



# Cover Direct Family Life Insurance Terms and Conditions

# Welcome to Cover Direct Insurance

We all want the best for our loved ones. With Cover Direct, you can have peace of mind knowing that your loved ones will get the financial support they will need when the time comes, to manage major household debts or even just provide some extra money for day-to-day expenses.

Now that you have Cover Direct Family Life Insurance in place, you'll be protected 24 hours a day, 7 days a week, anywhere in the world.

With friendly and experienced agents, based in Canada, you and your loved ones will receive the very best in customer service.

Cover Direct Family Life Insurance is underwritten by Canadian Premier Life Insurance Company, which has insured over 2 million Canadians and helped protect their families for more than 60 years.

Rest assured,  
you're in safe hands.







## About this document

This document has been provided to help you understand the main considerations that you need to think about when deciding if Cover Direct Family Life Insurance is right for you.

Please read the document carefully so that you understand the policy you have chosen. We're here to help, so please contact us if you have any questions or need further information to understand the product you have bought.

A life insurance policy can be a long term commitment so it's important to keep this document in a safe place so that you can refer to it in the future.

Some words or expressions used in this document have a special meaning. They will appear in bold font, and you can see their meaning in the glossary section.

'**We**', '**us**', '**our**' means Cover Direct Insurance Agency, who is responsible for arranging and issuing **your policy** and carrying out administration services on behalf of the insurer, Canadian Premier Life Insurance Company (**Canadian Premier**). Canadian Premier is responsible for the underwriting of **your policy** and paying claims. References to '**you**' and '**your**' mean the **policyholder**.

**Please keep this document in a safe place for future reference.**

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# Policy Terms and Conditions

## Important information about your policy

Your policy is arranged, issued and administered by Cover Direct Insurance Agency. “Cover Direct Insurance Agency” is a trading name of Neilson Financial Services Inc., a licensed insurance agency. Neilson Financial Services Inc. is incorporated and registered in Alberta, with its registered office at 850-2nd Street SW, 15th Floor, Bankers Court, Calgary, Alberta, T2P 0R8.

Any questions or any requirement outlined in this document to submit a form or provide a notification should be submitted to Cover Direct Insurance Agency.

 **PO BOX 64004**  
**Royal Bank Plaza**  
**Toronto, Ontario**  
**M5J 2T6**

 **service@coverdirect.ca**

 **1-844-990-4466**

**Your policy** is underwritten by Canadian Premier Life Insurance Company (**Canadian Premier**) who is authorized and regulated by the Office of the Superintendent of Financial Institutions (Canada) and provincial insurance regulators, with permission to effect and carry out contracts of life insurance. **We** provide **policy** services to **you** on behalf of **Canadian Premier**.

**Canadian Premier** is federally incorporated and registered in Canada, with its registered office at 25 Sheppard Ave. West, Suite 1400, Toronto, Ontario, M2N 6S6. For more information about **Canadian Premier**, visit [www.canadianpremier.ca](http://www.canadianpremier.ca) or contact 1-844-894-0378.

This Terms and Conditions document sets out the benefits, terms and exclusions of **your** coverage. Some words or expressions have a special meaning. They appear in bold font and their meaning is explained in the Glossary section at the end of this document.

After **your** application is accepted by **Canadian Premier**, we will issue you with a **policy schedule**. **Your** contract of **insurance** with **Canadian Premier** consists of:

- **your** completed application (and any future changes accepted by **Canadian Premier**, if applicable);
- **your policy schedule**; and
- **this Terms and Conditions document**.

This **policy** is non-participating, which means **you** will not receive dividends or other participation in a distribution of surplus or profits from it.

# Cover Direct Family Life Insurance

## 1. Eligibility

**You** are eligible for Cover Direct Family Life Insurance if, at the **start date**, **you** are:

- a resident in Canada; and
- between 18 to 65 years of age.

Acceptance of **your** application will be subject to **your** eligibility and passing health, lifestyle and occupational underwriting questions during the application process.

**\*Note:** Coverage is not available to residents of Quebec.

## 2. What is covered

Subject to Section 4. *What Is Not Covered*, while the **life insured** is covered under this **policy Canadian Premier** will pay the **benefit amount** specified in **your policy schedule** if:

- **you** die; or
- **you** are diagnosed with a **terminal illness** where death is expected within 12 months and diagnosed by a **medical specialist**.

## 3. Minimum and maximum benefit amounts

The minimum **benefit amount** for the **life insured** under the policy is \$100,000. The maximum **benefit amount** under the policy at the **start date** is specified in the table below. The maximum **benefit amount** may only exceed the amounts indicated below, as applicable, as a result of **the Automatic Benefit Amount Increases**.

Age Range	Benefit Amount
Up to age 45	\$1,500,000
Age 46 – 55	\$1,000,000
Age 56 – 60	\$600,000
Age 61 - 65	\$300,000

The **benefit amount you** selected is specified in **your policy schedule**. If **you** request to increase the **benefit amount** after the **start date**, then the maximum **benefit amount** allowed (including any past automated increases) will be based on the **life insured's** age at the date of the request, and any maximum **benefit amounts** applicable at that time.

## 4. What is not covered

The **benefit amount** will not be paid if **you** commit suicide within two years from the **start date** of **your policy**, regardless of your state of mind and whether a mental health disorder is present or not at the time of death. In this case, only the total of all premiums paid towards a **life insured's** coverage will be returned. This two year period restarts on the effective date of the latest reinstatement, if applicable.

## 5. Coverage start and end dates

Cover Direct Family Life Insurance coverage starts for the **life insured** on the **start date** as specified in **your policy schedule** and will continue until the first of the following occurs:

- the date of death of the **life insured** or payment of a **terminal illness** claim, the end of your policy term (if a **Level premium policy**);
- if two consecutive monthly **premium** payments are missed as described in *Section 3. Missed premium payments in General conditions and information about your policy*;
- the date **you** cancel the **policy**; or
- the date **Canadian Premier** cancels the **policy**.



# Optional Children's coverage

This section of the Terms and Conditions document applies if **you** have Children's coverage as detailed in **your policy schedule** and **you** have agreed to pay the **premium**.

## 1. What is Children's coverage?

For a small additional **premium**, Children's coverage can be added to **your** Cover Direct **policy**. It's designed to help cover extra costs that may be incurred for things like medical expenses if **your** child suffers an **accidental death** or a **specified injury or illness** (as listed in Section 4. *What is covered* in Optional Children's coverage). The **benefit amount** available is fixed at \$30,000.

## 2. Who can take out coverage?

If **you** have Cover Direct coverage, **you** can apply to add Children's coverage to **your policy** for any children who are financially dependent on **you**. The children must be between 1 and 17 years of age and must be residents of Canada\* at the **start date**, or if Children's coverage is added to the **policy** later, the date when they are accepted for coverage.

**\*Note:** Coverage is not available to residents of Quebec.

## 3. Amount of coverage

The available **benefit amount** for each **insured child** is fixed at \$30,000. The maximum **benefit amount** payable for each **insured child** cannot exceed \$30,000 for a **Level premium policy** or \$30,000 plus any **Automatic Benefit Amount Increases** for an **Age Based policy**.

## 4. What is covered?

Subject to Section 5 *What is not covered* in Optional Children's coverage, the Children's coverage **benefit**

**amount** will be paid if, while covered under the **policy**, the **insured child**:

- dies within 90 days of an **accident** which occurred after the **start date**, or
- suffers a **specified injury or illness**, meaning one of the following:
  - **bacterial meningitis** – resulting in **permanent** symptoms;
  - **blindness** – **permanent** and **irreversible**;
  - **deafness** – **permanent** and **irreversible**;
  - **encephalitis** – resulting in **permanent** symptoms;
  - **loss of hands or feet** – **permanent** physical severance;
  - **paralysis** – total and **irreversible**; or
  - **traumatic head injury** – resulting in **permanent** symptoms.

In the event of a claim for an **insured child**, the Children's coverage **benefit amount** is payable once for each **insured child**. The amount of benefit payable is specified in **your schedule**.

## 5. What is not covered?

We will not pay a Children's coverage **benefit amount** when the **insured child** suffers a **specified injury or illness**, if:

- the condition was known to be present at birth;
- the **insured child** suffers a **specified injury or illness** and then dies from a non-accidental death within 28 days;
- symptoms first arose before the **insured child's** coverage **start date**; or
- the **specified injury or illness** occurred during the first three months after the **insured child's** coverage start date.

**We** also will not pay a Children's coverage **benefit amount** if the insured child:

- dies from any cause other than **accidental death**;
- Suffers from an injury or illness that does not meet **our** definition of a **specified injury or illness** that **we** cover; or
- dies more than 90 days after an **accident**.

## Optional Critical Illness coverage

This section of the Terms and Conditions document applies if **you** have Critical Illness coverage as detailed in **your policy schedule** and **you** have agreed to pay the **premium**.

### 1. What is Critical Illness coverage?

Our optional Critical Illness coverage pays a lump sum benefit out of **your** Cover Direct coverage **benefit amount** if **you** suffer a covered **critical illness**. The benefit amount available is fixed at \$50,000. The money can be used as **you** choose – to assist with rehabilitation, to help replace your income while **you** are recovering, or even to pay for a recuperative holiday. With the extra financial support in place, **you** can focus on getting better, instead of worrying about the finances.

### 2. Who can take out coverage?

**You** are eligible for Critical Illness coverage if **you** have Cover Direct coverage, are a resident of Canada\*, and are aged between 18 to 60 at the **start date** or if Critical Illness coverage is added later, the date when **you** are accepted for coverage.

**\*Note:** Coverage is not available to residents of Quebec.

## 6. Coverage start and end dates

Children's coverage starts for an **insured child** on the **start date** as set out in the **policy schedule**. The Children's coverage ends for an **insured child** when the first of the following occurs:

- the date of death of that **insured child**;
- the date of payment of a Children's coverage **benefit amount** for that **insured child**;
- the date **you** cancel this optional coverage;
- the **policy anniversary on**, or following, the attainment of age 21 by that **insured child**; or
- the date **your** Cover Direct coverage ends.

### 3. What is covered?

The Critical Illness coverage benefit amount will be paid if **you** suffer any of the following while covered under the **policy**:

- **cancer** – excluding less advanced cases;
- **coronary artery by-pass grafts** – with surgery to divide the breastbone;
- **heart attack** – of specified severity; or
- **stroke** – resulting in permanent symptoms.

The full definitions of the illnesses covered are specified in the Glossary section.

The **benefit amount** payable is specified in **your policy schedule**.

In the event a **critical illness** claim is payable, **we** will reduce the Cover Direct **benefit amount** by the Critical Illness coverage **benefit amount**. If **we** reduce the Cover Direct **benefit amount**, we will reduce your **premium** accordingly.

### 4. What is not covered?

The Critical Illness coverage benefit amount will not be paid if:

- you have an illness that does not meet **our**



definition of one of the **critical illnesses we** cover.

For example, some types of **cancer** are not covered (as specified in the definition of **cancer** in the Glossary section).

- the **critical illness** is directly or indirectly as a result of an intentional self-inflicted bodily injury or attempted suicide, regardless of your state of mind and whether a mental health disorder is present or not at the time of the attempt.
- the insured event resulting in a claim occurs before, or is related to an event occurring before, the **start date** or occurs during the first three months after the **start date**.

## 5. Amount of coverage

The available Critical Illness benefit amount is fixed at \$50,000. The maximum benefit amount payable

# General conditions and information about your policy

## 1. Policy types

We have two **policy** types to choose from; **Age Based** or **Level premium**. Both **policy** types are flexible which allow **you** to apply for changes if **your** circumstances change.

### 1.1 Age Based policy

With an **Age Based policy**, **your policy** can be kept for the rest of **your** life (whole of life), provided **premiums** are paid. **Your premium** in respect of any chosen Children's coverage will remain level until the benefit expires, whereas **your premium** in respect of the **Age Based policy** and any chosen Critical Illness coverage is not guaranteed because it is recalculated each year at **your policy anniversary** in accordance with the **Premium Recalculation Method**.

**Automatic Benefit Amount Increases: your Age**

cannot exceed \$50,000 for a **Level premium policy** or \$50,000 plus any **Automatic Benefit Amount Increases** for an **Age Based policy**.

## 6. Coverage start and end dates

Critical Illness coverage starts on the **start date** as set out in **your policy schedule**.

The Critical Illness coverage ends when the first of the following occurs:

- the date of **your** death;
- the date of payment of a Critical Illness **benefit amount**;
- the date **you** cancel this optional coverage;
- the **policy anniversary** on, or following, the attainment of age 70; or
- the date **your** Cover Direct coverage ends.

**Based policy** features a 3% automatic annual increase to **your** chosen **benefit amount** for **your** life **insurance** and any optional coverage **you** have. This increase is not subject to further health and lifestyle questions. It is applied automatically on **your policy anniversary** each year.

The automatic increase to your **benefit amount(s)** will continue even when the maximum **benefit amount** at the **start date** is met or exceeded.

**You** will be sent a new **policy schedule** each year at least 30 days before **your policy anniversary**, which will show **your** new **benefit amount** with the 3% automatic increase included and **your** new monthly **premium**, recalculated in accordance with the **Premium Recalculation Method**.

At this point **you** can decide to accept the **benefit amount** increase (in which case **you** wouldn't need to do anything), or if **you** wish to opt-out of it, **you** can contact us to let us know (in which case a replacement **policy schedule** will be issued, showing **your** rise in **premium** based on age only). If you opt out of three **Automatic Benefit Amount Increases** in a row, this feature will be permanently removed from **your policy** and no further **Automatic Benefit Amount Increases** will be applied.

### 1.2 Level policy

With a **Level premium policy**, the **benefit amount** and the **premium** payable are fixed when **your policy** is accepted and remains fixed throughout the **term** of the **policy**. **You** choose a **term** between 10 and 30 years (depending on your age) and the coverage will end at the earliest of your selected **term** or on the **policy anniversary** on, or following, the attainment of age 80.

## 2. Premium Payments

**Your premium** amount is calculated based on the **benefit amount you** selected; any optional coverage, the **policy type you** have selected, your personal circumstances such as age, gender, health and lifestyle, family history and occupation.

The amount of **premium** payable will be stated in **your policy schedule** that will be sent to **you** after **you** are accepted for coverage. For **Age Based** policies, this amount will increase over time in accordance with the **Premium Recalculation Method**. For **Level premium policies**, **your premium** is guaranteed for the **term** of the **policy**.

**Your premium** will be debited from **your** nominated bank account monthly on the date of **your** choice. All **premiums** are to be paid in Canadian currency (\$) from a Canadian bank account. **Premiums** are payable monthly.

## 3. Missed premium payments

**Your policy** will terminate, with no value or benefit paid or payable, if two consecutive monthly **premium** payments are not paid. If that occurs, **Canadian Premier** will have no further responsibility to **you** under this **policy**.

As soon as a **premium** payment is missed, **we** may contact **you** to discuss **your** payment arrangements and may also reattempt collection of **your premium** from **your** nominated bank account. **Canadian Premier** may reinstate the coverage if the outstanding **premiums** are paid to them in full. If **you** missed a monthly **premium** payment and die before the next monthly **premium** payment is due, your **benefit amount** will be reduced by the amount owing to **us** as of **your** date of death.

## 4. Reinstatement

**Your policy** may be put back in force after it has been terminated if all of the following requirements are met:

- the **life insured** is alive;
- **you** contacted **us** with a request for reinstatement within two years of the date **your policy** was terminated;
- the **life insured** meets the eligibility criteria for Cover Direct Family Life Insurance, including health and lifestyle, family history and occupation criteria, as of the date of reinstatement;
- all past due **premiums** are paid; and
- **we** have not received written notice requesting termination of the **policy**.

**You** can request a reinstatement by contacting **us**. The two year contestability period described in Section 11. *Accuracy of Information* will restart on the effective day of any reinstatement.

## 5. Changing your insurance

### 5.1 Changes you can make

You may apply, at any time, to change **your policy** during the period of **insurance**, however, **we** and **Canadian Premier** cannot guarantee the ability to make the changes **you** request. Any changes accepted may be subject to the payment of an additional **premium** based on further health and lifestyle questions at the time of the request.

If **your** changes are accepted, **you** will receive confirmation of these changes, including, if applicable, a new **policy schedule**. The new **policy schedule** will replace all previous versions issued.

### 5.2 Increasing your benefit amount

If at any time **you** decide to increase the **benefit amount** for the **life insured** (other than through the **Automatic Benefit Amount Increases**), the additional **benefit amount** will not be paid if **you** commit suicide within two years from the date the additional benefit amount was applied, regardless of your state of mind and whether a mental health disorder is present or not at the time of death. A two year contestability period, as described in Section 11. *Accuracy of Information*, will apply to **your benefit amount** increase on the effective date of the **benefit amount** increase.

### 5.3 Changes Canadian Premier can make

**Canadian Premier** can change any of the terms and conditions of **your policy** if they reasonably consider such changes are appropriate.

**Canadian Premier** may also make changes required due to a change in applicable laws.

These changes could affect the amount and type of coverage provided under **your policy**.

**We** will write to tell **you** at least 28 days before any change takes effect.

### 5.4 Naming the Beneficiary

**We** will pay the **benefit amount** to the **beneficiary** named in the policy. **You** may name a new **beneficiary** by filing a written change of **beneficiary** request with us. If no **beneficiary** is living when the **life insured** dies, any **benefit amount** that becomes payable will be paid to **your** estate.

## 6. Annual review of coverage

It is **your** responsibility to review **your insurance** coverage and beneficiary designations at least annually and following major life events or lifestyle changes, to ensure they remain adequate for **your** needs.

## 7. Dual insurance

If the **life insured** is covered under more than one Cover Direct Family Life Insurance **policy**, the total lump sum payment provided on death under all **policies** combined will be limited to that which would have applied under a single **policy** with a chosen **benefit amount** equal to the maximum **benefit amount** in Section 3. *Minimum and maximum benefit amounts*, with the Automatic Benefit Amount Increases applied from the **policy start date**.

If a reduction in the amount provided is necessary due to the maximum limits being exceeded, the reduction will be applied to the **policy** most recently commenced and the same proportion of associated **premiums** paid will be refunded.

## 8. Governing law

This **policy** is governed by the laws of the Canadian province or territory of your residence on the **start date**. Any terms of this **policy** that are in conflict with the requirements of such laws are amended to conform to the minimum requirements of them.

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 (for actions or proceedings governed by the laws of Alberta and British Columbia), The Insurance Act (for actions or proceedings governed by the laws of Manitoba), the Limitations Act, 2002 (for actions or proceedings governed by the laws of Ontario), or in other applicable legislation. For those actions or proceedings involving residents of Saskatchewan, New Brunswick, Nova Scotia, Newfoundland, P.E.I., Yukon, Northwest Territories and Nunavut. No legal action may be brought against **Canadian Premier** unless it is brought within the longer of: (a) 12 months from the date **you** are notified in writing that no benefits are payable; or (b) the shortest applicable limit of time established by law in the jurisdiction in which **you** reside.

If any time limitation specified is less than that permitted by the law of the province or territory in which **you** reside at the time of the **start date**, then the time limitation will not be less than that provided for by such provincial or territorial law.

## 9. Waiver

**Canadian Premier** shall not be deemed to have waived any term or condition of this **policy** either in whole or in part, unless the waiver is expressed in writing and signed by **Canadian Premier**.

No agent has authority to change this **policy** or waive any of its provisions. No change to this **policy** will be valid unless approved by an officer of **Canadian Premier** and such approval is endorsed or attached to this **policy**.

## 10. Data protection notice

**We** and **Canadian Premier** understand how important privacy is and so comply with all applicable laws governing the collection, use, disclosure and safeguarding of personal information.

### 10.1 How the life insured's personal information may be collected

**We** and **Canadian Premier** may collect personal information relating to the **life insured**:

- when the **life insured** provides their personal information to **us** or **Canadian Premier** by telephone, mail or online;
- when **we** or **Canadian Premier** contact the **life insured** or the **life insured** contacts **us** or **Canadian Premier**; or
- via the **life insured's** authorized representative(s).

### 10.2 How the life insured's personal information may be used and disclosed

**We** and **Canadian Premier** may collect, use and disclose the **life insured's** personal information to assess an application for insurance products or services, to provide and administer insurance products or services including for claims handling and reinsurance purposes, to respond to questions and other requests raised by the **life insured** or their authorized representative(s), to help understand clients and hence improve products and services, to satisfy legal and regulatory requirements and for marketing purposes.

**We** and **Canadian Premier** may disclose the **life insured's** personal information to the **Medical Information Bureau** for the purpose of evaluating **your** application and underwriting the **policy**.

By providing personal information to **us** and **Canadian Premier**, the **life insured** consents that this information may be used by **us**, **Canadian Premier**, the **Medical Information Bureau**, and permitted third parties (including reinsurers and service providers) for the purposes set out above. However, **we** and **Canadian Premier** will only use the



**life insured's** personal information to send marketing messages if **we** or **Canadian Premier** have explicit consent to do so.

### **10.3 How long the life insured's personal information may be retained for**

**We** and **Canadian Premier** retain personal information only for as long as necessary for legal, regulatory, or operational reasons, such as to administer any insurance products or services **we** and **Canadian Premier** provide to the **life insured** or for tax and other reporting requirements.

### **10.4 How the life insured's personal information is protected**

**We** and **Canadian Premier** have appropriate safeguards in place to protect the **life insured's** personal information against loss, theft, and unauthorized disclosure, copying, use or modification. **We** and **Canadian Premier** also strictly limit access to the **life insured's** personal information to those employees, partners and service providers located in Canada, the United Kingdom and the United States of America who require access to it.

If the **life insured's** personal information is transferred to the United Kingdom and/or the United States of America, it may be accessible to law enforcement and regulatory bodies in those jurisdictions. However, where the **life insured's** personal information is transferred outside of Canada, all steps will be taken to ensure that the **life insured's** personal information is processed in accordance with this data protection notice.

### **10.5 The life insured's rights**

The **life insured** may be able to withdraw any consent upon which **we** or **Canadian Premier** rely to collect, use and disclose the **life insured's** personal information for the purposes set out in this data protection notice. However, **we** and **Canadian**

**Premier** may be unable to continue to provide insurance products and services to the **life insured** in these circumstances. The **life insured** can withdraw consent to receive marketing messages by clicking "unsubscribe" in any marketing message received from **us** or **Canadian Premier** or by contacting **us** or **Canadian Premier**.

The **life insured** may also request to be informed of the existence of any personal information **we** or **Canadian Premier** hold about the **life insured**, as well as the way in which **we** or **Canadian Premier** use and disclose that information. The **life insured** may also request access to any personal information **we** or **Canadian Premier** hold about the **life insured**. There may be a reasonable charge incurred in connection with **us** or **Canadian Premier** providing copies of the **life insured's** personal information but **we** or **Canadian Premier** will inform the **life insured** beforehand if that is the case.

### **10.6 Contact**

The **life insured** can contact us at any time in connection with this data protection notice by writing to **us** at:



**1-844-990-4466**

Monday to Friday from 9:00 AM to 8:00 PM ET



**PO BOX 64004,  
Royal Bank Plaza,  
Toronto, Ontario  
M5J 2T6**



**service@coverdirect.ca**

For more information about **Canadian Premier's** data protection practices, visit [www.canadianpremier.ca/privacy-statement](http://www.canadianpremier.ca/privacy-statement).

## 11. Accuracy of Information

**Canadian Premier** may not pay part or all of a claim and may contest the validity of **your policy** if, when **you** applied for the **policy** or when making a claim:

- the **life insured** failed to answer all of **our** questions truthfully, accurately and completely to the best of their knowledge;
- the **life insured** does not provide all the information **we** ask for; or
- the **life insured** does not tell us of any inaccuracies before or immediately after **your policy** is issued.

If the **life insured's** date of birth or gender as shown on **your policy schedule** is incorrect, the terms of the **policy** shall be cancelled and reissued, if eligible, based on the terms that would have applied if the correct date of birth and gender had been given. This could include increasing the amount of **premium** payable, reducing the **benefit amount**, or, for misstatement of date of birth only, cancelling this **policy**.

**Canadian Premier** will not contest the validity of your **policy** after it has been in force during your lifetime for two years from the **start date**, effective date of the latest reinstatement, or in respect of increases to the **benefit amount** (other than through the **Automatic Benefit Amount Increases**) for two years from the effective date of the **benefit amount** increase, if applicable, except for fraud, ineligibility due to misstatement of age, or if **you** do not pay **premiums**.

## 12. How to make a claim

Claims should be made as soon as possible after the death occurs. To make a claim under this **policy**, please contact **us** at:



**1-800-990-4466**

Monday to Friday from 9:00 AM to 8:00 PM ET



**Claims**

**Cover Direct Insurance Agency**

**PO Box 64004**

**Royal Bank Plaza**

**Toronto, Ontario**

**M5J 2T6**



**claims@coverdirect.ca**

Once a claim request is received, **we** will send a claim form to be completed, signed and returned. To assess the claim, **we** will also require proof of death, the **life insured's** date of birth, the claimant's right to be paid, and the name and age of any beneficiary.

**We** may also require the **life insured's** attending physician or a **medical specialist** to complete a report, which will be paid for by **us**. It may also be necessary to access the **life insured's** medical records. Further information or documentary evidence may be requested to assess the claim.

If any information or documentation that would reasonably be required to assess the claim is not provided by the claimant, **we** may not be able to process the claim until the information or documentation is made available.

Once the claim is approved in accordance with the terms of **your policy**, **Canadian Premier** will pay the lump sum due to **you** or the person who is legally entitled to it, whichever is appropriate.


If applicable, **we** will refund any **premium(s)**

collected after the date of death in respect of the **life insured** where a valid claim is made in respect of the **life insured**.

Once a claim is paid, the life **insurance** coverage will end for the **life insured** and **Canadian Premier** will have no further responsibility to them.

### 13. Cancellation rights

**You** have 30 days from the date on which **you** receive **your policy** documents to make sure **you** are happy with **your** coverage and decide whether **you** want to keep it. If **you** want to cancel **your** coverage within this period, please call us on 1-844-990-4466 or send your request in writing to **us** at:

 **Customer Service**  
**Cover Direct Insurance Agency**  
**PO BOX 64004,**  
**Royal Bank Plaza,**  
**Toronto, Ontario**  
**M5J 2T6**

 **service@coverdirect.ca**

After **we** receive **your** cancellation request, **your** coverage will be cancelled and **you** will be sent a letter of confirmation from **us**. Any **premium you** may have paid will be refunded, subject to no valid claim being made.

If **you** wish to cancel **your** coverage after the 30 day period, **you** can do this by contacting **us**. If **you** do, **you** will not receive any refund of **premium**.

If **you** do not cancel, **your policy** will start and end as set out in these Terms and Conditions and **your policy schedule**, with **premiums** being collected as agreed.

**Canadian Premier** can cancel this **policy** in any of the following circumstances:

- if they believe a claim to be false or fraudulent;
- if the incorrect date of birth of a **life insured** was given at the time of application;
- if two consecutive **premium** payments were not paid when due; or
- as permitted by applicable laws.

### 14. Changes to administrative rules

**Canadian Premier** may change the administrator for this **policy** or administrative rules (such as how to change **your beneficiary** and how your **premium** is collected) from time to time. **You** will be notified of any such changes in advance and they will not affect the amount of **your benefit payment** under this **policy**.

### 15. Complaints

To obtain information about how to make a complaint and the complaints handling process, please contact Cover Direct Insurance Agency or visit [www.coverdirect.ca](http://www.coverdirect.ca).

# Glossary

In this document, some words appear in bold font, for example, **policy**. These words have special meanings as explained below.

**Accident** means an event resulting in bodily injury occurring while this **policy** is in force, where the injury is directly and solely caused by accidental, violent and external means and where the injury is not self-inflicted.

**Accidental death** means death occurring as a direct result of an **accident** which took place while the **life insured** was covered under the **policy** and where death occurs within 90 days of the **accident**.

**Age Based policy** means **your policy** can be kept for the rest of **your** life (whole of life), provided **premiums** are paid. **Your premium** is not guaranteed because it is recalculated each year at **your policy anniversary** in accordance with the **Premium Recalculation Method**.

**Automatic Benefit Amount Increases** means the automatic annual increase to **your** chosen **benefit amount** for **your** life insurance and any optional coverage **you** have, as described in Section 1.1 *Age Based policy* under “General conditions and information about your policy”.

**Bacterial meningitis** means a definite diagnosis of bacterial meningitis resulting in **permanent neurological deficit with persisting clinical symptoms**. For the above definition, the following are not covered:

- all forms of **meningitis** other than those caused by bacterial infection.

**Beneficiary** means the person or entity entitled to receive the **benefit amount** when the **life insured** dies.

**Benefit amount** means the amount of coverage chosen by **you** and used to determine the lump sum payment provided under this **policy** in respect of the **life insured**. The benefit amount for the **life insured** is shown in the **policy schedule**.

**Blindness** means **permanent** and **irreversible** loss of sight to the extent that even when tested with the use of visual aids, vision is measured at 3/60 or worse in the better eye using a Snellen eye chart.

**Canadian Premier** means Canadian Premier Life Insurance Company, the insurance company that underwrites **your policy** and pays the **benefit amount**.

**Cancer** means any malignant tumour positively diagnosed with histological confirmation and characterised by the uncontrolled growth of malignant cells and invasion of tissue.

The term malignant tumour includes leukaemia, sarcoma and lymphoma except cutaneous lymphoma (lymphoma confined to the skin).

For the above definition, the following are classified as less advanced cases and are not covered under this **policy**:

- all cancers which are histologically classified as any of the following:
  - pre-malignant;
  - non-invasive;
  - cancer in situ;
  - having borderline malignancy; or
  - having low malignant potential.
- all tumours of the prostate unless histologically classified as having a Gleason score of 7 or above or having progressed to at least TNM classification T2bN0M0.
- chronic lymphocytic leukaemia unless



histologically classified as having progressed to at least Binet Stage A.

- any skin cancer (including cutaneous lymphoma) other than malignant melanoma that has been histologically classified as having caused invasion beyond the epidermis (outer layer of skin).
- all thyroid tumours unless histologically classified as having **progressed** to at least TNM classification T2N0M0.

**Coronary artery by-pass grafts** means the undergoing of surgery requiring median sternotomy (surgery to divide the breastbone) on the advice of **medical specialist** in cardiology to correct narrowing or blockage of one or more coronary arteries with by-pass grafts.

**Critical illness** means **cancer** – excluding less advanced cases, **coronary artery by-pass grafts** – with surgery to divide the breastbone, **heart attack** – of specified severity or **stroke** – resulting in **permanent** symptoms.

**Deafness** means **permanent** and **irreversible** loss of hearing to the extent that the loss is greater than 95 decibels across all frequencies in the better ear using a pure tone audiogram.

**Encephalitis** means a definite diagnosis of encephalitis by a **medical specialist** in neurology resulting in **permanent neurological deficit with persisting clinical symptoms**.

For the above definition the following is not covered:

- myalgic encephalomyelitis and chronic fatigue syndrome.

**Heart attack** means death of heart muscle, due to inadequate blood supply, that has resulted in all of the following evidence of acute myocardial infarction:

- typical clinical symptoms (for example, characteristic chest pain);

- new characteristic electrocardiographic changes;
- transient increase of cardiac troponin T or I or cardiac enzymes, including CKMB, above the generally accepted laboratory reference levels for heart attack; and
- proof of permanent reduction of heart function due to heart attack, such as reduced left ventricular ejection fraction or significant wall motion abnormalities.

The evidence must show a definite acute myocardial infarction.

For the above definition, the following are not covered:

- other acute coronary syndromes;
- angina without myocardial infarction.

**Insurance** means, in respect of the **life insured**, the **benefit amount** that has been applied for by the **policy holder** and accepted by **Canadian Premier** as indicated on the **policy schedule**.

**Insured child** in respect of the optional Children's coverage means **your** financially dependent child who is named in the **policy schedule**.

**Irreversible** means cannot be reasonably improved upon by medical treatment and/or surgical procedures used by **medical specialists** in Canada at the time of claim.

**Level premium policy** means the **benefit amount** and the **premium** payable are fixed when **your policy** is accepted and remains fixed throughout the **term** of the **policy** as described in Section 1.2 *Level policy under* "General conditions and information about your policy".

**Life insured** means **you** and, if applicable, in respect of Children's coverage only, an **insured child**.

**Loss of hands or feet** means **permanent** physical severance of a hand or foot at or above the wrist or ankle joint.

**Medical specialist** means a person who:

is licensed and practicing in Canada, or the country where the insured event giving rise to the claim arose, within the scope of his/her license as a doctor of medicine; and is a specialist in an area of medicine appropriate to the cause of the claim.

The medical specialist must not be the **life insured** under this **policy**, their spouse, partner, relative or business associate.

**Medical Information Bureau** means an organization representing insurance companies that operates a confidential database of personal information about individuals, including health information. **Your** application may be evaluated against the **Medical Information Bureau's** records for underwriting purposes.

**Paralysis** means total and **irreversible** loss of muscle function to the whole of any two limbs.

**Permanent** means expected to last throughout life with no prospect of improvement, irrespective of when the coverage ends or the **life insured** expects to retire.

**Permanent neurological deficit with persisting clinical symptoms** means dysfunction in the nervous system that is present on clinical examination and expected to last throughout the **life insured's** life. This includes numbness, hyperaesthesia (increased sensitivity), **paralysis**, localised weakness, dysarthria (difficulty with speech), aphasia (inability to speak), dysphagia (difficulty in swallowing), visual impairment, difficulty in walking, lack of coordination, tremor, seizures, dementia, delirium and coma.

The following are not covered:

- an abnormality seen on brain or other scans without definite related clinical symptoms;
- neurological signs occurring without symptomatic abnormality, e.g. brisk reflexes without other symptoms; or
- symptoms of psychological or psychiatric origin.

**Policy** means the legal contract between the **policy holder** and **Canadian Premier**. The Policy Terms and Conditions, **your** application, any future application changes accepted by **Canadian Premier** (if applicable) and the current **policy schedule** make up the policy.

**Policy anniversary** means the anniversary of the date on which **your** first **premium** payment for this **policy** was requested.

**Policy holder** means the owner of this **policy**, who must be the life insured. Neither this **policy** nor any rights or interests under this **policy** may be assigned or transferred to a third party.

**Policy schedule** means the schedule to this **policy**, or any replacement schedule to this **policy**, issued by **us** and showing the details of the coverage provided to **you** by this **policy**.

**Premium** means the amount of money **you** pay on a monthly basis for the **insurance** coverage under this **policy**.

**Premium Recalculation Method** means:

(a) in respect of the monthly **premium** for **your Age**

**Based policy:**

$$[(A / 1,000) \times B] + 6.67$$

Where:

'A' is equal to your chosen **benefit amount** plus any **Automatic Benefit Amount Increases**; and

'B' is equal to the **Relevant Premium Rate**; and

(b) in respect of the monthly **premium** for any Critical Illness coverage:

$(A / 1,000) \times B$

Where:

'A' is equal to your chosen **benefit amount** plus any **Automatic Benefit Amount Increases**; and

'B' is equal to the **Relevant Premium Rate**.

**Relevant Premium Rate** means the relevant rate set out in the table enclosed at Schedule 1, which rates are subject to change if mortality, critical illness, lapse, or expense experience is different to that expected across all **policies** issued.

**Specified injury or illness** means:

- **bacterial meningitis** – resulting in **permanent** symptoms;
- **blindness** – **permanent** and **irreversible**;
- **deafness** – **permanent** and **irreversible**;
- **encephalitis** – resulting in **permanent** symptoms;
- **loss of hands or feet** – **permanent** physical severance;
- **paralysis** – total and **irreversible**; or
- **traumatic head injury** – resulting in **permanent** symptoms.

**Start date** means the date an application for the **life insured** is accepted by Canadian Premier and coverage starts as set out in **your policy schedule**. If changes are made to **your policy** after the start date, these changes and any applicable waiting periods are effective from the date of the change.

**Stroke** means death of brain tissue due to inadequate blood supply or haemorrhage within the skull resulting in **permanent neurological deficit with persisting clinical symptoms**. For the above definition, the following are not covered:

- transient ischaemic attack;
- traumatic injury to brain tissue or blood vessels;

- death of tissue of the optic nerve or retina/eye stroke.

**Term** means, for a **Level premium policy** only, the total length of time the **policy** runs for from the **start date**, as specified in the **policy schedule**.

**Terminal illness** means a definite diagnosis by the attending **medical specialist** of an illness that satisfies both of the following:

- the illness either has no known cure or has progressed to the point where it cannot be cured; and
- in the opinion of the attending **medical specialist**, the illness is expected to lead to death within 12 months.

**Traumatic head injury** means death of brain tissue due to traumatic injury resulting in **permanent neurological deficit with persisting clinical symptoms**.

**We, us, our** means Cover Direct Insurance Agency, who are responsible for arranging and issuing **your policy** and carrying out administration services on behalf of the insurance company, **Canadian Premier**.

**You, your** means the **policyholder**.








Call us today – we'd love to help you

# 1-844-990-4466

Lines open: Monday to Friday from 9:00 am to 8:00 pm EST, excluding public holidays

Calls are recorded for training and monitoring purposes.

 [service@coverdirect.ca](mailto:service@coverdirect.ca)

 Cover Direct Insurance Agency  
PO Box 64004  
Royal Bank Plaza  
Toronto, Ontario  
M5J 2T6

This document and other associated documentation are also available in French. If you require a French document, please contact Cover Direct Insurance Agency

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