

## Important information about this mortgage protection insurance

**This brochure is a summary, not a contract.** This brochure is designed to outline the benefits for which you may be eligible and does not create any contractual or other rights. All of your rights and benefits will be governed solely by the Certificate we issue to you and the Group Policy issued to your mortgage lender.

**Please Check Your Coverage:** When we receive your application, you will be sent a copy of your Certificate of Insurance ("Certificate"). The Certificate sets out the terms of your insurance coverage and may include a notice of conditional coverage. We encourage you to read this document carefully. If you are not approved for the coverage you have requested, you will be notified. If you provide incomplete or inaccurate information including information about your health or smoking status, then your insurance may be void and no benefits may be paid. If you were not eligible to apply, then your insurance will be void.

**Changes to Your Mortgage:** It is important to tell us when there are changes to your mortgage as this may impact your coverage. If you change lenders or pay off your mortgage and do not replace it with a new one, then your coverage ends, and you must notify us so we stop collecting premiums. If you make a significant change to your mortgage, you will not be insured for the full amount you owe. You can apply for an increase in coverage to address changes to your mortgage. New terms and conditions may apply to your new coverage.

**Overall Benefit Maximum:** We will never pay more than the debt owing. If more than one person is insured with respect to your debt and two or more die or are totally disabled at the same time, the total share of benefit shall never exceed the Maximum Benefit. If the mortgage debt on your application for new CSP insurance coverage is more than the Benefit Maximum, your new CSP insurance coverage will be reduced so the maximum isn't exceeded.

**Existing Clients:** If you already have CSP or MPP insurance and you submit a new application, you will be contacted to confirm that you have adequate protection for your mortgage. If you can't be reached, the new application will be processed as new coverage for a separate mortgage. Also, clients who are eligible may apply for additional insurance to cover any increase on your mortgage amount or in your monthly mortgage payment or if your amortization period is extended.

For refinance applications, you have the right to keep your previous insurance under the terms applicable to the original application if your new application is not approved for coverage.

**Lines of Credit:** If you have a line of credit that doesn't have a fixed term and/or amortization period, then we will put an amortization period of 300 months (i.e. the longest we will insure) and/or term of 60 months. The "Debt Balance" shown on the application is the initial life insurance amount we use to calculate benefits as described on the previous page under "Life Protection" and can be any amount up to your credit limit. Remember your life benefit goes down over time based on a traditional mortgage amortization.

**Role of your Lender:** Your Lender is the group policyholder for this CSP insurance coverage and receives remuneration for providing administrative duties such as providing you with this insurance information. Third party administrators acting on behalf of your mortgage lender, such as Broker Support Centre Inc., may receive remuneration for providing administrative duties.

**Personal Information Statement:** In this Statement, "you" and "your" refer to the borrower or insured. "We", "us", "our" and "the Company" refer to The Manufacturers Life Insurance Company and our affiliated companies and subsidiaries. Updates to this Statement and further information about our privacy practices are posted to [www.manulife.ca](http://www.manulife.ca). We collect, use, verify and disclose your personal information for identified purposes, and only with your consent, or as permitted or required by law. By signing the application, you give your consent for us to collect, use, and disclose your personal information, as set out in this Personal Information Statement. Any alterations to the consent must be agreed to in writing by the Company.

**We collect specific personal information about you such as:** identifying information (e.g. your name, address, telephone number(s), email address, date of birth); medical information, banking and employment data to administer benefits; any test that may be necessary for us to decide if and on what terms to insure you, such as a medical exam or blood test; financial information, credit bureau report and/or consumer report from other organizations, person or source that has any information or records about you; information about how you use our products and services, and information about your preferences, demographics, and interests; and other personal information we may require to administer our business relationship with you. We use fair and lawful means to collect your personal information.

**We collect your personal information from:** your completed applications and forms; other interactions between you and the Company; other sources, such as: your mortgage lender or authorized representative(s); third parties with whom we deal in issuing and administering your contract and certificate now, and in the future; public sources, such as government agencies and internet sites; health care professionals, including medical practitioners, health care institutions, pharmacies and any other medically-related facility; other insurance carriers; and administrators of government benefits and other benefit programs.

**We will use your personal information to:** help us properly administer the products and services that we provide and to manage our relationship with you; confirm your identity and the accuracy of the information you provide; evaluate your application, and issue and administer the rights under the plan; comply with legal and regulatory requirements; understand more about you and how you like to do business with us; analyze data to help us understand our customers better so we can improve the products and services we provide; determine your eligibility for, and provide you with details of, other products or services that may be of interest to you; and perform audits and investigations.

**We disclose your information to:** persons, financial institutions and other parties with whom we deal in issuing and administering your plan now, and in the future; authorized employees, agents and representatives; your mortgage broker and any agency which has entered into an agreement with us and has supervisory authority, directly or indirectly, over your mortgage broker and their employees; any person or organization to whom you gave consent; people who are legally authorized to view your personal information; the lender who loaned the money that this insurance relates to; and service providers who require this information to perform their services for us (for example data processing, programming, data storage, market research, printing and distribution services, paramedical and investigative agencies). The above mentioned people, organizations and service providers are both within Canada and jurisdictions outside Canada and would therefore be subject to the laws of those jurisdictions. Where personal information is provided to our service providers, we require them to protect the information in a manner that is consistent with our privacy policies and practices.

**We keep your information the longer of:** The time period required by law and by guidelines set for the financial services industry, and the time period required to administer the products and services we provide.

You may withdraw your consent for us to use your personal information to provide you with other service or product offerings, excluding those mailed with your statements. You may not withdraw your consent for us to collect, use, retain or disclose personal information we need to issue or administer the plan unless federal or provincial laws give you this right. If you do so, a plan may not be issued, and benefits will not be payable under the contract or we may treat your withdrawal of consent as a request to terminate the contract. If you wish to withdraw your consent, phone our customer care centre or write to the Privacy Officer at the address below. You will notify us of any change to your contact information. You have the right to access and verify your personal information maintained in our files, and to request any factually inaccurate personal information be corrected, if appropriate. If you have a question or a concern, wish to receive more information about parties who have access to your information or about our privacy policies and procedures, and/or wish to review your personal information in our files or correct any inaccuracies, you may send a written request to: Privacy Officer, Manulife, 500 King Street N, Waterloo, ON N2J 4C6.

**Pre-authorized debit agreement (PAD) for personal premium payments:** By signing the Application, you confirm being an owner of the account for which you have provided a void cheque and authorize premiums for any insurance purchased from us or our agents to be collected without further notification to you before payments commence. Premium payments and collection dates will be confirmed in the Coverage Summary sent with your Certificate of Insurance, and can commence as early as the day after your Application is submitted. You waive the right to receive further notice of the amount and date of each automatic withdrawal from your account, including withdrawals for all coverage subject to Blend and extend. If your bank or financial institution does not honour an automatic premium withdrawal the first time it is presented for payment, we will attempt to withdraw that payment again within 30 days. We reserve the right to ask for an alternate method of payment if your payment is not honoured. All one-time or automatic withdrawals from your bank account will be treated as personal withdrawals as defined by Payments Canada in Rule H-1. You can cancel your payment authorization at any time by sending us written notice. You understand that cancelling this PAD agreement may result in a loss of insurance coverage unless we receive another form of payment. You have certain recourse rights if any debit does not comply with this agreement. For example, you have the right to receive reimbursement for any debit that is not authorized or is not consistent with this PAD Agreement. To obtain more information on your recourse rights or your right to cancel, or to obtain a sample cancellation form, you may contact your financial institution or visit [www.payments.ca](http://www.payments.ca).