

## SUMMARY

# Consumer loan insurance- All-In-One™

## 10 important facts you should know about your loan insurance

Do you have an All-In-One home equity line of credit with National Bank of Canada (the "Bank")? Have you completed an insurance application for your line of credit?

### Read this summary!

It presents key points about your loan insurance.

Understanding these points will help you determine if this insurance product meets your needs so you can make an informed decision about your application.

This summary is an explanatory document only. It is not part of your insurance contract. Your application and the attached insurance certificate make up your insurance contract.



For all the details of your coverage, consult your insurance certificate, which is also available at [nbc.ca](http://nbc.ca).

- > You are entitled to a 30-day review period. If you cancel your insurance before the end of that period, we will reimburse any premiums paid.

### INFORMATION ABOUT THE INSURER



#### > National Bank Life Insurance Company

1100 Robert Bourassa Blvd., 5<sup>th</sup> Floor,  
Montreal, Quebec H3B 2G7

**Telephone Montreal area:** 514-871-7500

**Toll-free:** 1-877-871-7500

**nbc-insurance.ca**  
**insurance@nbc.ca**

Client number delivered by the  
Autorité des marchés financiers: 2000891377

To check the status of the insurer in the AMF  
registry: [lautorite.qc.ca](http://lautorite.qc.ca)

### DISTRIBUTOR INFORMATION

#### > National Bank of Canada

600 De la Gauchetière West,  
Montreal, Quebec H3B 4L2

**Telephone Montreal area:** 514-394-5555

**Toll-free:** 1-888-483-5628

**[nbc.ca](http://nbc.ca)**

# Here are 10 important facts you need to know about your loan insurance

## 1 There are 3 types of loan insurance coverage

**1** In the event of your death, **life insurance** will pay down your All-In-One and free your family from one of the many obligations that come with the death of a loved one.

**2 Critical illness and accidental dismemberment insurance** will cover all or part of your loan if you are diagnosed with one of these 3 critical illnesses:

- > Cancer
- > Heart attack
- > Stroke

or

- > If you suffer the permanent and irreversible loss of a limb or an eye as a result of an accident (accidental dismemberment).

This will allow you to focus on getting better during this difficult time.

**3** If an injury or illness renders you unable to work or carry out the usual tasks of a person of your age, **disability insurance** can reduce the impact of lost income by helping you cover all or part of your monthly payments.

You can sign up for all three types of coverage or choose one or two. It's up to you!

**However, you must sign up for life insurance to be eligible for critical illness or disability insurance.**

## 2 Loan insurance covers the insured balance or insured payment of your loan, in whole or in part

We will cover the insured balance or insured payment\* of your loan, as follows:

Insurance	Amount paid
Life insurance (non-accidental death) Critical illness insurance	The lower of: <ul style="list-style-type: none"> <li>&gt; The insured balance of the loan as at the date of the event; or</li> <li>&gt; The average daily balance of the loan over the past 12 months (or since the insurance start date if it has been less than 12 months) multiplied by 110%.</li> </ul>
Life insurance (accidental death)	An amount equivalent to the insured balance of the loan as at the date of the event.
Accidental dismemberment insurance	An amount equivalent to a percentage of the insured balance of the loan as at the date of the insured event. The percentage is determined by the loss.
Disability insurance (non-accidental disability)	The lower of: <ul style="list-style-type: none"> <li>&gt; The insured payment as at the start date of the disability; or</li> <li>&gt; 2% of the average daily balance of the loan over the past 12 months (or since the insurance start date if it has been less than 12 months) multiplied by 110%.</li> </ul>
Disability insurance (accidental disability)	An amount equivalent to the insured payment as at the start date of the disability.


\*The definitions of "insured balance" and "insured payment" are set out in section 1 of your insurance certificate.

In the case of a refinancing where previous insurance coverage is being recognized, the insurance amount recognized will be the insured balance of the loan as at the date of refinancing.

### Maximum amount payable for each type of coverage

The amount payable for a claim cannot exceed the maximum for each type of coverage.

Life insurance	Critical illness and accidental dismemberment insurance	Disability insurance
\$500,000 or \$1,000,000 Depending on the insurance application used	\$150,000	\$2,000/month

 See sections 8, 10, 11, 12 and 13 of your insurance certificate for more information on the amounts payable when an insured event occurs.

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### 3 Loan insurance involves exclusions

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We may refuse to pay your claim because of the exclusions set out in sections 1, 6 and 16 of your insurance certificate.

**Please review them immediately.**



#### **WARNING** – Exclusions

**We will not pay any benefits in the following situations:**

##### **Life insurance**

- > Suicide within two years of the effective date of the insurance. See section 6 of the insurance certificate.

##### **Critical illness insurance**

###### **Cancer**

- > Certain types of cancer that are not life-threatening;
- > A diagnosis of cancer, or signs, symptoms or exams that resulted in such a diagnosis (regardless of the date of diagnosis), within 90 days of the start date of the insurance coverage, whether the cancer is covered or excluded.

###### **Heart attack**

- > Elevated biochemical cardiac markers as a result of an intra-arterial cardiac procedure including, but not limited to, coronary angiography and coronary angioplasty, in the absence of Q waves; or
- > The discovery of ECG changes suggesting a prior myocardial infarction, which do not meet the definition of a heart attack in the insurance certificate.

###### **Stroke**

- > Transient ischemic attacks;
- > Intracerebral vascular events due to trauma;
- > Lacunar infarcts which do not meet the definition of a stroke in the insurance certificate.

Specific, more detailed exclusions concerning cancer, heart attack and stroke are set out in your insurance certificate under section 1 and section 16.

##### **Disability insurance**

- > Pregnancy
- > Cosmetic care
- > Back pain
- > Alcoholism or addiction

##### **All coverage**

- > Claims submitted within **12 months of the start date** of the insurance for a condition for which you showed signs, felt symptoms, consulted, received treatment, were examined by or referred for an examination by a health professional, took medication, received a prescription or were hospitalized in the **12 months preceding the start date** of the insurance (pre-existing condition);
- > Exclusions specific to the insured (if applicable);
- > Attempted suicide or self-inflicted injury;
- > Use of narcotics not prescribed by a physician;
- > Any direct activity in a flying device (plane, helicopter, etc.) as a pilot, crew member, instructor or student;
- > Active participation in a riot;
- > War.



For details, see the insurance certificate under section 16.

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## 4 Your insurance premium is calculated each month based on the amount of the All-In-One used

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The All-In-One is based on the "user pays" principle, as are your loan insurance premiums.

That means the higher your balance used, the higher your premium. Conversely, a lower balance means a lower premium.

Furthermore, we reserve the right to amend our premium rate scales at any time. If we do so, the premiums charged to all our insureds will change.

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## 5 We use several factors to establish your rate and calculate your premium


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Your premium rate is based on a number of factors, including:

- > Balance used;
- > Your age when you sign the insurance application and your age each year on the anniversary date of the insurance;
- > Your sex;
- > Your use of tobacco products.

For life insurance and critical illness and accidental dismemberment insurance, you are entitled to a 10% discount on your insurance premiums if there is more than one insured.

A tax on insurance applies to your premium amount, depending on which Canadian province you live in.

 Consult your insurance certificate for premium rates and [nbc.ca](http://nbc.ca) for tax rates.

### Here's how we calculate insurance premiums for the All-In-One

The insurance premium for the All-In-One is calculated every day based on the insured balance used. At the end of the billing period, the monthly premium we charge represents the average of these daily amounts.

Monthly premiums may vary based on the number of days in the billing period, the balance used and the applicable premium rate.

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## 6 Duration of insurance

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### Start

The insurance comes into effect on the later of the following dates:


- a The date the insurance application is signed; or
- b The date the loan was opened.

At all times, when you need to provide proof of insurability, your insurance comes into effect when we send you a letter confirming your insurance.

### End

Insurance generally remains in effect for the entire loan duration, unless you decide to terminate your coverage.

Other circumstances can also lead to termination of insurance coverage, such as refinancing or failure to pay premiums.


 See section 17 of your insurance certificate for more information.

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## 7 You'll have access to temporary accident coverage while we are studying your application

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While we are studying your application, you'll be covered in the event of accidental death, dismemberment or disability (depending on the coverage selected).

 See sections 1 and 3 of your certificate for the definition of an accident and details of temporary coverage in the event of an accident.

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## 8 If you make a false declaration, we may refuse your claim and cancel your insurance coverage

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You must always provide accurate information on your health status, lifestyle and tobacco use, and any other information we deem necessary.

If, as part of a claim or at any other time during the duration of insurance, we obtain any information that differs from the information you provided, **we may refuse your claim and cancel your insurance** retroactively to its effective date.



See sections 2, 4 and 5 of your insurance certificate for more information.

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## 9 How to file a claim and applicable timeframes

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Insurance can give you peace of mind should the unexpected occur. Here's how to file an insurance claim.

- 1 Contact our Customer Service Department at 1-877-871-7500.  
We'll open a file for you and send you the forms to be completed;  
or  
Print the forms you need from our website at [nbc.ca](http://nbc.ca).
- 2 Complete the forms and send them, along with any documents needed to review your claim, to our offices at:

**National Bank Life Insurance**  
1100 Robert Bourassa Blvd., 5<sup>th</sup> Floor  
Montreal, Quebec H3B 2G7

### Timeframes for submitting claim forms and supporting documents

- > **Life insurance:**  
As soon as reasonably possible.
  - > **Critical illness, accidental dismemberment or disability insurance:**  
Within a year of the event.
- 3 We will notify you of our decision and, if applicable, proceed with payment after we review your claim.

### Payments

We process claim requests, carry out verifications and proceed with payment within 30 days of receiving all documents required to review the claim.

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## 10 Loan insurance is optional and you are entitled to terminate it at any time

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You can terminate your insurance at any time at no cost by calling us at 1-877-871-7500.

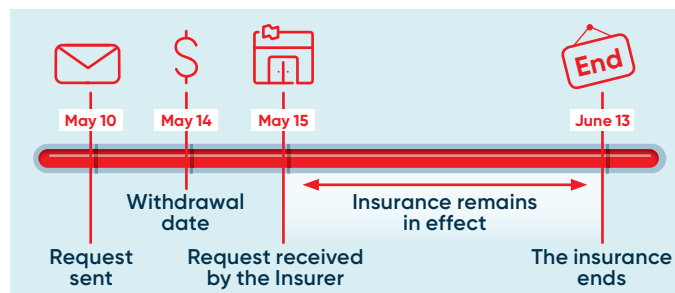
You can also send a written request to:

**National Bank Life Insurance Company**  
1100 Robert Bourassa Blvd., 5<sup>th</sup> Floor  
Montreal, Quebec H3B 2G7

Your insurance coverage will end on the next premium payment date after the later of the following dates:

- > The date on which you choose to terminate your insurance coverage; or
- > The date on which we receive your termination request.

For example, in the image below, the insurance would remain in effect until June 13, since the insurer received the request to terminate the insurance after the current month's premium payment date.



When you terminate your insurance contract, premiums are not refunded and no grace period is granted.

## Notice of rescission of an insurance contract

### Section 440 of the Act respecting the distribution of financial products and services

Send by registered mail to:

**National Bank Life Insurance**  
1100 Robert Bourassa Blvd., 5<sup>th</sup> Floor,  
Montreal, Quebec H3B 2G7

Date notice sent: \_\_\_\_\_

Pursuant to section 441 of the *Act respecting the distribution of financial products and services*, I hereby rescind my loan insurance contract.

Contract number: \_\_\_\_\_

Entered into on: \_\_\_\_\_

Loan number: \_\_\_\_\_

Place of signature: \_\_\_\_\_

Your name: \_\_\_\_\_

Your signature: \_\_\_\_\_



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Helping decision-makers grow their business.



**The client experience is our top priority**

We're here to listen and help, no matter what you have to say.

Call our Customer Service Department at **1-877-871-7500** or consult the website at [nbc-insurance.ca](http://nbc-insurance.ca) for our complaint settlement policy.

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