

INCLUSIVE LIFE INSURANCE

LOAN INSURANCE – READY TO DRIVE LOAN

IMPORTANT

This life insurance is included at no additional cost with the Desjardins Ready-to-Drive Loan.

PARTICIPANT'S GUIDE

Loan Insurance – Ready to drive Loan is a group credit insurance product.

YOUR FINANCIAL INSTITUTION

Fédération des caisses Desjardins du Québec
400, boul. de Maisonneuve Ouest, 10^e étage
Montréal (Québec) H3A 1L4

1-800-CAISSES (1-800-224-7737)



Desjardins
Insurance

LIFE • HEALTH • RETIREMENT



Unfold to read



Your new or used vehicle dealer is required to describe the product it is offering you and specify the nature of the coverages. It is not authorized to perform an insurance needs analysis for you.

Loan Insurance – Ready to Drive Loan is tied directly to your loan. It is a complement to your group insurance through work and any individual insurance you may already have. It is not intended as a replacement.

If you would like more information about Loan Insurance – Ready to Drive Loan, contact the *Insurer* during normal business hours at:

1-855-838-2574



Life insurance

4

This Loan Insurance – Ready to Drive Loan life insurance is automatically included in the *Desjardins Ready-to-Drive Loan*. This coverage pays the *net debt* in the event of the *participant's* death.

Coverage start and end dates

4 and 8

Coverage begins on the date the *eligible loan* is disbursed. See pages 4 and 8 for the other conditions that determine the coverage start and end dates.

Waiver of insurance

1

You can waive your right to this insurance at any time by contacting the *Insurer*. See page 1.

Exclusion in case of suicide

6

If a *participant* commits suicide within the first two years following the beginning of insurance, whether sane or not, the benefit is not payable.

Restriction in case of previous illness or injury

6 and 7

Claims can be denied if the *participant* suffers from certain medical conditions and dies within the first year following the beginning of insurance.

Limitations

4 and 5

Benefit amounts are subject to limits. See pages 4 and 5 for details.

Claims

9

See page 9 for how to submit a claim.

Notice from the Autorité des marchés financiers du Québec (for residents of Quebec)

In accordance with the provisions of *An Act respecting the distribution of financial products and services*, this document is your Distribution Guide.

The Autorité des marchés financiers does not express an opinion on the quality of the product offered in this guide. The Insurer alone is responsible for any discrepancies between the wording of the guide and the policy.

Notice for residents of other Canadian provinces

In order to comply with Quebec's *Act respecting the distribution of financial products and services*, the Insurer is required to quote the Act in certain parts of this guide. Please note that similar regulations exist to protect consumers in the other Canadian provinces, but these regulations are not named since there is no legal obligation to quote them.

Words defined in the guide appear in *italics*.
For definitions, see page 12.

This Participant's Guide is intended to provide you with a clear understanding of the Loan Insurance – Ready to Drive Loan. Information is presented in a structured manner to make it easy for you to find the information you need.

This guide is intended for information purposes and does not constitute the insurance policy. You may examine the policy at the financial institution and have a copy made for a fee.

Waiver of life insurance ***Desjardins Ready-to-Drive Loan***

The *Desjardins Ready-to-Drive Loan* automatically includes life insurance at no additional cost to you.

This coverage pays the balance of the *net debt* of your loan in the event of death.

You can waive your right to this life insurance coverage at any time by contacting the *Insurer* at 1-877-548-2288.

The interest rate and the other conditions of your loan will not be affected by this waiver.

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1. PRODUCT DESCRIPTION

Who is eligible for this insurance?

For *eligible loans*, all *borrowers* are automatically insured under this contract.

When does coverage start?

The insurance begins on the date the loan is disbursed. However, if the *borrower* takes possession of the vehicle or the property before the loan is disbursed, the insurance begins on the date possession is taken.

What coverage is available?

Death from natural causes

If a *participant* under age 70 dies from natural causes, the *sum insured* is payable up to the maximum amount of insurance.

Accidental death

If a *participant* of any age dies following an *accident*, the *sum insured* is payable up to the maximum amount of insurance.

Simultaneous death

If two or more *participants* die at the same time, each death benefit payable is equal to the *sum insured* in force for each *participant* immediately prior to the first death. Consequently, the total benefit may be greater than the *net debt* on the date of the first death. For each *participant*, the *sum insured* cannot exceed the maximum amount of insurance.

For the purpose of this section, the *net debt* is established on the date of death.

Is there an insurance maximum?

For each *participant*, the *Insurer* will pay a maximum of \$500,000.

This maximum applies to the total of all claims payable under all Loan Insurance – Ready to Drive Loan life insurance and disability insurance contracts issued by the *Insurer*. When this maximum applies and multiple claims are payable, the *Insurer* will consider the insured loans in chronological order starting with the first insured loan.

Who is the beneficiary?

The *borrower* is automatically considered the beneficiary of all benefits payable under the Loan Insurance – Ready to Drive Loan contract held by the financial institution.

The benefit is paid to the financial institution, which must apply it to the *borrower's net debt*. Any excess amount is paid into the beneficiary's chequing account.



Exclusions and restrictions

Exclusion in case of suicide

If a *participant* commits suicide within the first two years following the beginning of insurance, whether sane or not, the benefit is not payable.

Restriction in case of previous illness or injury

If the *participant* dies during the first year following the beginning of insurance, a restriction may apply. To determine whether the restriction applies, the following questions must be asked:

In the 6 months prior to the beginning of insurance, did the <i>participant</i> receive treatment* for the same illness or injury that caused his or her death?		
NO	YES	
No restriction	Was there a period of 6 consecutive months ending after the beginning of insurance during which the <i>participant</i> received no treatment?*	
	NO	YES
	No benefit is payable	No restriction

IMPORTANT

*** A *participant* has received treatment for an injury or illness when, for the injury, for the illness or for symptoms related to the illness, he/she has:**

- a) consulted or received treatment from a physician or other health professional who is a member of a professional body,**
- b) undergone examinations,**
- c) taken medication, or**
- d) been hospitalized.**

IMPORTANT: PLEASE READ THE EXCLUSIONS AND RESTRICTIONS CLOSELY

When does coverage end?

The *participant's* insurance terminates on the earliest of the following dates:

- a) the date on which the *participant* reaches age 70 for the coverage in the event of natural death;
- b) the date on which the *net debt* is reduced to zero, by the replacement of one debt by another or otherwise;
- c) the date on which the loan is considered to be in default by the financial institution;
- d) the termination date of the contract;
- e) the date on which you advise the *Insurer* to end your coverage.

2. CLAIMS

Submission of a claim

To file a claim, call the *Insurer* at:

1-855-838-2574

You will have to send in the following documents so your claim can be assessed:

- the completed and signed claim form,
- the attending physician's statement, and
- the financial institution's statement.

You must provide all documents required by the *Insurer*, even if they are not indicated on the claim form.

Claims must be submitted as soon as it is reasonably possible to do so.

Insurer's reply

If the claim is approved, benefits are paid within 30 days of receipt of the supporting documents.

Appeal of the Insurer's decision and recourse

If your claim is not approved and you think you have additional information which might influence the *Insurer's* decision, you may ask for a review of your file.

Every action or proceeding against an insurer for the recovery of insurance money payable under the contract is absolutely barred unless commenced within the time set out in the *Insurance Act* or any applicable law. The law provides for a maximum of 3 years (period of prescription) to contest the Insurer's decision in Quebec and 2 years in Ontario.

For information on your rights, contact your province's regulatory agency or your legal advisor.

3. SIMILAR PRODUCT

Other available products

Other credit insurance products are available.

However, when you chose to enrol in Loan Insurance – Ready to Drive Loan, you are choosing to do business with Desjardins Financial Security—one of Canada’s biggest life and health insurers.

4. REGULATORY AGENCIES

To find out more about the insurance product described in this guide, first contact the *Insurer* at 1-855-838-2574.

For more information on the obligations of the insurer and your financial institution towards you, contact the regulatory agency responsible for overseeing the application of insurance legislation for your province of residence.

Autorité des marchés financiers (Quebec residents only)

Autorité des marchés financiers
Place de la Cité, tour Cominar
2640, boul. Laurier, bureau 400
Québec (Québec) G1V 5C1
Phone: 418-525-0337 or (toll free) 1-877-525-0337
Fax: 418-525-9512
Email: information@lautorite.qc.ca
Website: www.lautorite.qc.ca

Financial Services Commission of Ontario (for Ontario residents only)

Financial Services Commission of Ontario
5160 Yonge Street
P.O. Box 85
Toronto, ON M2N 6L9
Phone: 416-250-7250 or (toll free) 1-800-668-0128
Fax: 416-590-7070
Email: contactcentre@fsco.gov.on.ca
Website: www.fsco.gov.on.ca

Definitions

Accident: a bodily injury certified by a physician, resulting directly and independently of all diseases or other causes, from a sudden and unforeseen external cause.

Borrower: Any natural person who has contracted an *eligible loan* from the financial institution. A guarantor is not considered a *borrower*. A legal entity is not considered a natural person.

Desjardins Ready-to-Drive Loan: An *eligible loan* contracted from the Fédération des caisses Desjardins du Québec, transit no. 90993-815.

Eligible loan: Any loan contracted by a *borrower*, the terms of the repayment of which are provided for in the written agreement between the financial institution and the *borrower* and for which the authorization and payment dates are no earlier than January 16, 2012.

Insurer: Desjardins Financial Security Life Assurance Company.

Net debt: The initial capital paid by the financial institution, plus accrued interest, minus the instalments made by the *borrower*.

Participant: Any person who meets the eligibility criteria set out in the section “Who is eligible for this insurance?”

Simultaneous death: The death, within the same 7-day period, of two or more *participants* insured under the same *eligible loan*.

Sum insured: The *sum insured* is equal to 100% of the *net debt*.

Personal information management

Desjardins Financial Security handles personal information in a confidential manner. Desjardins Financial Security keeps this information on file so you can benefit from the Company's financial services (insurance, annuities, credit, etc.). This information is consulted solely by Desjardins Financial Security employees who need to do so in the course of their work.

You have the right to consult your file. You may also have information corrected if you show that it is inaccurate, incomplete, ambiguous or not useful. To do so, you must send a written request to the following address:

Privacy Officer
Desjardins Financial Security
200, rue des Commandeurs
Lévis (Québec) G6V 6R2

Desjardins Financial Security may send information on its promotions or offer new products to those whose names appear on its client list. Desjardins Financial Security may also give its client list to another Desjardins Group subsidiary for the same purposes. If you do not wish to receive these offers, you may have your name removed from the list. To do so, you must send a written request to the Privacy Officer at Desjardins Financial Security.

Dissatisfied? Let us know.

If you are dissatisfied with any of our products or services, please let us know by following the steps below.

1. Contact the person or the business you purchased the product from

You can find the number in the literature you received when you purchased the product in question. Ask for an explanation. In most cases, a simple call is all it takes to get the answers you are looking for.

2. Call our Customer Service Centre

If you are not fully satisfied with the explanations provided in step 1, contact our Customer Service Centre at **1-866-838-7585**.

3. Write to our Dispute Resolution Officer

If you are not satisfied with the explanations you receive from our Customer Service Centre, you can file a complaint with Desjardins Financial Security's Dispute Resolution Officer. This person's role is to assess the merits of the company's decisions and the soundness of its practices.

Please write to:

Dispute Resolution Officer
Desjardins Financial Security
200, rue des Commandeurs
Lévis (Québec) G6V 6R2

Or email: disputeofficer@dfs.ca

You can also call the Dispute Resolution Officer at 1-877-838-8185.

For more information on the procedure to follow in the event of a problem or complaint, please visit our website at dfs.ca/complaint, where you can also find complaint forms.

Helpful hints

- Make sure you have all the documents and information required to provide a detailed explanation of the problem (account statements, names of employees in question, dates, etc.).
- Write down the names of the people you speak with, and the dates of your conversations.
- Include your name, address and telephone number in any correspondence.

Your satisfaction is our priority!

If you would like **more information** on Loan Insurance – Ready to Drive Loan, contact the staff at your financial institution for which the contact information appears on the cover page. You can also phone the *Insurer* during normal business hours at:

1-855-838-2574

PERSONAL NOTES

Name of financial institution:

Fédération des caisses Desjardins du Québec

Folio number:

Amount of loan:

Monthly payment:

Other:

desjardins.com



Desjardins

Insurance

LIFE • HEALTH • RETIREMENT

Cooperating in building the future

Desjardins Insurance refers to Desjardins
Financial Security Life Assurance Company.

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