

Life, Illness, and Job Loss Insurance

Distribution Guide – Manulife Bank Balance Protection

Help pay your credit card balance in case the unexpected happens.

Insurer**Manulife**

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Licence No.: 2000737614

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500 King Street North
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Waterloo, ON N2J 4C6
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**Note about 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 certificate.

RULES FOR REVIEWING THIS GUIDE PROPERLY

“You” can refer to many people

When referring to “you,” we mean the person who purchased the insurance [the Primary Cardholder] and any other insured individual [the Spousal Cardholder], unless the context states otherwise.

Your “balance” is the amount you owe to Manulife Bank

When we talk about your “balance,” we are referring to the amount you owe on your Manulife credit card account, as shown on your most recent account statement. We cover your balance up to \$25,000.

This Guide is a summary

Review the sample certificate for complete details.

THINGS TO CHECK BEFORE YOU BUY THIS INSURANCE

Before you buy this insurance

- ✓ Do you meet **all** the eligibility requirements? If not, you might not be covered. To make sure, read [Section 1, Who can purchase this insurance \(eligibility requirements\)](#).
- ✓ Do you or someone you want to insure suffer from a critical illness? If so, claims relating to this illness may not be covered.

DON'T FORGET

Don't make false statements

If you make a false statement or if you fail to declare certain information before or during the coverage period, we may cancel your coverage.

If you made a mistake about your age, let us know and we will correct your file without any penalty. However, we must cancel your coverage if your true age makes you ineligible for this insurance.

You have 30 days to change your mind

You have the right to cancel your insurance at no cost within 30 days of receiving your insurance certificate. To find out more, read [Section 6, Your right to terminate insurance](#).

Your obligations

- If you make a claim, you must keep making your payments while we review your claim. Otherwise, you could be in default and your credit card may be cancelled.
- You must pay your premiums. Otherwise, we may terminate your insurance. Contact us if you think you might have trouble paying your premiums.

Any questions? Contact us!

If you have any questions about this insurance, please contact our Customer Service department at 1 866-388-7095.

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1. WHO CAN PURCHASE THIS INSURANCE (ELIGIBILITY REQUIREMENTS)

Requirements for purchasing this insurance

You can purchase this insurance if you meet all the following requirements:

- ✓ You reside in Canada
- ✓ You are between 18 and 64 years old
- ✓ You have a Manulife Bank credit card

IF YOU ARE AN EMPLOYEE OR SELF-EMPLOYED

- ✓ You are eligible for all coverages (Death, Job Loss, and Disability)

IF YOU DO NOT HAVE A JOB

- ✓ You are eligible for Death, Critical Illness, Hospital, and Disability coverage
- ✗ You are not eligible for Job Loss or professional income coverage.

Your insurance will be cancelled if you don't meet the eligibility requirements

You must meet all these requirements, and each of the people you want to insure must also meet them or the insurance may be cancelled in full.

2. WHO IS INSURED

You (the Primary Cardholder)

You are insured if:

- ✓ You meet all the eligibility requirements.
- ✓ You pay your insurance premiums
- ✓ Your Certificate of Insurance shows that you are an insured person

Your spouse (the Spousal Cardholder)

Your common-law partner or the person you are married to is insured if he or she:

- ✓ meets the eligibility requirements, and
- ✓ has a credit card in his or her name for the same credit account

3. **MAXIMUM COVERAGE AMOUNT: \$25,000**

We pay your credit card balance to Manulife Bank, up to a maximum of \$25,000.

4. **SUMMARY OF COVERAGES**

DEATH (LIFE INSURANCE)

In the event of death, we pay up to \$25,000 of your Manulife Bank credit card balance.

Amount we pay

We pay the balance of your Manulife Bank credit card to Manulife Bank.

We consider the balance of your credit card on the date of your death, up to a maximum of \$25,000.

Exclusions for Death Coverage

SUICIDE

You're not covered if you commit suicide within two years of taking out this certificate.

LOSS OF EMPLOYMENT OR PROFESSIONAL INCOME

If you lose your job or professional income voluntarily, we pay part of your credit card balance to Manulife Bank.

Requirements to qualify for this coverage

- ✓ You are younger than 70 years old
- ✓ Involuntary job loss because of layoff or termination without cause, or loss of professional income
- ✓ You did not resign
- ✓ You have not used this coverage before

IF YOU ARE AN EMPLOYEE

- ✓ You have a full-time contract and work at least 20 hours per week
- ✓ You have a permanent position
- ✓ You contribute to employment insurance in Canada

IF YOU ARE SELF-EMPLOYED

- ✓ You worked 30 hours per week in the last 18 months
- ✓ You earn your income from your sole proprietorship or from practising a profession, partnership, or any business in which you hold assets as an owner in Canada

30-DAY WAITING PERIOD BEFORE THE FIRST PAYMENT

You must remain unemployed or without work income for 30 days or more before you are eligible for this coverage. Regardless of this wait period, we pay your credit card balance from the first day you were unemployed or without professional income.

What we pay

Each month, we pay Manulife Bank the higher of the following amounts:

- 10% of your credit card balance, or
- \$20

To determine this amount, we rely on the account statement prepared just before the date of your job loss. We do not pay for any purchases or expenses charged to your account after this date.

If your balance is \$0, we do not pay anything on your behalf.

When payments end

- ✗ When you find another job or earn professional income
- ✗ If the total amount of our payments is equal to your account balance just before your job loss or \$25,000
- ✗ If you do not prove to Manulife that you are still unemployed in a way that is satisfactory to us

Exclusions for Job Loss or professional income

You are not covered if:

- ✗ You resign or voluntarily give up your professional earnings
- ✗ You retire
- ✗ You do not have a permanent position (seasonal, contract, or temporary job)
- ✗ you commit or attempt to commit a crime

If you are self-employed, you are not covered if:

- ✗ Your business closes within 12 months of purchasing this insurance
- ✗ Your business closes because you commit an act of wilful misconduct or criminal misconduct

TOTAL DISABILITY

If you become totally unable to work or perform everyday tasks, we pay part of your credit card balance to Manulife Bank until the end of your disability.

Requirements to qualify for this coverage

- ✓ You are age 70 or younger
- ✓ You are totally disabled. In other words, you are unable to perform your regular job-related duties, job, or professional activity because of illness or injury.
- ✓ If you are not an employee or self-employed, you must be unable to perform everyday activities because of illness or injury
- ✓ You must provide proof of your ongoing total disability.

IF YOU ARE AN EMPLOYEE: 30-DAY WAITING PERIOD BEFORE YOUR FIRST PAYMENT

If you are an employee, you must be totally disabled for 30 days or more to be eligible for this coverage. Despite this waiting period, we pay your credit card balance from the first day of total disability.

IF YOU ARE SELF-EMPLOYED OR DO NOT HAVE A JOB: 90-DAY WAITING PERIOD BEFORE YOUR FIRST PAYMENT

If you are self-employed or do not have a job, you must be totally disabled for 90 days or more to be eligible for this coverage. In this case, we pay your credit card balance from the 91st day of total disability only.

IN THE EVENT OF RELAPSE OR RECURRENCE

You don't need to wait another 30 or 90 days if:

- ✓ your total disability stops and then resumes within 21 days, and
- ✓ your total disability resumes for the same or a related reason.

In this case, we reinstate payments for the same amount as in your first period of total disability.

What we pay

Each month, we pay Manulife Bank the higher of the following amounts:

- 10% of your credit card balance, or
- \$20

To determine this amount, we rely on the account statement prepared just before the date of your disability. We do not pay for any purchases or expenses charged to your account after this date.

If your balance is \$0, we don't pay anything on your behalf.

When payments end

We stop the payments:

- ✗ When you are no longer totally disabled
- ✗ When the amount of our payments is equal to your account balance just before the start of your disability, or \$25,000
- ✗ If you don't prove to Manulife that you are still totally disabled in a way that is satisfactory to us
- ✗ If you don't complete the medical exam(s) we request

Exclusions for total disability

You are not covered if:

- ✗ your disability began before your insurance started
- ✗ normal pregnancy or cosmetic or non-emergency surgery caused your disability
- ✗ your disability is related to an injury that you self-inflicted, or a crime that you committed or attempted to commit
- ✗ If you become disabled because of an illness or injury that we have already paid you for under the Critical Illness benefit or Hospitalization coverage for more than 30 days

CRITICAL ILLNESS

We pay up to \$25,000 of your credit card balance if you are diagnosed with a critical illness covered by this certificate. Read the [List of covered illnesses](#) section to find out exactly what we cover.

Requirements to qualify for this coverage

- ✓ You are younger than 70 years old
- ✓ You have one of the critical illnesses covered by this insurance
- ✓ The illness was diagnosed for the first time in your life. This certificate does not cover recurrences.
- ✓ This diagnosis was made by a medical specialist. For example, an oncologist, cardiologist, or neurologist. The specialist may not be you or a member of your immediate family.

What we pay

We pay the outstanding credit card balance on the date of your diagnoses, up to \$25,000. The amount is paid to Manulife Bank in a single payment.

You may benefit from this coverage only once.

List of covered illnesses

We cover 3 critical illnesses:

- ✓ Cancer (life-threatening)
- ✓ Heart attack
- ✓ Stroke

We also cover the surgical procedure for treating blocked coronary arteries:

- ✓ Coronary artery bypass surgery

Warning: The critical illness that is diagnosed must meet the exact definition set out in the sample insurance certificate. In this Guide, we have simplified these definitions and we encourage you to read your sample certificate and consult your treating physician if you need further clarification.

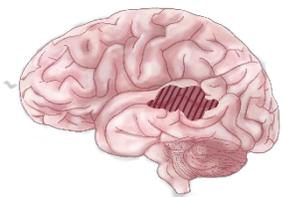
CANCER

To be covered, the cancer must be invasive and directly endanger your life.

See your sample certificate for the exact definition.

Exclusion: The term “cancer” is used to describe a wide variety of tumours. Some cancers are less severe than others, even if the diagnosis is still a concern. Cancers that are not invasive or do not put your life at risk are excluded. For a list of excluded cancers, see the sample certificate.

STROKE



To be covered, the stroke must be caused by:

- ✓ A blood clot in the brain (thrombosis or embolism), or
- ✓ A brain hemorrhage

You must also have neurological deficits and symptoms confirmed by diagnostic imaging tests. The deficiencies must persist for more than 30 days after the date of the diagnosis.

See your sample certificate for the exact definition.

Exclusion: We do not cover a stroke if it does not meet the specific definition set out in the Guide and the sample certificate. For example:

- ✗ A minor stroke (transient ischemic attack, Lacunar infarcts)
- ✗ A stroke caused by external trauma

HEART ATTACK



To be covered, a heart attack must cause the death of part of the heart muscle because of insufficient blood supply (myocardial infarction). The diagnosis of heart attack must be confirmed by a significant change in certain cardiac biochemical markers.

You must also have some symptoms associated with a heart attack (for example, shortness of breath, nausea, electrocardiogram changes indicating a heart attack).

See your sample certificate for the exact definition.

Exclusion: We do not cover diseases that are not diagnosed myocardial infarction. For example:

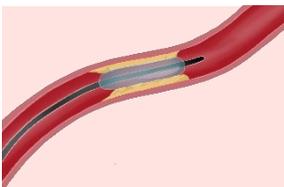
- ✗ If there is an increase in cardiac biochemical markers following intra-arterial cardiac intervention (coronography or coronary angioplasty), without Q wave development.
- ✗ If there are changes to the ECG (electrocardiogram) suggesting a previous heart attack that does not meet our definition of a covered heart attack (mild heart attack, unstable angina).

CORONARY ARTERY BYPASS SURGERY



Coronary artery bypass surgery is a cardiac surgery designed to bypass a blocked heart artery by placing a segment of a blood vessel (artery or vein) taken from elsewhere in the body. To be covered, a specialist must determine that this procedure is medically necessary.

See your sample certificate for the exact definition.



Exclusion: We cover bypass surgery as this procedure is considered major surgery. However, we do not cover less serious treatments, which are less dangerous for your health:

- ✗ Balloon angioplasty (shown in this illustration) with or without a spring or “stent”, intra-arterial procedure, non-surgical procedures and percutaneous trans-catheter procedures.

Exclusions for Critical Illness

CRITICAL ILLNESSES RELATED TO YOUR HEALTH BEFORE THE START OF INSURANCE

Start of insurance	
←BEFORE	FOR 90 DAYS→
<ul style="list-style-type: none">× Any critical illness diagnosed before the start of insurance	<ul style="list-style-type: none">× Any critical illness diagnosed within 90 days of the start of insurance× Any cancer, if you have any signs or symptoms or if you are diagnosed with cancer within 90 days of the start of insurance
	WHENEVER→
	<ul style="list-style-type: none">× Any recurrence of a critical illness after the start of insurance

HOSPITALIZATION

If you are hospitalized for more than 24 hours, we pay part or the total amount of your Manulife Bank credit card balance.

Requirements to qualify for this coverage

- ✓ You are younger than 70 years old
- ✓ You must stay in the hospital for at least 24 hours following an illness or injury
- ✓ You must stay in a facility that meets the definition of a hospital

A HOSPITAL IS:

- ✓ An institution registered as a hospital by the authorities and located in North America
- ✓ A facility that primarily treats patients on an in-patient basis
- ✓ A facility where a physician and qualified nurses are always available
- ✓ A facility that contains operating rooms and radiology equipment

The following facilities are not hospitals:

- × Clinics
- × Nursing homes, rest homes, or convalescent homes
- × Palliative care, long-term care, or rehabilitation facilities
- × Detox centres for alcoholism and/or drug addiction

What we pay

IF YOU ARE HOSPITALIZED FOR A TIME PERIOD BETWEEN 24 HOURS AND 30 DAYS

We pay Manulife Bank the higher of the following amounts:

- 10% of your credit card balance, or
- \$20

IF YOU ARE HOSPITALIZED FOR MORE THAN 30 DAYS

We pay the full amount of your credit card balance to Manulife Bank, up to \$25,000.

To determine this amount, we rely on the statement of account on the date you were hospitalized or just before this date. If your balance is \$0, we don't pay anything on your behalf.

Exclusions for Hospitalization Coverage

- × If you stay in a care facility that does not meet the definition of a hospital
- × If the hospital stay started before the effective date of coverage
- × Hospitalization because of normal pregnancy, cosmetic or non-emergency surgery
- × If your injuries are self-inflicted, or if you committed or attempted to commit a crime
- × Hospitalization for an illness or injury that we have already compensated you for under the Disability or Critical Illness benefits

5. EXPECTED LENGTH OF INSURANCE

When the insurance starts

If you are eligible, your insurance begins when we receive your enrolment information.

When the insurance ends

- ✓ When you no longer have a valid Manulife Bank credit card
- ✓ On your 70th birthday, except for life insurance, which lasts for as long as you continue to pay your premiums
- ✓ When you die
- ✓ If your insurance ends, your spouse's insurance also ends
- ✓ If Manulife Bank stops offering Credit card balance protection

6. YOUR RIGHT TO TERMINATE INSURANCE

Within 30 days of purchasing your insurance: premiums refund in full

We refund the insurance premium in full if you cancel your insurance no later than 30 days after you purchase it.

No refund in other cases

You may terminate your certificate at any time, but you are not entitled to a refund in other cases.

Contact us to cancel your contract

You can cancel your insurance contract when:

- ✓ You contact us toll free at 1 866-388-7095
- ✓ You send us the [Notice of cancellation of an insurance contract](#) in this Guide

7. OUR RIGHT TO TERMINATE INSURANCE

We may terminate your insurance if:

- ✗ you don't pay your premiums
- ✗ the Bank cancels your credit card
- ✗ the Bank stops offering group credit insurance with Manulife

8. MONTHLY COST OF INSURANCE

\$0.99 PER \$100 OF YOUR BALANCE

The insurance costs \$0.99 for every \$100 of your average daily credit card balance.

To calculate your average daily balance, we add up your credit card account balance at the end of each day, then divide it by the number of days considered in your statement.

For example, if your average daily balance is \$7,500, you pay:

$$7,500/100 \times 0.99 = \$74.25$$

If you are over 70 years old, the insurance costs \$0.50 for every \$100 of your average daily balance.

MAXIMUM COST

If your balance is greater than \$25,000, you will not pay more than \$247

If you are over 70 years old and your balance is greater than \$25,000, you will not pay more than \$125.

THE COST OF INSURANCE MAY INCREASE

We may change the monthly cost or the way we calculate the cost of insurance at any time. For example, we may increase the rate. We will give you 30 days' notice before we made any changes.

9. HOW TO MAKE A CLAIM

DEADLINES FOR SUBMITTING YOUR CLAIM

In the event of death: 3 years

We must receive the claim within 3 years following the death.

In the event of critical illness: 1 year

We must receive the claim within one year of the written diagnosis.

90 days for the other coverages

- Within 90 days of the hospitalization
- In the event of job loss or disability, within 90 days of the end of the waiting period (30 days for employees or 90 days for self-employed workers)

We can accept claims up to 12 months after the event if you aren't able to submit your claim sooner.

We apply a single coverage at a time

If you submit a claim for two coverages at the same time, we pay the higher amount first.

If two insured people submit a claim at the same time, we also pay the higher amount first.

CLAIM FORMS

If you need a claim form, contact us using the information in [Section 11. Contact us](#). Please have the group insurance contract number MM918 on hand.

WE RESPOND WITHIN 30 DAYS

We notify you of our decision within 30 days after receiving your claim and all supporting documents. If we decline your claim, we explain our reasons to you in writing.

During this period, you have to keep making your minimum payments to your credit card account.

YOUR LEGAL RIGHTS IF YOU DISAGREE WITH OUR DECISION

1. You can ask us to reconsider your claim

We will reconsider your claim if you provide us with additional arguments, information, or documentation. You can contact Customer Service, then Customer Service management and, if you are still not satisfied, the Manulife Ombuds Office. For more information:

www.manulife.ca/for-you/contact-us/feedback-or-complaint.html

2. You can contact the OmbudService for Life & Health Insurance

The OmbudService for Life & Health Insurance is an independent organization that helps people who want to file a complaint about their insurance coverage. For more information: www.olhi.ca

3. You can contact the Autorité des marchés financiers

The Autorité des marchés financiers reviews your file and can help us find a solution together, such as offering dispute resolution services. For more information: lautorite.qc.ca/en/general-public/assistance-complaints-and-compensation/

4. You can appeal our decision in court

If you decide to appeal our decision in court, you need to appeal within the 3-year time frame prescribed by the Civil Code (prescription period). We recommend that you seek legal advice for information on your rights and the appeal process.

10. SIMILAR INSURANCE PRODUCTS AVAILABLE ON THE MARKET

Manulife offers a comprehensive range of credit insurance coverages. Keep in mind, though, that other credit insurance products are available on the market.

In addition, other products may contain coverages like those described in this Distribution Guide. Remember to check if you already have some of these coverages.

11. CONTACT US

Manulife

250 Bloor Street East
Toronto, ON M4W 1E5

Telephone: 1 866 388-7095

Fax: 1 888-340-1700

Email: am_service@manulife.com

Website: <http://manulife.ca>

12. CONTACT THE AUTORITÉ DES MARCHÉS FINANCIERS

The Autorité des marchés financiers can provide you with information about your insurer's or your insurance distributor's obligations. To contact the Autorité des marchés financiers:

Autorité des marchés financiers
Place de la Cité, Cominar Tower
2640 boulevard Laurier, Suite 400
Québec City, QC G1V 5C1

Quebec City: 418-525-0337

Montreal: 514-395-0337

Elsewhere in Quebec: 1-877-525-0337

Fax: 418-525-9512

<https://lautorite.qc.ca>

APPENDIX 1: NOTICE OF CANCELLATION OF AN INSURANCE CONTRACT

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, without penalty, within 10 days of its signature. Manulife extends this delay to 30 days. To do so, you must notify the insurer by registered mail within this timeframe. You may use the attached model for this purpose.
- Despite the cancellation of the insurance contract, the first contract entered will remain in force.

Warning: It is possible that you may lose advantageous conditions because of this insurance contract; contact your distributor or consult your contract.

- After the expiry of the 30-day delay, you may cancel the insurance at any time; however, penalties may apply.

For more information, contact the Autorité des marchés financiers at: 418-525-0337 (Quebec City), 514-395-0337 (Montreal), or 1-877-525-0337 (toll-free).

NOTICE OF CANCELLATION OF AN INSURANCE CONTRACT ¹

You should send this notice by registered mail.

To Manulife
Affinity Markets
250 Bloor Street East
Toronto, ON M4W 1E5

Name and address of Insurer or Insurers

Date _____ Date notice sent

Pursuant to section 441 of the Act respecting the distribution of financial products and services, I hereby cancel:

Insurance Contract No. _____ Contract number, if indicated
Entered on _____ Date of signature of contract
At _____ Place of signature of contract
Name of client _____
Signature _____

¹ Notice given by distributor, s. 440 of the Act respecting the distribution of financial products and services. Sections 439 to 443 of the Act appear in this notice and have been reproduced on the following page.

Sections of 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 effect.

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.