Summary

Consumer loan insurance – Demand note

10 important facts you should know about loan insurance

Do you have a demand note with National Bank of Canada? Have you thought about protecting it?

Read this summary!

It presents key points about 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: It is not part of the insurance contract. Only the completed application and the insurance certificate attached thereto will constitute the insurance contract.

For more details of the coverage, consult the insurance certificate, which is also available at nbc-insurance.ca → documentation.

Once you sign up, 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.

Product information
Consumer loan insurance – Demand note
Group insurance policy No. 70008-06

Information about the insurer

→ National Bank Life Insurance Company
800 Saint-Jacques Street, Suite 16701
Montréal, Quebec H3C 1A3

Telephone Montréal area: 514-871-7500
Toll-free: 1-877-871-7500
insurance@nbc.ca
nbc-insurance.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

Distributor information

→ National Bank of Canada

800 Saint-Jacques Street
Montréal, Quebec H3C 1A3

Telephone Montréal area: 514-394-5555
Toll-free: 1-888-483-5628

nbc.ca

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

1. Loan insurance offers life insurance coverage

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

You will find specific information in section 1 of the insurance certificate.

2. Loan insurance covers the insured amount of your loan up to the date of death

In the event of death, we pay the outstanding balance on your loan, calculated on the date of death, up to the maximum amount for life insurance ($500,000).

Maximum amount payable for life insurance

The amount payable for a claim cannot exceed the maximum.

— **Life insurance: $500,000**

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

For example:

	Insured amount at refinancing	After refinancing
Loan amount	$20,000	$35,000
Recognized life insurance amount	n.a.	$20,000

See sections 5, 6 and 7 of your insurance certificate for more information on the amount payable.

3. Loan insurance involves exclusions

We may refuse to pay a claim because of the exclusions set out in the insurance certificate.

Please review them immediately. We've summed them up here for you:

WARNING – Exclusions

We will not pay any benefits in the following situations:

— Suicide within 2 years of the insurance start date.

— Pre-existing conditions: Have you consulted a physician, or been treated or hospitalized for a medical condition within the 12 months preceding the start date of your insurance? Note that the exclusion for a pre-existing condition will apply if death, a disability or a critical illness diagnosis in relation to the condition occurs within the 12 months following the start date of your insurance;

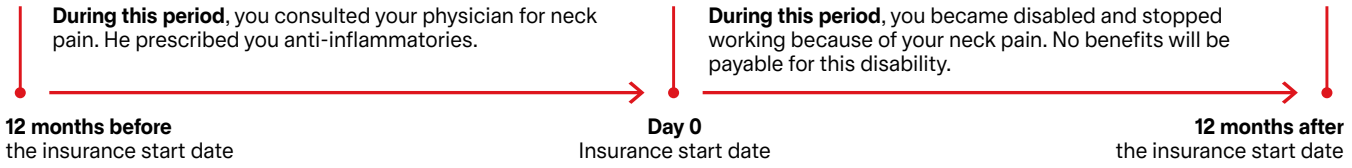
— War;

— Active participation in a riot;

— Use of narcotics without a prescription or of medication beyond the prescribed dosage;

— Active participation in the flight of any device capable of lifting off and travelling in the air—including but not limited to airplanes, helicopters, hang gliders and hot-air balloons—be it as a pilot, crew member, instructor or student.

Graphic example of a pre-existing condition clause



The specific and more detailed exclusions concerning the protection is described in section 11 of the insurance certificate.

4. You must meet certain criteria to be insured

To be eligible, you must, at the time of enrolment:

For life insurance:

— Be 18 to 64 years old, inclusively;
— Be living in Canada or the United States;
— Be a borrower, co-borrower, guarantor or endorser of the insured loan.

Depending on your age and the amount of coverage requested, we will ask you some questions about your state of health and lifestyle.

See section 2 of the insurance certificate for more information.

5. Your premium is fixed throughout the loan duration

The premium is the amount you pay in order to be insured. As long as the terms and conditions of your loan do not change, your insurance premium will remain the same.

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.

The premium rate can be based on:

— The insured amount; or
— The age of the oldest insured person.

A reduction is applied to the premium based on the number of insured persons.

The insurance taxes of your Canadian province of residence will also apply.

The insurance premium is collected on the first day of each month.

Sample premium calculation

Ann, 28-year-old woman
Demand note of **$17,000**
Life insured

	Life
	(Rate per $1,000)
	$0 to $500,000
Ages	
18-25	0.30
26-30	0.30
31-35	0.14
36-40	0.21

Life insurance premium calculation

(Insured amount ÷ $1,000) × premium rate × taxes on insurance by province (Example: 9%)

($17,000 ÷ $1,000) × $0.30 × 1.09 = $5.56

Total monthly premium:

$5.56

Consult the insurance certificate for premium rates and nbc.ca/insurance for the tax rates on insurance premiums.

6. Duration of insurance

Start

The insurance starts on the later of the following dates:

a. The insurance application is signed; or

b. The loan was opened.

If you are required to provide proof of insurability, we will notify you in writing of our decision within 30 days of receiving the documents needed to analyze your insurance application.

End

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

Other circumstances also lead to termination of the insurance, like refinancing, non-payment of premiums or when you reach the age of 70.



See section 12 of your insurance certificate for more information.

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

While we are analyzing your insurance application, you'll be covered in the event of accidental death.



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.

8. We can refuse a claim and cancel your insurance if you make a false declaration

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

If, during a claim or at any other time during the insurance period, we receive information that differs from the information you initially provided, **we could refuse your claim and retroactively cancel your insurance** from its start date.



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

9. How to file a claim and applicable timeframes

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

1 **Contact a member of our claims team:**
Montréal: 514-394-9904
Toll-free: 1-866-817-4844

We'll open a file for you and send you the forms to be completed; or

Print the forms you need from the National Bank website at nbc.ca/insurance-claim.

2 **Complete and sign the forms**, and send them, along with any documents needed to review your claim if applicable, to our offices at:

National Bank Life Insurance
800 Saint-Jacques Street, Suite 16701
Montréal, Quebec H3C 1A3
Email: insurance@nbc.ca

Timeframes for submitting claim forms and supporting documents

— **Life insurance:** As soon as reasonably possible.

3 **We will inform you of our decision after assessing your request** and, if applicable, proceed with payment.

Do you disagree with a decision made regarding your claim?

Contact us:

By phone
Montréal: 514-394-9904
Toll-free: 1-866-817-4844
By email: insurance@nbc.ca

You can also forward us any document that could justify a revision of our decision. If we haven't addressed your complaint or if you're still dissatisfied and wish to pursue the matter further, you can take any of the following actions:

— Request a revision of your file; or
— Consult your legal advisor; or
— Contact one of the following organizations:

Autorité des marchés financiers (AMF)

Place de la Cité, Cominar Tower
2640 Laurier Blvd., 4th Floor
Québec City, Quebec G1V 5C1

By phone
Québec City: 418-525-0337
Montréal: 514-395-0337
Elsewhere in Quebec: 1-877-525-0337

Fax: 1-877-285-4378

Online: lautorite.qc.ca

OmbudService for Life and Health Insurance (OLHI)

Phone, toll-free
Canada: 1-888-295-8112
Toronto: 416-777-9002

Online: olhi.ca

The latest you can submit a legal application against an insurance provider is 3 years following the date the claim was refused.

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

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:

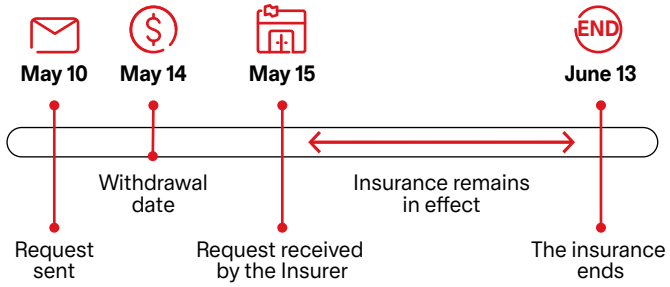
National Bank Life Insurance Company

800 Saint-Jacques Street, Suite 16701
Montréal, Quebec H3C 1A3
By email: insurance@nbc.ca

The insurance 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.



If you terminate your insurance contract after the first 30 days, no premiums will be reimbursed and no grace period is granted.

NATIONAL BANK
INSURANCE

The client experience is our top priority

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

You can contact our Customer Service department at 1-877-871-7500 or visit nbc-insurance.ca/your-opinion to learn about our complaint management process, make a complaint and consult our policy on processing complaints.

Notice given by a distributor

Section 440 of the *Act respecting the distribution of financial products and services* (chapter D-9.2)

The *Act respecting the distribution of financial products and services* gives you important rights.

The Act allows you to rescind an insurance contract, **without penalty**, within 10 days of the date on which it is signed. However, the insurer may grant you a longer period.

To rescind the contract, you must give the insurer notice, within that time, by registered mail or any other means that allows you to obtain an acknowledgment of receipt.

Despite the rescission of the insurance contract, the first contract entered into will remain in force. Caution, it is possible that you may lose advantageous conditions as a result of this insurance contract; contact your distributor or consult your contract.

After the expiry of the applicable time, you may rescind the insurance contract at any time; however, penalties may apply.

For further information, contact the Autorité des marchés financiers at 1-877-525-0337 or visit lautorite.qc.ca.

Notice of rescission of an insurance contract

Send to:
800 Saint-Jacques Street, Suite 16701
Montréal, Quebec H3C 1A3

Date: _____ (date of sending notice)

Pursuant to section 441 of the *Act respecting the distribution of financial products and services*,

I hereby rescind insurance contract No.: _____ (number of contract, if indicated)

Entered into on: _____ (date of signature of contract)

In: _____ (place of signature of contract)

_____ (name of client)

_____ (signature of client)

Insurer: National Bank Life Insurance Company.
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