

IMPORTANT MORTGAGE PROTECTION INFORMATION

Buying a home is one of the single largest purchases you will make in your lifetime. It is also an investment in your family's financial future – an investment that needs to be protected.

Prepare for life's complications – plan ahead!

It's the unexpected events in life that can cause you the most stress. Did you know that **65% of Canadians** would have trouble covering their living expenses, including the mortgage, for more than a few months if the primary wage earner died?*

What would your family do if something unfortunate happened to you and they were left to make the mortgage payments on their own?

Credit Security Plan insurance provides a quick and simple solution

Credit Security Plan ("CSP") insurance is optional life and disability insurance coverage, insured by The Manufacturers Life Insurance Company ("Manulife"). It can help protect your family's financial stability not just in the event of death, but also if a serious accident or illness leaves you unable to work. You can select life and/or disability coverage.

CSP insurance offers flexible premium payment options that allow you to pay your premium in smaller installments. **Look at the quote section on the application form to confirm which premium payment frequency is quoted.**

Every eligible applicant is approved for some kind of coverage

You won't be denied coverage regardless of your health. We will always offer eligible applicants some type of coverage, which you may accept by continuing to pay premiums for 60 days after the offer. For example, if you don't qualify for full life coverage, we can offer accidental death insurance at 50% of the cost of life insurance. Or, if you don't qualify for full disability coverage, you can receive accidental disability insurance for 60% of the cost of full disability insurance. You are eligible to apply if you're a Canadian resident between 18 and 64 years old and are a borrower, co-borrower or guarantor on a residential mortgage up to \$1,000,000.

Coverage can follow you as long as you stay with your lender

If you move to a new property or renew your mortgage, you will not lose your CSP insurance coverage, as long as you remain with the same Lender. Even if you refinance for a larger mortgage or extend your amortization period, you can keep your existing CSP insurance. You can also apply for Top Up Insurance to cover your new higher mortgage.

It's easy to apply

Please review the enclosed application form carefully. Be sure to make any necessary corrections, fill in any blanks, and provide accurate contact information, to ensure we can reach you. Once we receive your clearly completed and signed application form you will be contacted to complete the medical interview over the phone.

If you have a traditional mortgage, the application should match your mortgage's terms. If you have a non-traditional debt that doesn't have a fixed term and/or amortization period, then put an amortization period of 300 months (i.e. the longest we will insure) and/or term of 60 months. If your debt is a line of credit, the "Debt Balance" on the application is the initial life insurance amount we use to calculate benefits as described on the next page under "Life Insurance: Benefits", and can be any amount up to your credit limit. Remember, though, that CSP insurance will never pay more than you owe.

Coverage can start with your mortgage

Full coverage can begin as soon as your mortgage is funded and we receive a complete application with valid payment information. However, if you don't complete the telephone interview within 30 days of the day we receive your application, your insurance will change to only cover accidental death and/or accidental disability, so be sure to complete the interview promptly.

An application and telephone interview may be all that is required

If no tests are required, your coverage and premium payments will be confirmed as soon as the telephone interview is complete. In the event that additional tests are required they will be handled with absolute confidentiality. Based on those results, we will then determine your available coverage level and premium payments. You'll receive confirmation of your coverage by mail.

Valuable Features

When you make a life or disability claim, the coverage offered through CSP insurance can help see you through these challenging times. We are able to provide you with valuable extra benefits like the Life Bridge Benefit and the Disability Bonus Payment described on page 2.

Top Up Insurance Option

If you are eligible, you may apply at any time for insurance to cover any amount owing on your mortgage, or any increase in your monthly mortgage payment, that is not covered by your existing insurance. You can also apply for Top Up Insurance if your amortization period changes.

The Insurer is The Manufacturers Life Insurance Company

Credit Security Plan insurance includes two vital insurance products for mortgage protection

Life Insurance	Total Disability Insurance
Benefits	Benefits
<p>The life insurance benefit will equal the mortgage balance owing if you have a traditional mortgage, you buy enough life insurance to cover your mortgage, and you don't make a significant change¹ to your mortgage. Traditional mortgages go down steadily as you regularly pay off principal and interest; therefore, your life insurance benefit goes down over time.</p> <p>Alternatively, if you don't have a traditional mortgage (e.g. you have a line of credit), or aren't fully insured, or you've made a significant change to your mortgage, then your life insurance may not cover the whole mortgage debt. Instead, the benefit covers your debt up to the amount that would have been owed under a traditional mortgage that started the day you bought the life insurance and had a mortgage amount equal to your life insurance on that day. See your Certificate for calculation details.</p>	<p>The disability benefit amount we pay is based on your initial mortgage payment amount stated on your application for CSP insurance. If you have a joint coverage, your benefit is 50% of that amount; if you have single coverage your benefit is 100% of that amount.</p> <p>We can pay this amount to your lender each month if you are totally disabled² for at least 60 days. No benefit is paid for this 60 day qualification period or during any regular seasonal layoff, if you're seasonally employed.</p> <p>If your monthly mortgage payment changes after you apply for insurance, or there are two borrowers, then your disability insurance benefit may be less than your actual monthly payment.</p>
Maximum coverage	Maximum coverage
<p>Manulife will insure up to \$1 million per person under all CSP insurance and MPP insurance³ combined.</p> <p>In addition, Maximum Coverage is subject to the Overall Benefit Maximums on the next page.</p>	<p>Manulife will insure up to \$10,000 per month per person under all CSP insurance and MPP insurance combined, for a maximum of 24 months.</p> <p>In addition, Maximum Coverage is subject to the Overall Benefit Maximums on the next page.</p>
When does the life insurance end?	When does the disability insurance end?
<p>Whichever happens first:</p> <ul style="list-style-type: none"> □ Your 70th birthday □ The date on which you pay off your mortgage or move it to another lender □ The end of the initial amortization period □ The date on which you decide to cancel your protection □ The date insurance premiums are 31 days overdue □ The date on which a life insurance benefit becomes payable □ The date your Certificate becomes void due to misrepresentation 	<p>Whichever happens first:</p> <ul style="list-style-type: none"> □ Your 65th birthday □ The date on which you pay off your mortgage or move it to another lender □ The end of the initial amortization period □ The date on which you decide to cancel your protection □ The date insurance premiums are 31 days overdue □ The date your Certificate becomes void due to misrepresentation <p>NOTE: All disability benefits end when your disability insurance ends.</p>
Life Bridge Benefit	Disability Bonus Payment
<p>As soon as we receive a completed life insurance claim form and supporting documentation requested (including evidence that the insured person died by accident if they have accidental death coverage), we will start to pay the Life Bridge Benefit to your lender.⁴</p>	<p>We'll make one extra disability benefit payment after you get back on your feet, unless you've already received the maximum number of payments.</p>
General Exclusions	Additional Disability Exclusions
<p>Your insurance benefit will not be paid if death or disability is associated with:</p> <ol style="list-style-type: none"> (1) suicide, attempted suicide or self-inflicted injury within 2 years of the coverage start date; (2) committing or provoking a criminal offence or assault including driving while impaired (whether or not you are charged) (3) any act of war or insurrection, unless you are a member of the Canadian Armed Forces or Canadian Forces Reserve; (4) alcohol abuse or drug use that is not in strict accordance with a Physician's prescription; (5) any other exclusion outlined in your certificate. <p><i>If you only qualify for Accidental Death coverage, for benefits to be payable the death must be caused solely and directly by an accident while the coverage is inforce and the death must happen within 1 year of the accident.</i></p>	<p>Your insurance benefit will not be paid if disability is associated with:</p> <ol style="list-style-type: none"> (1) any exclusions listed under General Exclusions; (2) normal pregnancy or childbirth; (3) cosmetic or elective surgery; or (4) a pre-existing condition which results in your disability at any time before the first anniversary from the date coverage starts. <p>"Pre-existing condition" means any medical condition, sign, symptom, illness or disease diagnosed or undiagnosed for which you consulted a Physician or for which you received medical advice or treatment in the 12 months prior to the date coverage starts.</p> <p><i>If you only qualify for Accidental Disability coverage, for benefits to be payable the disability must be caused solely and directly by an accident while the coverage is inforce and the disability must start within 1 year of the accident.</i></p>

To make a claim: The claimant can call 1-800-295-6472 and be provided with the claim forms to be completed.

¹ **Significant change** means more funds are advanced under your mortgage after the beginning of the Certificate, or your mortgage amortization period is extended so that the mortgage won't end at the end of the initial amortization period.

² If you work at least 20 hours per week for at least 40 weeks in the 12 months before you become disabled, or if you are seasonally employed and work at least 20 hours per week for 13 consecutive weeks in that period, then you are **totally disabled** if you can't perform the essential duties of your normal job due to illness or injury. If you did not work at least 20 hrs/week for at least 40 weeks, then you are **totally disabled** if you can't do at least 2 of the following activities of daily living without another person's help: eating; getting out of bed; dressing; toileting; walking.

³ **MPP insurance** means Mortgage Protection Plan insurance, an optional creditor group insurance product insured by Manulife.

⁴ If you have a traditional mortgage and your life insurance covers the whole debt, the benefit will equal your monthly mortgage payment. Otherwise, the benefit may be lower.

About Us

"We", "us" or "our" in this brochure means The Manufacturers Life Insurance Company ("Manulife"). CSP insurance is offered by Credit Security Insurance Agency Inc. ("CSIA"), insured by Manulife and administered and managed by Benesure Canada Inc. ("Benesure"). **The Plan is offered under Policy Number GCSP377/GCSP377-D.**

Please Check Your Coverage

When we receive your application, you will be sent a copy of your certificate of insurance ("Certificate"). The Certificate sets out the terms of your insurance coverage, and may include a notice of conditional coverage. We encourage you to read this document carefully. If you are not approved for the coverage you have requested you will be notified.

If you provide incomplete or inaccurate information including information about your health or smoking status, then your insurance may be void and no benefits may be paid for any reason. If you were not eligible to apply then your insurance will be void.

Existing Clients

If you already have CSP insurance helping to protect your mortgage, and you submit a new application, you will be contacted to confirm that you have adequate protection for your mortgage. If you can't be reached, the new application will be processed as new coverage for a separate mortgage. For refinance applications with existing insurance under Group Policy GC 327-FN, you have the right to keep your previous insurance under the terms applicable to the original application if your new application is not approved for Life coverage.

Changes to Your Mortgage

It is important to tell us when there are changes to your mortgage as this may impact your coverage. If you change lenders or pay off your mortgage, then your coverage ends and you must notify us so we stop collecting premiums. If you make a significant change to your mortgage, you will not be insured for the full amount you owe. You can apply for Top Up Insurance to address changes to your mortgage. New terms and conditions may apply to the Top Up Insurance.

Overall Benefit Maximum

We will never pay more than the debt owing under all CSP insurance and MPP insurance combined. In addition, if more than one person is insured with respect to your debt and two or more die or are totally disabled at the same time, the total share of benefit shall never exceed the Maximum Coverage described on the previous page. If your application for new CSP insurance coverage would exceed this maximum, your new CSP insurance coverage will be reduced so it doesn't, and any excess premiums will be refunded.

This brochure is a summary, not a contract.

This brochure is designed to outline the benefits for which you may be eligible and does not create any contractual or other rights. All of your rights and benefits will be governed solely by the certificate of insurance we issue to you and the Group Policy issued to your Lender.

Your Lender

Your lender is the group policyholder for this CSP insurance coverage, and receives remuneration for providing administrative duties, such as providing you with this insurance information. Third party administrators acting on behalf of your lender, such as Broker Support Centre Inc, may also receive remuneration for providing administrative duties.

Accessible formats and communication supports are available upon request. Visit [Manulife.com/accessibility](https://www.manulife.com/accessibility) for more information.

Privacy & Confidentiality Notice

The specific and detailed information requested on the application form and in the telephone interview(s) is required to process the CSP insurance application. We may need more information to assess your application, and may get it from you or from other sources. When you sign an application, you agree that we and our service providers can collect, use, and disclose your personal information as described in detail in the privacy policy on the Manulife website. You agree that Manulife and our service providers can use this information to assess your application, to administer your insurance coverage including any claims, to collect premiums when they are due, for statistical analysis and to communicate with you regarding your insurance or related financial products and services.

You also agree that Manulife and our service providers can share information about your insurance with the lender who loaned the money that this insurance relates to, and its service providers. You agree that your lender and its service providers can use this information to assist you with any questions about the insurance, including about claims, and for statistical analysis. Your lender and its service providers may also use it to communicate with you about financial services that may interest you, such as additional insurance coverage that may be available in future.

Your consent to the use of your personal information to offer you products and services is optional and if you wish to discontinue such use, you may write to us at: Privacy Officer, Manulife, P.O. Box 1602, Del. Stn 500-4-A, Waterloo, ON N2J 4C6. You acknowledge that, if you do not agree that your information may be used for the purposes stated above, other than communicating with you about other financial services that may interest you, then it may not be possible to accept your application.

To protect the confidentiality of your information, we will establish a "financial services file" from which this information will be used for the purposes described above. Access to this file will be restricted to Manulife employees, our mandataries, service providers, administrators and agents who are responsible for the assessment of risk (underwriting), marketing and administration of insurance, and the investigation of claims, and to any other person you authorize or as authorized by law. These people, organizations, and service providers may be in jurisdictions outside Canada, and subject to the laws of those foreign jurisdictions. Your file is secured in our offices. You may ask to review the personal information it contains and make corrections by writing to Manulife.

Pre-Authorized Debit Agreement ("PAD") for Personal Premium Payments

You confirm being an owner of the account for which you have provided your banking details, and authorize premiums for any insurance purchased from us or our agents to be collected without further notification to you before payments commence. Premium payments and collection dates, which will be confirmed in the Coverage Summary sent with your Certificate of Insurance, can commence as early as the day after your Application is submitted. **You waive the right to receive further notice of the amount and date of each automatic withdrawal from your account.** If your bank or financial institution does not honour an automatic premium withdrawal the first time it is presented for payment, we will attempt to withdraw that payment again within 30 days. We reserve the right to ask for an alternate method of payment if your payment is not honoured. All one-time or automatic withdrawals from your bank account will be treated as personal withdrawals as defined by the Canadian Payments Association in Rule H-1. You can cancel your payment authorization at any time by written notice to us. You understand that cancelling this PAD agreement may result in a loss of insurance coverage unless we receive another form of payment. You have certain recourse rights if any debit does not comply with this agreement. For example, you have the right to receive reimbursement for any debit that is not authorized or is not consistent with this PAD Agreement. To obtain more information on your recourse rights or your right to cancel, or to obtain a sample cancellation form, you may contact your financial institution or visit www.payments.ca.

For questions or advice about your application, or to cancel your insurance, call:
Tel: 1-800-295-6472 / Email: serviceclients@creditsecurityplan.com
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