

Frequently Asked Questions

“Do I have to take a medical exam?”

Not initially. That's one of the reasons why First National Credit Security Plan is such a convenient choice. After reviewing your answers to the three (3) questions about your health, the Insurer may request additional information or medical examinations or tests to get a complete picture of any medical condition you may have. You will be advised in writing if you have been approved or declined for insurance, or if additional information is required to underwrite your application.

“Do I have to re-apply for insurance when I renew my mortgage?”

No, you only have to apply once. You do not have to apply again when you renew your mortgage with First National unless you extend your amortization period or take out additional mortgage funds.

“If I do need additional coverage (e.g. when I move to a new home and increase my First National mortgage) what do I have to do?”

You simply apply again. If your health situation has changed and you do not qualify for additional insurance, your existing coverage will NOT be affected. You will continue to be covered at your existing premium based on the original mortgage amount and the terms and conditions of your original Certificate of Insurance.

“When does the coverage start?”

If the first premium is paid when due, then insurance coverage starts on the later of (a) the date the Insurer approves your application; or (b) the date your mortgage is funded.

“When does the coverage end?”

On your 70th birthday, on the date on which you pay off your mortgage or decide to cancel your protection, or on the date on which you stop paying premiums (whichever occurs first).

“What are the exclusions?”

No benefits may be paid if there is any misrepresentation in your answers to the health questions. In addition, no benefits will be paid for any death that was directly or indirectly due to, or resulted from, any of the following:

- alcohol abuse or drug misuse
- suicide or self-inflicted injury within two years of the coverage start date
- committing or provoking a criminal offence, including assault
- driving while impaired (whether or not you're charged)
- war, unless you're a member of the Canadian Armed Forces or Canadian Forces Reserve

This is a brief summary of the exclusions; please see the Certificate of Insurance for full details. To view a sample of the Certificate of Insurance online, please go to www.firstnational.ca/CSP-Certificate/

“How do I report a claim?”

For claims, the claimant may contact the Insurer by sending a letter to First National RE: Credit Security Plan at 100 University Ave., North Tower Suite 700, Toronto ON M5J 1V6, or call toll-free 1-888-488-0794. First National will verify enrollment and notify the Insurer, and the claimant will be provided with claim forms to be completed.

MANULIFE | Credit Security Plan

Privacy and Confidentiality Notice

When you sign an application and either apply for or waive First National Credit Security Plan insurance coverage, you agree to the collection, use and disclosure of your personal information as described in this Notice and you expressly authorize First National to provide the Insurer and its service providers with your Mortgage Information. Mortgage Information means personal information about you, such as your contact details and information about your mortgage that is reasonably required to administer your application and any life insurance coverage you may have applied for. This may include information that is not printed on your application. The Insurer and its service providers may collect, use, retain and disclose your Mortgage Information and any other personal information solely to determine whether you are waiving or applying for life insurance coverage, to assess your application, to administer any insurance coverage you have applied for, including any claims, and for statistical analysis; and to communicate with you regarding your insurance or related financial services available from the Insurer, its affiliates or marketing partners. Your consent to the use of personal information to offer you products and services is optional and if you wish to discontinue such use, you may write to the Insurer at: Privacy Officer, Manulife, P.O. Box 1602, Del Stn 500-4-A, Waterloo, ON N2J 4C6. You acknowledge that, if you have applied for insurance coverage and you do not agree that your personal information and Mortgage Information may be used for assessing your application, administering your insurance coverage and for statistical analysis, then it may not be possible for the Insurer to approve your application.

To protect the confidentiality of your personal information, the Insurer 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 the Insurer, its employees, mandataries, administrators or agents who are responsible for the assessment of risk (underwriting), marketing and administration of services 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 the Insurer's offices or those of its administrators or agents. You may ask to review the personal information it contains and make corrections by writing to the address provided in this brochure.

This brochure is designed to outline the optional creditor's group life insurance coverage for which you may be eligible and does not create or confer any contractual or other rights. All rights with respect to the benefits of an insured borrower will be governed solely by the Group Policy and Certificate of Insurance issued by the Insurer.

Accessible formats and communication supports are available upon request.

Visit Manulife.com/accessibility for more information.

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Credit Security Plan

*Leave them
your memories,
not your mortgage*

The Manufacturers
Life Insurance
Company



FIRST NATIONAL

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Help ensure your family has the security of a mortgage-free home

For most of us, buying a home is a major financial commitment. It's also the one decision that has the greatest effect on the security of your family. When a loved one passes away, the last thing family members should have to worry about is whether they can keep their home.

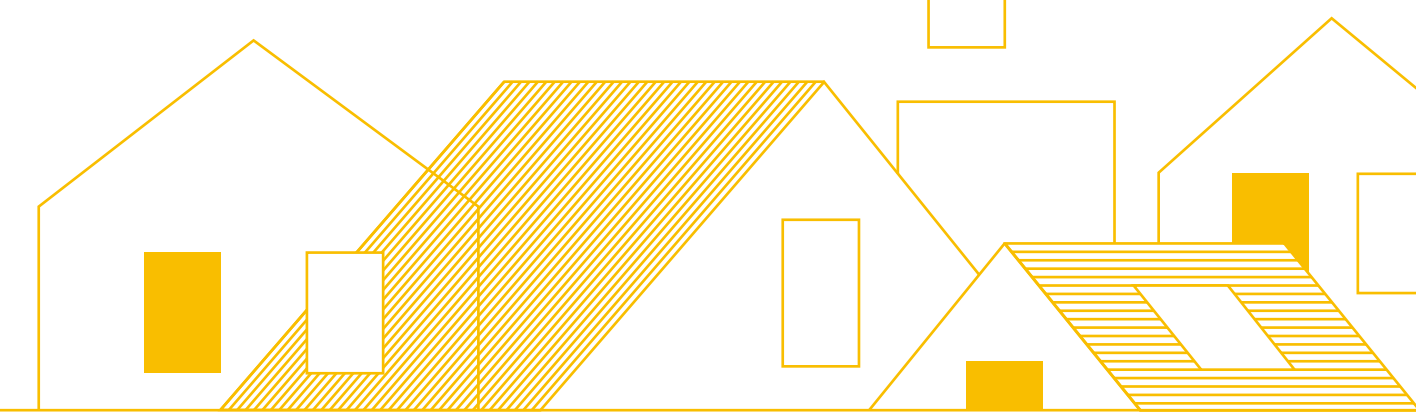
The First National Credit Security Plan™ (the "Plan") underwritten by The Manufacturers Life Insurance Company ("Manulife") provides creditor's group life insurance that is specifically designed to fit your mortgage and can help ensure your family's security if something were to happen to you. Coverage under the Plan is optional. The Plan can cover the amount owing on your mortgage (up to \$1,000,000) and may provide your family with a mortgage-free home if you're no longer there to take care of the mortgage payments.

Since the Plan is creditor's group life insurance, all life insurance benefits payable in the event of your death are paid directly by Manulife to First National and applied by First National to reduce or pay off your mortgage.

Savings and convenience are yours

First National's mortgage customers can enjoy the benefit of affordable premiums that are based on low group rates. Your premium is set at the time you apply for insurance and does not increase with age.

No matter which mortgage payment frequency you choose, your premiums, together with any applicable taxes, will be conveniently collected from your bank account along with your mortgage payment. First National takes care of forwarding your premium and any applicable taxes on to the Insurer so that you never have to bother with paying an extra bill.



Age at Entry* <small>* age on funding date</small>	Single**	Joint**
18-30	0.098	0.142
31-35	0.133	0.189
36-40	0.218	0.305
41-45	0.324	0.453
46-50	0.455	0.637
51-55	0.623	0.872
56-60	0.872	1.221
61-64	1.254	1.755

Provincial / Territorial taxes will be added where applicable
 * Applications are accepted up to age 64. Insurance continues until your 70th birthday.
 ** Per \$1,000 of Initial Mortgage Balance

A few dollars a month can help protect your family and home

Let's assume you have a \$120,000 mortgage and you are 28 years old. You simply divide the \$120,000 by 1,000 and multiply the answer by the premium rate for your age group as shown in the chart. In this case, your monthly premium would be \$11.76.

Premium Rate from Chart	Mortgage Balance divided by 1000	Monthly Premium
\$0.098	x 120	= \$11.76

To calculate your DISCOUNTED JOINT monthly premium,

divide the mortgage balance by 1,000 and multiply by the joint premium rate associated with the age of the older borrower. If there are more than two applicants for coverage, please contact First National for information on the calculation of premiums.

Your premium rate is based on your age at the time you apply for insurance and will not change unless Manulife changes premium rates for all people insured under the

Group Policy. You will receive at least 30 days' advance written notice of any change to premium rates.

It's easy to apply

If you're at least 18, under age 65, and a resident of Canada, you can apply for coverage of your full First National residential mortgage balance, up to a maximum of \$1,000,000. Mortgage co-borrowers are also eligible to apply, however guarantors are not eligible to apply.

Take a moment to provide your family with the protection they deserve

No one likes to think about the worst that may happen, but in one simple step, you can help protect what is probably your biggest asset and your loved ones' financial security.

Apply today for the First National Credit Security Plan for your mortgage. Please give us a call and we'll send you an enrollment kit.

Underwritten by one of Canada's leading life insurers



The creditor's group life insurance coverage under the Plan is underwritten by Manulife pursuant to Group Policy GC327-FN issued to First National (the "Group Policy"), offered by Credit Security Insurance Agency Inc. ("CSIA") and administered by Benesure Canada Inc. ("Benesure") and Unity Managing Underwriters Limited. CSIA and its appointed agents provide insurance sales services. Benesure and CSIA are wholly-owned subsidiaries of The Manufacturers Life Insurance Company ("Manulife"). Credit Security Plan™ is a trademark of Benesure, and is used by it and its affiliates under licence. Manulife and the Block Design are trademarks of The Manufacturers Life Insurance Company and are used by it, and by its affiliates under licence.