

# Summary for Essential and Essential Plus insurance

## Insurance for your vehicle's loan or lease

Protection if an unexpected life event makes you unable to pay your loan or lease

### **Insurer**

Co-operators Life Insurance Company  
1900 Albert Street  
Regina, Saskatchewan  
S4P 4K8  
1.855.587.8595  
<https://www.cooperators.ca/>

Autorité des marchés financiers (AMF) client number:  
3002323940

Check the insurer's status in the AMF register at  
<https://lautorite.qc.ca/en/general-public/>

### **Administrator**

LGM Group Insurance Administrative Services Inc.  
1111 Dr.-Frederik-Philips Blvd, Suite 450  
Saint-Laurent, Quebec  
H4M 2X6

If you have any questions about your insurance, please contact the Administrator, LGM Group Administrative Services Inc. at 1.866.287.6200.

### **Distributor**

*This summary is not the insurance contract. For full details, read the sample Product Guide and Certificate of Insurance: <https://www.cooperators.ca/en/have-an-insurance-concern/quebec-summaries.aspx>. If there is any ambiguity or discrepancy between this summary and the insurance contract, the terms of the insurance contract will prevail.*

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# Understanding your insurance

## What kind of insurance am I buying?

Essential and Essential Plus are group insurance plans for your loan or lease. They are optional and can cover up to two people for:

- Disabilities
- Death
- Terminal illness (expected to live 12 months or less)

## Can I buy this insurance?

You can sign up for this insurance if you are:

- 17 to 71 years old,
- A Canadian resident (living in Canada at least 6 months of the year), and
- Paying for a loan or lease.

**i** You cannot buy this insurance if you have made a claim for a terminal illness.

## What are the maximum limits on my insurance?

The maximum limits on your insurance are:

### Essential:

Claim Event	One-time Maximum Amount	Maximum Monthly Amount	Maximum Time
Disability		\$500	6 months
Death	\$10,000		
Terminal illness	\$10,000		

### Essential Plus:

Claim Event	One-time Maximum Amount	Maximum Monthly Amount	Maximum Time
Disability		\$1,000	6 months
Death	\$20,000		
Terminal illness	\$20,000		

**i** Your insurance amounts and benefit terms are on your Enrolment form. You choose your maximum amounts and maximum time periods when you enroll.





# Understanding your insurance

## What is the cost of my insurance?

Your insurance cost is based on the amount of your loan or lease, the time you are paying on it, and your dealership's commission. You pay the cost once, including applicable taxes. This payment is added to the total of your loan or lease.

Your insurance cost is listed on your Enrolment form as your "Total Premium".

### For Example:

Car Loan	Total Premium (Including taxes)	Total Loan Amount
		 + 
\$20,000	\$2,000	\$22,000

**i** If you insure more than one person for the same insurance coverage, there is a cost savings.

Your dealership representative can give you an insurance quote.

## Who gets the insurance payment when I make a claim?

Your claim payments do not go to you. We apply the payments from your approved claims directly to your loan or lease.

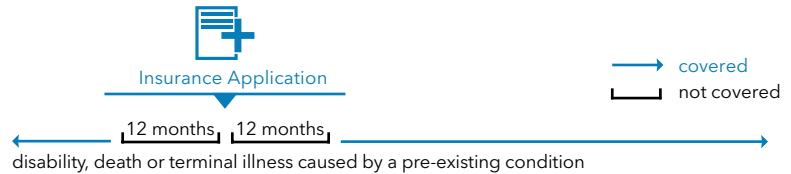
**i** The life and terminal illness benefits will be calculated based on Negative Equity as of the date of your death or terminal illness diagnosis. Negative Equity means the difference between the Outstanding Balance of your insured Loan/Lease and the average wholesale Canadian black book value of your vehicle. We will only pay one claim at a time. We will not pay more than the outstanding balance on your loan or lease. We will not pay more than either your one-time maximum or maximum monthly insurance amount.

# Understanding your insurance



## What is not covered?

A pre-existing condition is an illness or injury that existed before your insurance started, and it was treated by your doctor or should have been treated by your doctor.



We will not pay your claim for **disability, death, or terminal illnesses** from pre-existing conditions that happened in the **12 months before or 12 months after** your insurance starts.

We will not pay a claim in some limited situations, including:

- Being under the influence of drugs (unless prescribed) or alcohol
- Committing a crime
- Being detained for criminal proceedings
- Impaired driving
- Dying by suicide within 2 years

**i** *We will only pay one claim for disability at a time.*

*Disability claims:*

- Coming from a normal pregnancy (not diagnosed as high risk)
- Relating to elective surgery



# Submitting a claim

## How do I make a claim?

To make a claim, call us at 1.800.263.9120 as soon as possible. We will help you get the right claim forms and any other information needed to support your claim.

## How long do I have to file my claim?

We encourage you to make your claim as soon as possible. We may deny your claim if it is not filed within the following time limit guidelines.

	Time Period
Disability	Within 30 days
Death	Within 1 year
Terminal illness	Within 30 days

## How long will it take to get a reply for my claim?

We will reply to your claim in writing within **30 days** of getting your satisfactory proof of claim. We will either:

- Pay your loan or lease, or
- Tell you why no benefits are payable.

**i** *Until you hear back from us, you are legally responsible to make your loan or lease payments.*

## When will my claim payments start?

Disability claims have a waiting period. Waiting periods are a time between the day you became disabled and the day we pay your claim. Your claim payments begin after the waiting period.

	Waiting Period
Disability	30 days



**Make a claim**

**Toll-free telephone:**  
1.800.263.9120

# Managing your insurance



## How do I cancel?

Call 1.866.287.6200 to cancel your insurance at any time.

- During the first 30 days you will get a full refund.
- After 30 days, you may get a partial refund, depending on how long you've had your insurance, your claims history and other relevant factors.

## Pro-rata refund formula: $(SP \times T) \div N$

- SP is the Single Premium for your insurance, including applicable taxes
- T is the total number of days left on your insurance period
- N is the original number of days on your insurance period

## For example:

If SP = \$2,000, T = 1,095 days, N = 1,460 days

$$\begin{array}{rcccl} \$ & & \text{[Calendar]} & & \\ \$2,000 & \times & 1,095 \text{ days (3 years)} & = & \text{[Hand holding money]} \\ \hline & & \text{[Calendar]} & & \$1,500 \\ & & 1,460 \text{ days (4 years)} & & \end{array}$$

Your refund will be paid directly to your loan or lease.

- **i** You can get a quote for your refund by contacting the Administrator. We do not pay refunds if they are less than \$10.00.



# Managing your insurance

## What happens if you don't give us complete and truthful information?

You must give us complete and truthful information when you sign up for insurance. If you make a claim and you gave us misleading information, we may:

- deny your claim,
- reduce your benefits,
- cancel your insurance (as if it had never existed), and
- refund the cost of your insurance, minus our processing fee.

## When does my insurance end?

Your insurance ends:

- On your expiry date
- The date your loan or lease is paid off or ends
- If you have missed six loan or lease payments in a row
- If you die or we pay either a terminal or critical illness claim

## Where do I send my complaints?

If you disagree with our decision about your claim, you can:

1. contact our claims department, and
2. if this does not resolve your concern, then contact our Ombuds Office at 1.877.720.6733.

You can also contact the Autorité des marchés financiers at <https://lautorite.qc.ca/en/general-public/>

For more information about our complaint resolution process, visit:

<https://www.cooperators.ca/en/have-an-insurance-concern/compliments-concerns/life-insurance-resolution.aspx>

**i** *By law, you have 3 years from your claim to file any legal actions.*



## Ombuds Office

### Email:

[ombuds@cooperators.ca](mailto:ombuds@cooperators.ca)

### Phone:

1.877.720.6733

### Mail:

Ombuds Office  
The Co-operators Group Limited  
130 Macdonell Street  
Guelph, Ontario  
N1H 6P8