract with the insurer specified by the distributor.

No contract of credit may stipulate that it is made subject to the condition that the insurance contract subscribed with such an insurer remain in force until the expiry of the term, or subject to the condition that the expiry of such an insurance contract will entail forfeiture of term or the reduction of the debtor's rights.

The rights of the debtor under the contract of credit shall not be forfeited when the debtor rescinds, cancels or withdraws from the insurance contract, provided that the debtor has subscribed for insurance with another insurer that is considered satisfactory by the creditor, who may not refuse it without reasonable grounds.

Questions?

Contact your caisse or call the insurer at **1-877-838-2290**

www.desjardins.com/savings-life_insurance