



This paragraph appears based on the guarantees held and rights eligibility.



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TORONTO ON M4C 2J8

Policyowners

JANE DOE
JOHN DOE

Subject: The critical illness insurance benefits of your insurance contract No. XXXXXXXXXX

Dear Client,

We're writing to remind you of a few features of your critical illness insurance coverage.

Your critical illness insurance coverage

- This coverage pays a tax-free benefit if the insured person receives a diagnosis of a covered illness or other condition (for example: cancer, heart attack, stroke).
- It helps cover the additional expenses that come with an illness, and you can use the funds however you want.



For the benefit to be paid out: The insured person's health status must meet all the conditions listed in the definition of the illness in your contract.¹

- This option refunds you for some or all of the premiums paid for your critical illness insurance coverage. Your contract has the information that is used to calculate how much can be paid out.
- Depending on the option included in your contract, you can get this refund:
 - A certain number of years after the coverage start date.
 - On the scheduled end date of your coverage.
- Coverage ends when we refund the premiums, unless you've chosen to receive only a portion of the refund. In that case, you'll still have an insurance amount.



Return of premiums²

1. Limitations and exclusions may also apply.

2. This coverage may be called "health benefit" or "refund of costs of insurance" in your contract.



Payout in the event of death³
(in your critical illness insurance)

- This option pays out to designated beneficiaries if the insured person dies before the end of coverage.
- Your contract has the information that is used to calculate how much can be paid out.



Your conversion option

- This option allows you to replace a coverage where premiums increase every 10 or 20 years with an equivalent coverage where the premiums never increase.
- It can also be used to extend the coverage of the insured person until their death, even if their health has declined.
- No medical questionnaire is required and you can ask for the same amount of insurance as you had with your initial coverage (or a lower amount).
- If the insured person is 18 or older, you can use this option up until the date on which they reach age 65 for the purposes of the coverage (according to the definition of age in your contract).



Your exchange option

- This option allows you to exchange a coverage where premiums increase every 10 years for an equivalent coverage where the premiums increase every 20 years.
- No medical questionnaire is required and you can ask for the same amount of insurance as you had with your initial coverage (or a lower amount).
- You can use this option for the first 5 years of the coverage, up until the date on which the insured person reaches age 55 for the purposes of the coverage (according to the definition of age in your contract).

If you'd like more information or if your situation has changed

- This letter only provides general information and does not necessarily include all applicable terms and conditions—those are explained in your contract.
- If your situation has changed: you can ask for a review of your insurance coverage based on your new needs.
- If you have any questions, or if you'd like to review your needs, please feel free to reach out:

JOHN SMITH
450 555-5555, ext. 242
Toll free: 1-800-278-0669
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3. This coverage may be called "death benefit," "return of premium on death" or "refund of costs of insurance upon death" in your contract.