

## Credit Security Plan™

# It's about *more* than just insurance.

### It's about helping protect the people you love.

Your home may be your greatest asset, but at the end of the day, the most important thing in life is family. With the rise of illness,<sup>1,2</sup> household debt at an all-time high<sup>2</sup> and Canadians carrying bigger mortgages,<sup>3</sup> financial protection is more important today than ever. That's why Manulife Credit Security Plan™ (CSP) was created.

Manulife Credit Security Plan is optional life and disability insurance coverage that's here for you and your family if the unexpected happens. It can help ensure your mortgage payments are made and your loved ones are taken care of.

**1 in 2**

Canadians will develop cancer in their lifetime. Cancer can affect people of all ages.<sup>1</sup>

**1 in 3**

Canadians will be disabled for 90 days or more before age 65.<sup>4</sup>

**75%**

of Canadian households would have difficulty paying everyday living expenses (like mortgage and housing costs) if the primary wage earner were to pass away.<sup>5</sup>

### There's no better time to protect your loved ones than now. Here's why:



#### Your coverage can start immediately

Once your mortgage is funded, you can be covered while your application is being reviewed.



#### There's a payment option to fit every budget

CSP Insurance offers a variety of payment options including monthly, semi-monthly and biweekly. Look at the quote section on the application form to confirm which premium payment frequency is quoted.



#### 60-day money-back guarantee

If you apply and change your mind within the first 60 days, you will be given your money back. That means that you can have coverage in place while you review your financial plan in greater detail.



#### We say YES to every eligible applicant

No matter what, every eligible applicant will be approved for some kind of coverage. If you don't qualify for full life and/or disability coverage, we can provide accidental death and accidental disability at a reduced premium.\* You may accept this coverage by continuing to pay premiums for 60 days.



#### Simple, convenient protection

When you apply, you will be asked questions about your health over the phone. Based on your answers, tests may be required. The results will determine your coverage and premiums. However, if the telephone interview or any applicable tests are not completed within 30 days, we will only provide coverage in case of accidents.

## Apply today and help protect the people you love.

If you have any questions, contact:



Tel: 1-800-295-6472 / Fax: 1-866-677-4329



Email: [customerservice@creditsecurityplan.com](mailto:customerservice@creditsecurityplan.com)



Website: [www.manulife.ca](http://www.manulife.ca)

## The Manufacturers Life Insurance Company

\* Accidental death premiums are 50% of the Life premiums and accidental disability premiums are 60% of the Disability premiums.

<sup>1</sup> Canadian Cancer Society, Canadian Cancer Statistics, 2017

<sup>2</sup> Statistics Canada, 2018

<sup>3</sup> Manulife Bank Survey on Canadian Home Ownership, 2017

<sup>4</sup> Canada Life and Health Insurance Association, A guide to disability insurance, January 2016

<sup>5</sup> LIMRA, Canadian Life Insurance Ownership, Household Trends, 2013

## Credit Security Plan™ (CSP) insurance is optional Life and Disability insurance to suit your needs.

### Life Protection

#### CSP Life insurance pays off or reduces your mortgage balance.

Your life benefit is calculated based on a traditional mortgage that steadily declines as you regularly pay principal and interest. This benefit covers your debt up to the amount that would have been owing under a traditional mortgage. If you only insure part of your mortgage, or your mortgage is not declining every month (e.g. line of credit), or you borrow more money, or the amortization period is extended; then this insurance may only cover part of your debt.

**As a unique feature, we provide Life Bridge Benefits, which covers your mortgage payments while we review your claim<sup>6</sup>.**

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.

### Total Disability Protection

#### CSP Disability insurance pays your share of the mortgage monthly payment if you are Totally Disabled<sup>7</sup> for at least 60 days.

Your disability benefit will equal your share of the Initial Mortgage payment selected on your application. No benefit is paid for the 60-day qualification period or during any regular seasonal layoff if you're seasonally employed. In some cases, your disability benefit may be less than your actual monthly payment. For example, if you have joint coverage and your share of the benefit is 50%.

**As a unique feature, we provide one extra disability benefit payment after you get back to work.**

### General Exclusions

Your insurance benefit will not be paid if death or disability is associated with:

- suicide, attempted suicide or self-inflicted injury within 2 years of the coverage start date;
- committing or provoking a criminal offence including assault or driving while impaired (whether or not you are charged);
- any act of war or insurrection, unless you are a member of the Canadian Armed Forces or Canadian Forces Reserve;
- alcohol abuse or drug use that is not in strict accordance with a Physician's prescription;
- any other exclusion outlined in your Certificate.

### Additional Disability Exclusions

Your insurance benefit will not be paid if disability is associated with:

- any exclusions listed under General Exclusions;
- normal pregnancy or childbirth;
- cosmetic or elective surgery; or
- a pre-existing condition which results in your disability at any time before the first anniversary from the date coverage starts. "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.

**If you only qualify for accidental coverage, for benefits to be payable the death or disability must be caused solely and directly by an accident while the coverage is in force and the death or disability must happen within one year of the accident.**

### Maximum Coverage

Manulife will insure up to \$1 million per person for Life insurance and \$10,000 per month for Disability insurance for a maximum of 24 months under all CSP insurance and Mortgage Protection Plan<sup>®</sup> (MPP) insurance combined. In addition, Maximum Coverage is subject to the Overall Benefit Maximum on the next page.

#### When does my Life insurance end?

Whichever happens first:

- Your 70th birthday
- The date you pay off the mortgage or change lenders
- 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

#### When does my Disability insurance end?

Whichever happens first:

- Your 65th birthday
- The date you pay off the mortgage or change lenders
- 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

**NOTE:** All disability benefits end when your disability insurance ends.

 To make a claim: Call **1-800-295-6472** and you will be provided with the claim forms to be completed.

<sup>6</sup> Restrictions apply if your debt balance is not declining every month or if the life insurance doesn't cover the whole debt.

<sup>7</sup> 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. Otherwise, you are totally disabled if you can't do at least 2 of the following activities of daily living without another person's help: dressing; eating; getting out of bed; toileting; walking.

# Important information about this mortgage protection insurance

## **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 we issue to you and the Group Policy issued to your mortgage lender.

## **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. If you were not eligible to apply, then your insurance will be void.

## **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 and do not replace it with a new one, 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 an increase in coverage to address changes to your mortgage. New terms and conditions may apply to your new coverage.

## **Overall Benefit Maximum**

We will never pay more than the debt owing. 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 Benefit. If the mortgage debt on your application for new CSP insurance coverage is more than the Benefit Maximum, your new CSP insurance coverage will be reduced so the maximum isn't exceeded.

## **Existing Clients**

If you already have CSP or MPP insurance 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. Also, clients who are eligible may apply for additional insurance to cover any increase on your mortgage amount or in your monthly mortgage payment or if your amortization period is extended.

For refinance applications with existing Life 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.

## **Lines of Credit**

If you have a line of credit that doesn't have a fixed term and/or amortization period, then we will put an amortization period of 300 months (i.e. the longest we will insure) and/or term of 60 months. The "Debt Balance" shown on the application is the initial life insurance amount we use to calculate benefits as described on the previous page under "Life Protection" and can be any amount up to your credit limit. Remember your life benefit goes down over time based on a traditional mortgage amortization.

## **Role of 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 mortgage lender, such as Broker Support Centre Inc., may receive remuneration for providing administrative duties.

## **Personal Information Statement**

In this Statement, "you" and "your" refer to the borrower or insured. "We", "us", "our" and "the Company" refer to The Manufacturers Life Insurance Company and our affiliated companies and subsidiaries. Updates to this Statement and further information about our privacy practices are posted to [www.manulife.ca](http://www.manulife.ca). We collect, use, verify and disclose your personal information for identified purposes, and only with your consent, or as permitted or required by law. By signing the application, you give your consent for us to collect, use, and disclose your personal information, as set out in this Personal Information Statement. Any alterations to the consent must be agreed to in writing by the Company.

**We collect specific personal information about you such as:** identifying information (e.g. your name, address, telephone number(s), email address, date of birth); medical information, banking and employment data to administer benefits; any test that may be necessary for us to decide if and on what terms to insure you, such as a medical exam or blood test; information about how you use our products and services, and information about your preferences, demographics, and interests; and other personal information we may require to administer our business relationship with you. We use fair and lawful means to collect your personal information.

**We collect your personal information from:** your completed applications and forms; other interactions between you and the Company; other sources, such as: your mortgage lender or authorized representative(s); third parties with whom we deal in issuing and administering your contract and certificate now, and in the future; public sources, such as government agencies and internet sites; health care professionals, including medical practitioners, health care institutions, pharmacies and any other medically-related facility; other insurance carriers; and administrators of government benefits and other benefit programs.

**We will use your personal information to:** help us properly administer the products and services that we provide and to manage our relationship with you; confirm your identity and the accuracy of the information you provide; evaluate your application, and issue and administer the rights under the plan; comply with legal and regulatory requirements; understand more about you and how you like to do business with us; analyze data to help us understand our customers better so we can improve the products and services we provide; determine your eligibility for, and provide you with details of, other products or services that may be of interest to you; and perform audits and investigations.

**We disclose your information to:** persons, financial institutions and other parties with whom we deal in issuing and administering your plan now, and in the future; authorized employees, agents and representatives; your mortgage broker and any agency which has entered into an agreement with us and has supervisory authority, directly or indirectly, over your mortgage broker and their employees; any person or organization to whom you gave consent; people who are legally authorized to view your personal information; the lender who loaned the money that this insurance relates to; and service providers who require this information to perform their services for us (for example data processing, programming, data storage, market research, printing and distribution services, paramedical and investigative agencies). The abovementioned people, organizations and service providers are both within Canada and jurisdictions outside Canada and would therefore be subject to the laws of those jurisdictions. Where personal information is provided to our service providers, we require them to protect the information in a manner that is consistent with our privacy policies and practices.

**We keep your information the longer of:** The time period required by law and by guidelines set for the financial services industry, and the time period required to administer the products and services we provide.

You may withdraw your consent for us to use your personal information to provide you with other service or product offerings, excluding those mailed with your statements. You may not withdraw your consent for us to collect, use, retain or disclose personal information we need to issue or administer the plan unless federal or provincial laws give you this right. If you do so, a plan may not be issued, and benefits will not be payable under the contract or we may treat your withdrawal of consent as a request to terminate the contract. If you wish to withdraw your consent, phone our customer care centre or write to the Privacy Officer at the address below. You will notify us of any change to your contact information. You have the right to access and verify your personal information maintained in our files, and to request any factually inaccurate personal information be corrected, if appropriate. If you have a question or a concern, wish to receive more information about parties who have access to your information or about our privacy policies and procedures, and/or wish to review your personal information in our files or correct any inaccuracies, you may send a written request to: Privacy Officer, Manulife, 500 King Street N, Waterloo, ON N2J 4C6.

## Credit Security Plan™

# Completing your CSP insurance application in 3 *easy* steps

Before you make a decision to apply or waive, please review the brochure to learn about this valuable insurance product. It may be the perfect fit to protect your mortgage.

### Step 1: Review

Please review all of the information on this form to make sure it is accurate.

Need to make a change?

Simply cross out the pre-printed information, handwritten in the correct information, and have each applicant initial it.

### Step 3: Sign and date

Make sure you sign the application!

Whether you are applying for or waiving CSP coverage – we cannot process your application without your signature!

**Credit Security Plan™**  
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Why wait to apply when you can take advantage of Manulife's money-back guarantee?  
Please fully complete and return this form by fax to 1-844-297-1271.

BORROWER NAME	DATE OF BIRTH	Semi-Monthly Life Insurance Premium Quote	LIFE - INITIAL TO Y APPLY / N WAIVE (Default)	Semi-Monthly Total Disability Insurance Premium Quote	DISABILITY - INITIAL TO Y APPLY / N WAIVE (Default)
One Simple App	01 JAN 1990	\$18.98	<input type="checkbox"/>	\$4.23	<input type="checkbox"/>
Two Simple App	01 JAN 1990	\$11.49	<input type="checkbox"/>	\$4.18	<input type="checkbox"/>

Default amount for Life Insurance is based on non-smoker rates. Smokers' rates are 70% higher. The premium and benefit amount for which you are approved may be different based on information you provide about your health. Current sales tax is included in the amount quoted if applicable. If one person waives Total Disability coverage, the benefit and premium amount for the second person doubles. Premiums refunded if cancelled within 60 days.

Date Balance	Monthly Scheduled Debt Payment	Debt Pay Freq	Amortization (months)	Term (months)	Interest Rate %	Interest Rate Type
\$450,000.00	\$1,200.00	Monthly	50	50	1.2	Variable

Property Type: Owner Occupied    Debt Type: 1<sup>st</sup> Mortgage    Funding Date: 01 Jan 2020    Debt Number: Form\_Test\_CSP

Property Address: 99 Agnes, Mississauga, ON  
Mailing Address: 99 Agnes, Mississauga, ON

Will your mailing address change to the property address after the funding date? Yes  No

Creditor's Group Policyholder: Test CSP Lender

**We will contact you:** To complete your application, we require information about your health and existing insurance on this debt. Please verify your contact information and provide any corrections where appropriate. Alternatively, please provide a telephone number and email address where you can be reached. All information you provide is confidential. Your answers will form part of your application. If we are unable to contact you within 30 days of the day we receive your application, only accident insurance coverage will be issued.

Cell One: 9 0 2 - 4 1 2 - 1 2 3 3    Cell Two: 9 0 2 - 4 1 2 - 1 2 3 6  
Alternate One: 9 0 2 - 4 1 2 - 1 2 3 4    Alternate Two: 9 0 2 - 4 1 2 - 1 2 3 7

Email: test@manulife.com    Email: tester@manulife.com

I have received and reviewed the CSP brochure. I agree to the collection, use and disclosure of my Personal Information as described in the Personal Information Statement contained within it. **To be eligible for insurance, I must be a Canadian resident between 18 and 64 years old and be a borrower, co-borrower, or guarantor on the debt owing to the Policyholder.** If I am ineligible, I have waived. I hereby apply for or waive CSP insurance described in the brochure and on this application.

**Authorization:** I understand the insurance offered is creditor's group insurance and that this insurance is optional. I understand that my application will form part of any insurance contract that is issued to me. A photocopy of this application is as valid as the original. I acknowledge and agree that I will never be insured for more than the existing debt at the time when a claim happens and that the premium and coverage for which I am approved may be different than the premium or coverage for which I have applied depending on information I provide about my health and whether I have existing insurance on this debt. I understand that I may accept such an offer of coverage by continuing to pay premiums for 60 days. I understand that I can decline any offer of coverage by contacting the Insurer and if I do so in the first 60 days, any premium paid during that time will be refunded to me. I declare that any statements made by me on this application form and any future statements made by me in connection with this application are true and complete and I understand and agree that if I provide incomplete or inaccurate information on this application or in future statements I make in connection with this application, the insurance may be void and/or no benefit may be paid under this insurance. I understand the Creditor's Group Policyholder receives remuneration for performing administrative duties. I understand that if the first premium is paid when due, insurance coverage will begin on the later of the mortgage funding date or the date this application is received by the Insurer, provided the application is clear, signed and properly completed. CSP coverage is issued by The Manufacturers Life Insurance Company. This application is not for use in Québec.

One Simple App:     DATE SIGNED (DD/MM/YYYY):    Two Simple App:     DATE SIGNED (DD/MM/YYYY):

**The Insurer is The Manufacturers Life Insurance Company.**    Application Print Date: 09 Jan 2020

Credit Security Plan™ ("CSP") Insurance is the life and/or disability insurance offered on this form under Group Policy Number CCSF377/CSP377-D. Coverage under Credit Security Plan Insurance is offered through Credit Security Insurance Agency Inc. ("CSIA") and underwritten by The Manufacturers Life Insurance Company ("Insurer", "ML", "The Manufacturers Life Insurance Company", "Manulife"). Manulife, Manulife & Stylized M Design, Stylized M Design and Credit Security Plan are trademarks of The Manufacturers Life Insurance Company and are used by it, and by its affiliates under license. Manulife, P.O. Box 4213, Stn A, Toronto ON M5W 5M3.

**IF APPLYING FOR CSP COVERAGE YOU MUST PROVIDE VALID BANKING INFORMATION ON PAGE 2.**

Questions? Call: 1-800-295-6472 Email: serviceclients@creditsecurityplan.com Write: P.O. Box 987, Stn F, Toronto, ON M4Y 2N9 Visit: manulife.ca  
CSP\_Simple\_2020    Page 1 of 2

### Step 2: Complete the application

Please indicate your decision to Apply or Waive coverage.

#### Borrower 1:

- For Life coverage, please select Apply or Waive in the boxes indicated on the first row.
- For Disability coverage, please select Apply or Waive in the boxes indicated on the first row.

#### Borrower 2:

Please select Apply or Waive for both Life and Disability coverage in the boxes on the second row.

### What's Next?

- When you apply for coverage, you will be contacted by telephone to gather health information. The telephone interview usually takes about 15 minutes.
- If you need more information or want to cancel your coverage, you can call 1-800-295-6472, on Monday to Friday from 8:00 am to 8:00 pm ET.

## The Manufacturers Life Insurance Company

Credit Security Plan™ ("CSP") Insurance is underwritten by The Manufacturers Life Insurance Company ("Manulife"). Credit Security Insurance Agency Inc. ("CSIA") and its appointed agents provide insurance sales services. CSIA is an affiliate of Manulife. Manulife, Manulife & Stylized M Design, and Stylized M Design are trademarks of The Manufacturers Life Insurance Company and are used by it, and by its affiliates under license. Manulife, P.O. Box 4213, Stn A, Toronto, ON M5W 5M3.

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