

Scotiabank

Scotia Mortgage / Line of Credit Protection Claim Package

Important:

Before submitting your claim for consideration, please refer to your Scotia Mortgage or Scotia Line of Credit Protection Certificate of Insurance which outlines the policy provisions, limitations and restrictions.

- Please ensure **ALL** documents are fully completed for the type of Scotia Mortgage or Scotia Line of Credit Protection benefit you are claiming. Missing documents may delay the assessment of your claim.

For Life claims: Please note a completed Attending Physician's Statement is required in addition to a copy of the Proof of Death certificate. This is required to establish the cause of death. A copy of a Coroner's report can also be provided.

For Terminal Illness claims: Please note a Terminal Illness is an illness that has been determined by a Doctor in writing to likely result in death within one year of the diagnosis date.

For Critical Illness claims: Please ensure your physician has included with the Attending Physician's Statement the medical reports and test results that are required to support the diagnosis and date diagnosed. The Attending Physician's Statement outlines the required documents.

For Disability claims: Please note that if your claim is beyond the 150 day submission period, you may be required to provide at your own expense additional medical reports to support the period of disability. In such cases, we suggest submitting your Attending Physician's Statement, along with copies of your medical chart records that are dated throughout the period of time you are claiming benefits. If insured with another disability carrier, providing a copy of your claim file may be sufficient to support your period of claim. For Disability benefits, if approved, benefits are payable to Scotiabank and become due following a 60 day qualifying period starting on the first loan payment due date following the end of your qualifying period. The claim payment will be pro-rated if a Disability benefit is payable for a portion of a regular payment. No benefits are payable for the qualifying period. Frequency of payment is based upon your regular Mortgage account payment due date or your regular monthly payment due date for Lines of Credit. There is a 24 month maximum benefit for any one period of disability and a 48 month lifetime maximum.

- For Life and Terminal Illness claims, if approved, the benefit is a lump sum benefit payable to Scotiabank once the claim assessment is complete.
- Upon receipt of the initial claim forms and initial review, Canada Life will advise you in writing of your claim status and/or if any additional information is required to complete the claim assessment.
- Until a claims decision has been reached, you are responsible for maintaining the required payments with Scotiabank.
- The completed claim package, required medical documents and the Financial Loan Statement provided to you by the bank can be forwarded to:

Canada Life Assurance Company
Creditor Insurance Office - Halifax
PO Box 158, Station M
Halifax NS B3J 3V2

Or faxed to: 902.423.8169 or 1.844.223.2766
Or emailed to: HalifaxCreditor@canadalife.com

For inquiries regarding the completion of the forms, please contact us at 1.800.387.2671.

CLAIM TYPE:

Life Critical Illness Terminal Illness Disability

Mortgage Policy	Mortgage Number	Mortgage Balance Owning (not required for Disability claims)	Line of Credit Policy	Line of Credit Number	Line of Credit Balance Owning
		\$			\$
		\$			\$
		\$			\$

INSURED INFORMATION: (PLEASE PRINT)

Mr. Mrs. Ms.

First Name: _____ Last Name: _____ Date of Birth: _____
(mm/dd/yyyy)

Mailing Address: _____
(Street and Number)

City/Town: _____ Province: _____ Postal Code: _____

Home Telephone No.: _____ - _____ Mobile Telephone No.: _____ - _____

Email Address: _____
(Please Print)

Name and Address of the Insured's General Practitioner: _____

Name and Address of any other physicians or hospitals consulted by Insured: _____

FOR LIFE CLAIMS: (PLEASE PRINT)

Mr. Mrs. Ms.

Name of Person Claiming: _____ Relationship to Deceased: _____

Date of Death of the deceased: _____
(mm/dd/yyyy)

Mailing Address: _____

Telephone No.: _____ - _____

Email Address: _____
(Please Print)

NOTE: If no family physician has been indicated above for the insured, please provide name and address of any known physicians or walk in clinics the deceased may have consulted. In some cases, Provincial Medical Records may be required upon receipt of the claim.

Name of Physician / Walk in Clinic: _____

Address: _____

Name of Physician / Walk in Clinic: _____

Address: _____

Name of Physician / Walk in Clinic: _____

Address: _____

Please continue to back of this form and complete Signature of Authorization section.

FOR DISABILITY CLAIMS: (PLEASE PRINT)

Last day worked: (mm/dd/yyyy) _____ Date returned to work: (mm/dd/yyyy) _____

Expected date of return to work: (mm/dd/yyyy) _____

Date illness/injury became disabling: _____

Date placed off work by a medical doctor: _____

Cause of Disability: Sickness Accident

Accident Location: Home Work Elsewhere (specify): _____

How did the accident happen?

Have you ever had same or similar condition? Yes No

If yes, describe: _____

If disability is due to a motor vehicle accident, provide the following information:

Were you a: Driver Passenger

If Driver, were you under the influence of alcohol/substance? Yes No

Were any charges laid? Yes No

Are you currently receiving or will you become entitled to receive any benefits by reason of your disability from any of the following:

Workers' Compensation Board Canada or Quebec Pension Plan

Other Government Plan (UIC etc.) Any group coverage

FOR DISABILITY, CRITICAL ILLNESS OR TERMINAL ILLNESS CLAIMS

- 3rd Party Authorization: (PLEASE PRINT)

If you wish to designate a representative to correspond and/or make claim on your behalf with Canada Life, please complete the information below. I understand that Canada Life will exchange my personal information with my representative to the same extent they would with me, personally.

Mr. Mrs. Ms.

Name of Representative: _____

Address: _____ Relationship: _____

Telephone No.: _____ - _____

Name of Insured: _____ Signature of Insured: _____
(Please print)

Date: _____

SIGNATURE OF AUTHORIZATION TO OBTAIN INFORMATION - TO BE COMPLETED BY INSURED (or ESTATE if applicable):

At **The Canada Life Assurance Company**, we recognize and respect the importance of privacy. When you apply for coverage, we establish a confidential file that contains your personal information. This file is kept in the offices of Canada Life or the offices of an organization authorized by Canada Life. You may exercise certain rights of access and rectification with respect to the personal information in your file by sending a request in writing to Canada Life. Canada Life may use service providers located within or outside Canada. We limit access to personal information in your file to Canada Life staff or persons authorized by Canada Life who require it to perform their duties, to persons to whom you have granted access, and to persons authorized by law. Your personal information may be subject to disclosure to those authorized under applicable law within or outside Canada. We collect, use and disclose the personal information to administer the group benefits plan, including investigating and assessing your claim.

I authorize Canada Life, my creditor and / or plan sponsor, any healthcare or rehabilitation provider, any insurance or reinsurance companies, administrators of government benefits or other benefits programs, any person having knowledge of me or my health, and service providers working with Canada Life or the above to exchange personal information, including consultation reports, when relevant and necessary for the purpose of administering the group benefits plan including investigating and assessing my claim.

I acknowledge that the personal information is needed by Canada Life to administer the group benefits plan including investigating and assessing my claim. I acknowledge that my consent enables Canada Life to process my claim and that refusing to consent may result in delay or denial of my claim.

This consent may be revoked by me at any time by sending a written instruction. I agree that a photocopy of this authorization is as valid as the original.

Signature of Insured or Authorized Representative: _____ **Date:** _____
(please print) (mm/dd/yyyy)

TO BE SIGNED BY INSURED (or ESTATE if applicable): _____

Note: If signing as an Authorized Representative please confirm the manner of Authorization. (If required, proof of authorization may be requested).

Executor/Administrator of Estate Power of Attorney Co-Borrower Other _____
(Please Specify)

PLEASE SUBMIT COMPLETED FORM TO:

**Canada Life Assurance Company
Creditor Insurance Office - Halifax
PO Box 158, Station M
Halifax NS B3J 3V2
Fax to: 902.423.8169 or 1.844.223.2766
Email to: HalifaxCreditor@canadalife.com**

CLAIM FOR CRITICAL ILLNESS/TERMINAL ILLNESS BENEFITS

ATTENDING PHYSICIAN'S STATEMENT - TO BE COMPLETED BY PHYSICIAN

(ANY FEES FOR THIS INFORMATION MUST BE PAID FOR BY THE CLAIMANT.)

First Name of Patient: _____ Last Name of Patient: _____ Date of Birth: _____
(MM/DD/YY)

Diagnosis: _____

Date symptoms first appeared: _____ **Exact** Date of First Diagnosis: _____
(MM/DD/YY) (Please include MM/DD/YY)

Has patient ever had the same or similar condition? Yes No

If Yes, state when, if applicable, the duration and describe: _____

Has the patient been hospitalized? Yes No Length of stay: _____ to _____
(MM/DD/YY) (MM/DD/YY)

Name of Hospital: _____ Hospital Telephone No.: (_____) _____ - _____

PLEASE INCLUDE THE MEDICAL DOCUMENTS LISTED BELOW REQUIRED TO SUPPORT THE RELEVANT DIAGNOSIS NOTED FOR THIS INSURANCE CLAIM.

Physician's Name _____
(Please Print)

Signature _____ Date _____

Address: _____

Telephone No.: (_____) _____ - _____ Fax No.: (_____) _____ - _____

Heart Attack: Attach copies of ECG's from day of event that confirm evidence of a new heart attack, in addition to the lab results supporting an elevation of the cardio bio-markers and/or enzymes.

Stroke: Attach copies of diagnostic evidence supporting a Stroke diagnosis and outline the current neurological deficits resulting from the stroke that have been present in excess of 30 days and are considered to be permanent.

Cancer: Attach copies of the diagnostic evidence to confirm the malignant neoplasm including the initial pathology report.

Paralysis*: Attach detailed neurological findings to clarify extent of paralysis. Please note the paralysis must continue for at least 180 consecutive days.

Coronary Artery Bypass*: Attach operative or discharge reports confirming Coronary Artery Bypass surgery.

Blindness*: Attach medical evidence from an Ophthalmologist to support permanent and uncorrectable loss of sight in both eyes with details of visual acuity and field of vision.

Deafness*: Attach medical evidence from an Otolaryngologist or ENT to support permanent hearing loss in both ears, with copies of relevant audiograms.

Coma*: Attach medical evidence by a Neurologist clarifying level of consciousness. Please note coma must persist for at least 96 consecutive hours.

Terminal Illness*: Attach medical details of the patient's medical condition concluding that life expectancy is less than 12 months from the date of diagnosis.

** Please note: These Critical Illnesses are not covered on policies issued after June 2011. Please consult your Certificate of Insurance to confirm.*

PLEASE SUBMIT COMPLETED FORM TO:

The Canada Life Assurance Company
Creditor Claims
PO Box 158, Station M
Halifax NS B3J 3V2
Tel 1.800.387.2671 Fax 1.902.423.8169 or 1.844.223.2766