

## Scotiabank

### Scotia Mortgage / Line of Credit Protection Claim Package

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#### 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](mailto: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](mailto:HalifaxCreditor@canadalife.com)**

# CLAIM FOR LIFE 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 Deceased: \_\_\_\_\_ Last Name of Deceased: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ (MM/DD/YY) Date of Death: \_\_\_\_\_ (MM/DD/YY)

Manner of Death:  Accident  Suicide  Homicide  Natural

What was the immediate cause of death? \_\_\_\_\_

Please provide the **exact** date the cause of death was diagnosed. \_\_\_\_\_ (Please include MM/DD/YY)

What was the underlying cause of death, if different than above? \_\_\_\_\_

Please provide the **exact** date the underlying cause of death was diagnosed. \_\_\_\_\_ (Please include MM/DD/YY)

If the death was as a result of a motor vehicle accident, was the deceased the driver or the passenger? \_\_\_\_\_

If the deceased was the driver, please include a copy of the toxicology report.

If the death was unknown, was a Coroner review or autopsy completed?  Yes  No

If yes, please include a copy of the Coroner's report.

Physician's Remarks: \_\_\_\_\_

Physician's Name: \_\_\_\_\_ (Please Print) Signature: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No.: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Fax No.: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Date: \_\_\_\_\_

### 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