

Group Benefit Solutions

Benefits
Health Wellness
Employees
Advice Care
Family Choices
Support



Insurance

GROUP INSURANCE FOR EMPLOYEES OF:

Canadian Tourism Commission DBA Destination Canada

The policy contains a provision removing or restricting the right of the group life insured to designate persons to whom or for whose benefit insurance money is to be payable.

Policy No.: RBC00001406

Policy Effective Date: May 1, 2019

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THIS IS AN IMPORTANT DOCUMENT
AND SHOULD BE READ CAREFULLY AND KEPT IN A SAFE PLACE.

This booklet/certificate gives a brief outline of the plan for which a group policy was issued to the employer. This booklet/certificate does not create nor confer any rights. The exact terms of the benefit plan are described in the more detailed provisions of the group policy. In the event of a discrepancy between this booklet/certificate and the group policy, the terms of the group policy will govern.

The **employee's** coverage may be cancelled or changed in whole or in part under the terms and provisions of the policy.

RBC Life Insurance Company is the insurer of the coverage, unless otherwise specified. If there are any questions about any terms or provisions, please consult our claims paying office. We will assist the **employees** in any way to help them understand their benefits.

The **employer** has appointed a plan administrator who looks after the insurance under this plan. The administrator may arrange for items such as enrolment in the benefit plan, changes in insurance, termination from the benefit plan and any **beneficiary** designations, as applicable.

The policy may contain a provision removing or restricting the right of the group life insured to designate persons to whom or for whose benefit insurance money is to be payable.

BENEFIT SUMMARIES

GROUP INSURANCE BENEFIT SUMMARY - GENERAL

The following is only a summary of the insurance provided under this policy and must be read in context with the rest of the provisions, terms and conditions of the policy.

Insurance Under the Policy:

Insurance Benefit

Classes Insured

- Long Term Disability (LTD) 1

Description of All Eligible Class(es) of Employees:

1. All Other Eligible Office Employees

Eligibility Requirements Under the Policy:

An employee must:

- Be a **resident** in Canada;
- Hold current and valid **provincial or territorial health care plan** coverage in the province or territory where he resides;
- Be a permanent **full - time employee**;
- Be in **active employment** in Canada with the **employer** for at least 24 hours per week each week;
- Have completed a written enrollment card for this group insurance (if applicable or by providing appropriate enrolment information); and
- Be in an Eligible Class of **employees** insured.

In addition to the above items, the **employee** must complete the **waiting period**.

Waiting Period Under the Policy:

For an eligible **employee** in **active employment** on or before the **Effective Date**: Nil days of continuous **active employment**.

For an eligible **employee** in **active employment** after the **Effective Date**: Nil days of continuous **active employment**.

GROUP LONG TERM DISABILITY (LTD) BENEFIT SUMMARY

Eligible Class(es):	1. All Other Eligible Office Employees				
Definition of Disability:	Total Disability				
Monthly Payment Calculation:	<ol style="list-style-type: none">1. Multiply the employee's pre-tax monthly earnings by 70% and then round to the next higher \$1.00, if not already a multiple of \$1.00.2. The maximum monthly amount is \$10,000.3. Compare the answer from Item 1 with the maximum monthly amount. The lesser amount is the employee's gross monthly benefit.4. Subtract 100% of direct benefit offsets from the answer from Item 3.5. Multiply the employee's pre-tax monthly earnings by 85%.6. Subtract 100% of direct and indirect benefit offsets from the answer from Item 5. <p>The monthly payment is the least of Items 3, 4 or 6; however, the monthly payment will not be less than the minimum monthly benefit.</p> <p><u>Some disabilities may not be covered or may have limited insurance under this policy.</u></p>				
Minimum Monthly Benefit:	\$100 per month				
No-Evidence Maximum:	\$7,000				
	If an employee's gross monthly benefit increases because of an increase to the no-evidence maximum , the increase to the employee's gross monthly benefit may be limited by the Pre-Existing Condition Limitation .				
Elimination Period:	105 calendar days				
Regular Occupation Period:	2 years				
Maximum Period of Payment:	<table><tr><td><u>Age at Disability</u></td><td><u>Maximum Period of Payment</u></td></tr><tr><td>Less than age 65</td><td>To age 65, but not less than 1 year</td></tr></table>	<u>Age at Disability</u>	<u>Maximum Period of Payment</u>	Less than age 65	To age 65, but not less than 1 year
<u>Age at Disability</u>	<u>Maximum Period of Payment</u>				
Less than age 65	To age 65, but not less than 1 year				
	No premium payments are required for the employee's insurance while he is receiving LTD payments under this policy.				
Daily Rate Of Benefit Calculation:	1/30 th				

Other Standard Features:
NOTE: Please refer to the specific benefit provisions for exact details.

As described in the benefit provision, benefits provided under this policy include the following based on eligibility:

<u>Other Standard Features:</u>	<u>Included / Maximum:</u>
Continuity of Coverage:	Yes
Pre-Existing Conditions:	3/12
Survivor Benefit:	Yes – 3 months
Worksite Modification Benefit:	the greater of: <ul style="list-style-type: none">▪ \$1,000, or▪ the equivalent of 2 months of the employee's monthly payment.
Work Life Assistance Program	Yes
Best Doctors®	Yes

Employer Selected Benefits:
NOTE: Please refer to the specific benefit provisions for exact details.

As described in the benefit provision, benefits provided under this policy include the following based on eligibility:

<u>Employer Selected Benefits:</u>	<u>Included / Maximum:</u>
Cost of Living Benefit:	lesser of : <ul style="list-style-type: none">▪ the annual percentage increase in the Consumer Price Index (CPI) for the index period; or▪ 3% <p>Note: the CPI will be determined using the calendar month that is 3 months before the calendar month in which the adjustment date occurs.</p>

LTD Taxability:

The **employer** has established this Group Long Term Disability plan with the express intention and understanding that the **monthly payment** is to be a taxable benefit to the **employee** in accordance with the Income Tax Act, as amended from time to time.

Cost Contribution:

The **employer** and the **employee** share the cost of the insurance.

Termination of Coverage:

The earlier of the date the **employee** retires or turns 65.

GENERAL DEFINITIONS

The following definitions are used throughout the entire policy. Definitions that are specific to a particular benefit are listed in that benefit section.

NOTE: In this booklet reference to the masculine gender will be deemed to also include the feminine.

Active employment means **you** are:

- working for **your employer** on a permanent **full-time** basis in Canada for earnings that are paid regularly;
- performing the **material and substantial duties** of **your regular occupation**; and
- working or be scheduled to be working for at least the minimum number of hours per week each and every week* shown in the Group Insurance Benefit Summary - General.

*If the minimum number of hours worked is other than each and every week, we must be informed by **your employer** prior to the policy coming into effect. Otherwise we reserve the right to deny insurance to **employees** working on such a non-standard basis.

Normal vacation is considered **active employment**.

Your work site must be:

- **your employer's** usual place of business in Canada;
- an alternative work site in Canada at the direction of **your employer**, including **your home** in Canada; or
- a location to which **your job** requires **you** to temporarily travel and perform the **material and substantial duties** of **your regular occupation**

Any work site outside of Canada must be pre-approved in writing by **us**.

Child or children means, if insured under this policy, a **resident** who is **yours** or **your spouse's** own natural offspring, lawfully adopted **child**, **stepchild**, or other **child** who is dependent on **you** for financial support.

A **child** must be:

- at least age 21 but not yet attained age 26 and be attending an accredited educational institution, college or university recognized by the Canada Revenue Agency on a full-time basis. Satisfactory proof of full-time student attendance must be submitted to **us**; and
- not married or in any other formal union recognized by law; and
- dependent on **you** for financial support.

A **child** who is incapacitated due to a mental or physical disability on the date he reaches the age when he would otherwise cease to be an eligible **dependent**, will continue to be an eligible **dependent** under the policy.

A **child** is considered incapacitated if he is incapable of supporting himself or engaging in any substantially gainful activity, and is dependent on **you** for financial support, maintenance and care, within the terms of the Income Tax Act, due to a mental or physical disability.

We may require written proof of the **child's** condition as often as may reasonably be necessary.

Claimant means **you** or a **beneficiary** who has submitted a claim for benefits under the policy to **us**. Claimant will also include the legal representative of an **insured** who is incapacitated, incompetent or a minor.

Where allowed by law, the term will mean any person who submitted a claim for benefits under the policy to **us**.

Compassionate care leave of absence means a period of absence allowed by federal or provincial law for **you** to care for a family member (as defined in the law) who has a serious medical condition which has significant risk of death.

Crime includes any actions which would be an offence under the Criminal Code or the Controlled Drugs and Substances Act, whether or not the actions occurred in Canada.

Dependent means a **resident** who is **your spouse** and a **resident** who is **yours** and/or **your spouse's child**.

Any **child** who is an **employee** is not a **dependent**.

Employee means a person who is:

- in **active employment** in Canada with the **employer**; and
- permanently domiciled in Canada and is a **resident** in Canada; and
- insured under a Canadian **provincial or territorial health care plan** (including any extension) of his province/territory of residence.

An **employee** is also deemed to include a partner, sole proprietor or a teacher, if insured under this policy.

Temporary and seasonal workers are excluded from insurance. No coverage will be extended to a person who is not an **employee** unless an exception is applied for and approved in writing by the Company.

Employer means the **policyholder**, and includes any division, subsidiary or affiliated company named in the Group Insurance Benefit Summary - General.

Evidence of insurability means a statement of a person's medical history which we will use to determine if the person is approved for insurance. In addition to the information the person supplies on the application or other required documentation, we may require other proof of the person's medical history which includes but is not limited to test results, medical examinations, and **physician** statements. We may also require that an insurability assessment be performed. **Evidence of insurability** must be provided at the person's own expense.

Full-time means a normal work schedule of at least the minimum number of hours per week each week as shown in the Group Insurance Benefit Summary - General for 52 weeks per year including paid vacation.

Grace period means the 31 days following the **Premium Due Date** during which premium and any applicable tax payment may be made. Insurance will continue in force during the **grace period**. If the full premium and tax due is not paid within the **grace period**, the policy will terminate for non-payment of premium at the end of the 31 days. The full premium and tax for the **grace period** will nevertheless be due and payable.

Hospital or institution means an accredited facility licenced to provide care and treatment for the condition causing the **disability**, loss, injury or sickness.

Insured means **you** who are insured under the policy.

Late entrant means **you** have:

- applied for insurance after **you** had been eligible for more than 31 days ; or
- re-applied for insurance after **your** insurance had earlier been cancelled.

Layoff or leave of absence means **you** are, for non-medical reasons, temporarily absent from **active employment** for a period of time that has been agreed to in advance in writing by **your employer**.

Your normal vacation time, **statutory leave** or any period of **disability** is not considered a temporary **layoff** or **leave of absence**.

Legislation, plan or act means the original enactments of the legislation, plan or act and all amendments.

Maximum benefit means the maximum amount payable under the policy for a valid claim for a particular benefit.

Payable claim means a valid claim for which **we** are liable under the terms of the policy. The actual submission of a claim for benefits does not, in itself, constitute a **payable claim** under the policy. Each claim for benefits is adjudicated on an individual basis.

Physician means:

- a person who is licenced to practice medicine, to prescribe and administer drugs or to perform surgery; or
- a person with a doctoral degree in Psychology (Ph.D. or Psy.D.) whose primary practice is treating patients.

The **physician** must be performing tasks that are within the limits of his medical licence. **We** will not recognize **you** or **your spouse, child**, parent or sibling as a **physician** for a claim that the **insured** submits to **us**.

Policyholder means the **employer** or legal entity to whom the policy is issued.

Pregnancy leave of absence or **parental leave of absence** means:

- a period of time no longer than federally or provincially required that is agreed to between **you** and **your employer** prior to the actual absence or as defined by **your employer's** pregnancy leave of absence policy and/or parental leave of absence policy;
- any period of formal pregnancy and/or parental leave **you** are entitled to under federal or provincial legislation governing **your employer**; or
- any period during which **you** receive pregnancy leave benefits, parental leave benefits, and pregnancy-related sickness benefits, or any combination of these benefits under the Employment Insurance Act or the Quebec Parental Insurance Plan.

For the purposes of **parental leave of absence**, a parent includes natural and adoptive parents, as well as the person in a relationship of some permanence with a natural or adoptive parent of the **child** who intends to treat the **child** as his own.

Provincial or territorial health care plan means the body of provincially/territorially enacted laws, as amended from time to time, governing provincial or territorial health insurance plans which provide health insurance to residents of Canada.

Resident means a person who:

- is legally entitled to be or to remain in Canada;
- makes his home in, and is ordinarily present in, a province or territory of Canada; and
- satisfies the requirements for Canadian **provincial or territorial health care plan** coverage.

Spouse means a **resident** and:

- is legally married to **you**; or
- if **you** are not married, is a person whom **you** have publicly represented as **your spouse** and with whom **you** have resided continuously for at least 12 months in a conjugal-like relationship, civil union, adult interdependent relationship, or any other formal union defined and recognized by law and who is:
 - at least 18 years of age or of legal age to marry;
 - competent to contract; and
 - not related by blood closer than would legally bar marriage.

Only one **spouse** will be eligible for insurance under this policy, and will be as indicated by the **employee** on his application for insurance under this policy. Where this information is not contained on his application, the person who qualifies last under this policy's definition of **spouse** will be the eligible **spouse**.

Statutory Leave means any specified period of leave during which **you** are entitled to be absent from work in accordance with federal or provincial **legislation**, and it includes **compassionate care leave of absence** and **pregnancy leave of absence** or **parental leave of absence**.

Waiting period means the continuous period of time that **you** must be in **active employment** in an Eligible Class before **you** are eligible for insurance under the policy.

We, us, our or the Company means RBC Life Insurance Company.

You and **your** means a person who is eligible for RBC Insurance coverage.

GENERAL INFORMATION

Employee Eligibility

You are eligible for insurance under the policy if **you**:

- are a member of an ELIGIBLE CLASS OF EMPLOYEES defined in the GROUP INSURANCE BENEFIT SUMMARY - GENERAL;
- have completed the applicable WAITING PERIOD UNDER THE POLICY specified in the GROUP INSURANCE BENEFIT SUMMARY - GENERAL;
- meet all other eligibility requirements as outlined in the GROUP INSURANCE BENEFIT SUMMARY - GENERAL; and
- meet any eligibility requirements outlined in this section.

You must request insurance in writing by supplying the required enrolment information, such as but not limited to, **employee** census data or an enrolment card (if applicable) to **us**.

Employees of any corporation or other business formally associated or affiliated with the **employer** as a subsidiary or otherwise are eligible for insurance, provided that such an organization is on record with **us** as being eligible for insurance under the policy.

When Insurance Begins

Your insurance (subject to premium payment) begins at 12:01 a.m. on the latest of:

- the date **you** become eligible for the insurance, if **you** applied for insurance on or before that date;
- the date **we** receive enrolment/application information for **your** insurance; or
- the date **we** approve **your evidence of insurability**, if required.

Absent When Insurance Would Normally Begin: Leave of Absence, Temporary Layoff, Strike, Lockout

If, on the date insurance would normally begin, **you** are absent from **active employment** due to **leave of absence**, temporary **layoff** or lawful strike or lockout, and **you** return to **active employment** within 6 months of the date insurance would normally begin, **your** insurance will begin on the date **you** return to **active employment**. However, if **you** return to **active employment** more than 6 months after **your** insurance would normally begin, **your** insurance will begin after **you** have again been in **active employment** for a period equal to **your** WAITING PERIOD UNDER THE POLICY.

Absent When Insurance Would Normally Begin: Statutory Leave

If, on the date insurance would normally begin, **you** are absent from **active employment** due to **statutory leave**, **your** insurance will still begin if **you** have decided to maintain insurance and if premiums are paid during **your** **statutory leave**. **You** may maintain insurance until 31 days after the date that **your** **statutory leave** ended. If **you** do not return to **active employment** within 31 days after the date that **your** **statutory leave** ended, **your** insurance will end.

However, if **you** have decided not to maintain insurance during **your** **statutory leave**, **your** insurance will begin on the date **you** return to **active employment**, provided that **you** return to **active employment** within 31 days of the date that **your** **statutory leave** ended.

Absent When Insurance Would Normally Begin: Sickness or Injury

If, on the date insurance would normally begin, **you** are absent from **active employment** due to **sickness or injury**, then **you** may be enrolled for Group Long Term Disability Insurance, subject to the Continuity of Coverage provision.

If **your** insurance is subject to **evidence of insurability**, **you** will be deemed to be a **late entrant** if **we** approve any **evidence of insurability** previously submitted by **you** but **you** do not return to **active employment** within the time required by **our** guidelines in effect on the date **we** approved the **evidence of insurability**. In such event, **we** reserve the right to require **you** to resubmit current **evidence of insurability**.

Late Entrants

We reserve the right to deem **you** a **late entrant** if **you** were absent from **active employment** on the date **your** coverage would normally begin as specified in the sections above.

All premiums and applicable tax payments are due and payable as of **your** effective date of insurance.

Changes in Insurance

Changes in the amount of insurance or benefits may occur as the result of an employment status change, the addition of a benefit or a change to a benefit. Any resulting changes take effect on the date of the change in status or benefits.

The following exceptions apply if the result of the change is an increase in insurance:

- if **evidence of insurability** is required, the increase cannot take effect before **we** approve the **evidence of insurability**; and/or
- if **you** are not in **active employment** when the change occurs or when **we** approve the **evidence of insurability**, the increase will not take effect until **you** return to **active employment**.

If **you** are not in **active employment** due to **injury, sickness, temporary layoff or leave of absence**, or lawful strike or lockout, any increased or additional insurance will take effect the later of:

- the date **you** return to **active employment**; or
- the date **we** approve **your evidence of insurability** form, if **evidence of insurability** is required.

Any decrease in insurance will take effect immediately but will not affect a **payable claim** that occurs prior to the decrease.

Evidence Of Insurability

We require **evidence of insurability** when **you**:

- are a **late entrant**;
- are eligible and apply for insurance or an increase in insurance above any **no-evidence maximum**;
- voluntarily cancelled insurance and are re-applying for insurance; or
- were previously eligible for insurance but waived coverage under the policy but is now applying for the insurance.

When Your Insurance Ends

Your insurance ends on the earliest of the following dates:

- the date **your active employment** ends;
- the date **you** are no longer in **active employment** except as set out in the continued insurance provisions for:
 - Leave of Absence, Temporary Layoff, Strike or Lockout;
 - Statutory Leave;
 - Sickness or Injury;

- the date **you** are no longer in an Eligible Class;
- the date **you** no longer meet the eligibility requirements as specified in the Group Insurance Benefit Summary - General;
- the end of the period for which premiums have been paid to **us** for **your** insurance; or
- the date the policy ends.

However, the ending of **your** insurance will not prevent a **payable claim** for:

- **your** death or other loss that is caused by an accident that occurred before the end of **your** insurance; or
- **your disability** that commenced before the end of **your** insurance.
-

Any benefit may end on an earlier or later date as specified in the applicable Benefit Summary.

Continued Insurance - Leave of Absence, Temporary Layoff, Strike or Lockout

Once **your** insurance begins, if **you** cease to be in **active employment** due to a **leave of absence**, temporary **layoff**, strike or lockout, **your** Group Long Term Disability Insurance may be continued on a premium paying basis for up to 90 days after **your leave of absence**, temporary **layoff**, strike or lockout begins.

Continued Insurance – Statutory Leave

Once **your** insurance begins, if **you** cease to be in **active employment** due to a **statutory leave**, **you** may continue all insurance on a premium paying basis for the duration of the **statutory leave**. If **you** do not continue **your** insurance on a premium paying basis, **your** insurance will end.

If **your** insurance ends because **you** do not continue **your** insurance on a premium paying basis during **your statutory leave**, **your** insurance may begin again on the date **you** return to **active employment** if **you** return to **active employment** within 31 days of the date that **your statutory leave** ended. However, **you** will be treated as a new **employee** for the purposes of the Pre-Existing Condition Limitation (if any), and **your** previous service while in an ELIGIBLE CLASS will not be credited toward the Pre-Existing Condition Limitation. If **you** return to **active employment** more than 31 days after the date that **your statutory leave** ended, **you** will be treated as a new **employee** and will be subject to all requirements applicable to new **employees**.

If **you** have continued insurance on a premium paying basis during **your statutory leave**, **you** must return to **active employment** within 31 days of the date that **your statutory leave** ended in order for insurance to continue. If **you** do not return to **active employment** within 31 days of the date that **your statutory leave** ended, **your** insurance will end.

Continued Insurance - Sickness or Injury

Once insurance begins, if **you** cease to be in **active employment** due to sickness or injury, the following provisions will apply to **your** insurance:

Your Long Term Disability Insurance may be continued on a premium paying basis for a period of time that is equal to the length of the **elimination period** for **your** Long Term Disability Insurance.

If **you** become **disabled** after the date **your** Long Term Disability Insurance ends, no benefits will be payable. **We** will refund any premiums that were paid for **your** Group Long Term Disability Insurance after the date **your** insurance ended.

If **you** submit a claim under **your** Long Term Disability Insurance and **we** approve **your** claim, **your** Long Term Disability Insurance will be continued as described in the Waiver of Premium provision.

Employment / Labour Standards Extension of Insurance

All of **your** insurance under the policy will terminate when **your** employment terminates. However, if **your employer** has terminated **your** employment and **your employer** is required to extend insurance coverage or benefits to **you** during a termination notice period prescribed by any federal or provincial employment or labour standards legislation, the insurance under the policy may be extended for such period. In order to extend insurance under the policy beyond such period, **your employer** must request the continuation of insurance in writing and advise **us** of the date to which the insurance must be continued and continue to remit the required premium. **Your** insurance will not extend beyond the date that the policy terminates.

Return to Active Employment after Insurance Ends

If **your** insurance ends and **you** return to **active employment**, **your** insurance may begin again on the date **you** return to **active employment** if:

- **you** return to **active employment** within 180 days after the date **your** insurance ended; and
- **you** had already completed **your** Waiting Period Under the Policy before **your** insurance ended.

Your previous service while in an Eligible Class will be credited toward the Pre-Existing Condition Limitation (if any). All other policy provisions will apply.

The amounts of **your** insurance will be determined by **your** earnings and Eligible Class at the time that **your** insurance begins again. If **your** earnings at the time **your** insurance begins again are lower than **your** earnings were at the time **your** insurance ended, the amounts of **your** insurance coverage will relate to **your** lower earnings. However, if **your** earnings at the time **your** insurance begins again are greater than **your** earnings were at the time **your** insurance ended, the amounts of **your** insurance coverage may be subject to **evidence of insurability**, if **we** require it.

If **your** insurance ends and **you** return to **active employment**, **you** will be treated as a new **employee** and will be subject to all requirements applicable to new **employees** if:

- **you** return to **active employment** more than 180 days after the date **your** insurance ended; or
- **you** had not completed **your** Waiting Period Under the Policy before **your** insurance ended.

If **your** insurance ends because **you** do not continue **your** insurance during a **statutory leave**, the provisions regarding continued insurance during a **statutory leave** will apply instead of this section.

Fraud

It is a crime if **you** and/or **your employer** defrauds or deceives **us**, or knowingly provides any false information to the Company. This includes knowingly filing a claim that contains any false, incomplete or misleading information. These actions, as well as submission of materially false information, will result in denial of a claim, and are subject to prosecution and punishment to the full extent of the law. The Company reserves the right to deny coverage to any **employee** who presents a fraudulent claim. **We** will pursue appropriate legal remedies in the event of fraud.

Incontestability:

Any person required to provide **evidence of insurability** shall disclose, within the **evidence of insurability**, every known fact that is material to the insurance applied for. If such person misrepresents or fails to disclose any such fact, the insurance in respect of such person will be voidable by **us**. However, where the insurance in respect of such person has been in effect continuously for two years, such insurance will not, except in the case of fraud, be voidable by **us** on the basis of the misrepresentation or failure to disclose.

Except for fraud, no statements made by **your employer** or by **you** at the time of the application for the policy will be used in defence of a claim under the policy unless it is contained in a written application or any other written documentation to secure insurance.

Receiving and Releasing Data:

We will comply with all relevant legislation protecting personal information. Any person claiming benefits under the policy must give **us** all necessary information and authorization needed for underwriting, administering and paying claims.

Where allowed by law, on written request, **we** will provide **you** (or a **claimant** - to the extent that information is relevant to a claim or denial of a claim) with a copy of **your** application for insurance and any record or written document that **you** provided under the group policy as **evidence of insurability**. A reasonable fee will be charged for each copy after the first if more than one copy of each document is requested.

Where allowed by law, on written request and with reasonable notice, **we** will provide **you** (or to a **claimant** as specified above) with, or allow to be examined, a copy of the group policy. A reasonable fee will be charged for each copy after the first if more than one copy of the group policy is requested.

You or a **claimant** will not be provided with any information contained in any document about any individual (other than **yourself** or the **claimant**) insured under the group policy.

Limitation of Legal Action:

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 (for actions or proceedings governed by the laws of Alberta and British Columbia);
- the Insurance Act (for actions or proceedings governed by the laws of Manitoba);
- the *Limitations Act, 2002* (for actions or proceedings governed by the laws of Ontario);
- the Quebec civil Code (for actions or proceedings governed by the laws of Quebec);
- other applicable legislation; or
- the time period set out below, whichever is later.

A legal action for money payable in the event of a person's death may not be commenced against **us** after the later of

1. 2 years after proof of claim has been provided; or
2. 6 years after the date of the death.

A legal action for payments under the Long Term Disability provisions, if such benefits are insured under the policy, may not be commenced against **us**

1. more than 2 years after the date that the first payment became due, if **we** made no payments; or
2. more than 2 years after the date the next payment would have become due, if **we** began making payments and then stopped.

CLAIMS INFORMATION

We encourage **you** or **your beneficiary** (if applicable) to notify **us** of any claim as soon as possible, so that a claim decision can be made in a timely manner.

Claims Adjudication:

RBC Life Insurance Company will adjudicate all claims for benefits under the LTD policy.

Requesting A Claim Form:

The claim form is available from **your employer**, or the **claimant** can request a claim form from **us**. If the **claimant** does not receive the claim form from **us** within 15 days of his request, he should send **us** written proof of claim without waiting for the form.

Written Notice Of Claim:

Written notice of a Long Term Disability claim should be sent to **us** within 30 days after the date the **disability** begins.

Written Proof Of Claim:

For a Long Term Disability claim **you** must send **us** written proof of claim no later than 90 days after the date the **disability** begins. If it is not possible to give proof of claim within 90 days, it must be given no later than 1 year after the **disability** begins, except in the absence of legal capacity.

Cost Of Proof Of Claim:

Costs incurred for proof of claim will be at **your** own expense.

Proof Of Continuing Disability:

Under a Long Term Disability claim **we** may request that **you** send proof of continuing **disability** and proof that **you** are under **appropriate care**. This proof must be received within 30 days of a request by **us**.

Additional Information:

We may require the **claimant** to provide appropriate consent to obtain additional medical information and to provide non-medical information as part of the **claimant's** proof of claim or proof of continuing **disability**.

If the appropriate information is not submitted, **we** may not be able to properly adjudicate the claim and may deny the claim or stop sending payments.

Type Of Claim Information Required:

Depending on the type of claim being submitted, the type of information that **we** will require from the **claimant** may include, but is not limited to:

- proof the **claimant** is or was under **appropriate care**;
- appropriate documentation of earnings;
- appropriate documentation of the covered charge actually being incurred by an **insured**;
- the cause of **disability** or death;
- the date of **disability**, death, or covered charge incurred;
- proof of death;

- the extent of **disability** including restrictions and limitations; and
- the name and address of any **hospital** or institution where treatment is received, including the names of all attending **physicians**.

Proof Of Age:

We may require proof of age for each **insured**.

If the appropriate information is not submitted, **we** may not be able to properly adjudicate the claim and may deny the claim or stop sending payments.

If an incorrect age is given, **we** may adjust benefits and premiums based on the true age.

Return To Work Notification:

Under a Long Term Disability claim **you** must immediately notify **us** when **you** return to work in any capacity.

We Reserve The Right To Deny Claim Payment:

We reserve the further right to deny any claim if premiums were not paid in respect of the **claimant**.

Overpayment Of A Claim

We have the right to recover any overpayments due to issues such as, but not limited to:

- fraud;
- negligence on the part of **your employer** or **claimant** or any agent thereof;
- any error **we** make in processing a claim;
- **your** receipt of **benefit offsets**; and
- any claim paid during the **grace period** and the policy or benefit subsequently terminates for non-payment of premium.

The **claimant** must reimburse **us** in full. **We** will determine the method by which the repayment is to be made. **We** may reduce or suspend payments which would otherwise be made to the **claimant** in order to recover the overpayment.

We will not recover more money than the amount paid to the **claimant**.

GROUP LONG TERM DISABILITY (LTD) INSURANCE BENEFIT

If **you** become **disabled** while insured, and remain continuously **disabled** through the **elimination period**, we will commence and continue to make **monthly payments** as indicated in Payment Of LTD Benefits.

Benefit Specific Definitions

The following definitions are applicable to this benefit in addition to certain definitions under the GENERAL DEFINITIONS section of this booklet.

Appropriate care means:

- **you** personally visit a **physician** as frequently as is medically required, according to generally accepted medical standards, to effectively manage and treat **your** disabling condition(s); and
- **you** are receiving and complying with the most appropriate treatment and care, which conforms with generally accepted medical standards, for **your** disabling condition(s) by a **physician** whose specialty and experience is the most appropriate for the disabling condition(s) according to generally accepted medical standards.

Appropriate care must not be limited solely to examinations or testing. Where, according to generally accepted medical standards, the appropriate form of treatment for **your** disabling condition(s) is surgery, hospitalization, in-patient treatment, hospital day treatment, or individual or group addiction support therapy, **you** must comply with such form of treatment.

Benefit offsets mean benefits or payments from the sources listed as Benefit Offsets in the policy. As indicated in the Monthly Payment Calculation in the Group Long Term Disability (LTD) Benefit Summary, we will subtract these other benefits or payments in order to determine **your monthly payment**.

(Total Disability)

Disability and disabled means **you**:

- are unable to perform the **material and substantial duties** of **your regular occupation** due to **your sickness or injury**; and
- are not working in any occupation, except as part of a **graduated return to work**.

After 24 months of payments, **disability** and **disabled** means that due to the same **sickness or injury**, **you**:

- are unable to perform the duties of any **gainful occupation** for which **you** are reasonably fitted by education, training or experience and;
- are not working in any occupation, except as part of a **graduated return to work**.

You must be under **appropriate care** in order to be considered **disabled**. **Your disability** must commence while **you** are insured under the policy.

The unavailability of employment in an occupation does not, in itself, constitute **disability**.

The loss of a professional or occupational licence or certification does not, in itself, constitute **disability**.

Eligible survivor in order of entitlement means:

1. **your current spouse**, if living; or
2. **your former spouse**, if living, where long term disability benefits under **your** group insurance plan are subject to a separation agreement or a judicial order that is still in effect; or
3. **your children** who are under age 26 at the time the Survivor Benefit is payable.

If more than one person meets the definition of **eligible survivor**, we will pay only one benefit, which will be paid in equal shares to the persons meeting the definition.

If any eligible survivor is a minor and there is no other person capable of giving proper discharge, we reserve the right to pay the survivor benefit to the relevant provincial trustee for the benefit of the minor or to a legal representative of the minor eligible survivor living in another jurisdiction. If we pay benefits in good faith to such person or trustee, we will be fully discharged to the extent of the payment.

Elimination period means a period of continuous **disability** which must be completed before **you** are eligible to receive benefits from **us**.

If **you** are temporarily outside of Canada and the United States of America when **you** become **disabled**, **your elimination period** will begin and continue to accrue, however benefits (if any) will not become payable until **you** return to Canada and have provided proof satisfactory to **us**.

Gainful occupation means an occupation that provides or can be expected to provide **you** with an income that exceeds 60% of **your indexed monthly earnings** within 12 months of **your** return to work.

Graduated return to work means progressive return to work that follows a formal schedule designed by the Company to assist **you** with **your** return to your **regular occupation** or another occupation. The **graduated return to work** schedule will contain progressively increasing hours and a defined end date. The Company will determine whether **you** are able to participate in a **graduated return to work**. If the Company determines that **you** are able to participate in a **graduated return to work**, **you** must participate in order to continue to receive **monthly payments**.

The Company may, in its discretion, extend the **graduated return to work**, but the duration of the **graduated return to work** will never be more than 24 months in total.

Gross monthly benefit means the monthly amount as determined by the Monthly Payment Calculation in the Group Long Term Disability (LTD) Benefit Summary, before **benefit offsets** are subtracted. This is the amount against which premiums for **you** are calculated.

Indexed monthly earnings means **your monthly earnings** adjusted after each 12-month period of **monthly payments**. **Your monthly earnings** will be adjusted by the lesser of 10% or the current percentage change in the Consumer Price Index (CPI). The annual percentage change in the CPI will be determined using the calendar month that is 3 months before the calendar month in which the adjustment date occurs. **Your indexed monthly earnings** may increase or remain the same, but will never decrease. The resulting adjustment to **your monthly earnings** will be used until the next adjustment date.

The CPI is published by Statistics Canada. **We** reserve the right to use some other similar measurement if the Government of Canada changes or stops publishing the CPI.

Indexed post-tax monthly earnings means **your post-tax monthly earnings** adjusted after each 12-month period of **monthly payments**. **Your post-tax monthly earnings** will be adjusted by the lesser of 10% or the current percentage change in the Consumer Price Index (CPI). The annual percentage change in the CPI will be determined using the calendar month that is 3 months before the calendar month in which the adjustment date occurs. **Your indexed post-tax monthly earnings** may increase or remain the same, but will never decrease. The resulting adjustment to **your post-tax monthly earnings** will be used until the next adjustment date.

The CPI is published by Statistics Canada. The Company reserves the right to use some other similar measurement if the Government of Canada changes or stops publishing the CPI.

Injury means a bodily injury that is the direct result of an accident and not related to any other cause.

Material and substantial duties means duties that:

- are normally required for the performance of **your regular occupation**; and
- cannot be reasonably omitted or modified, except that if **you** are required to work on average in excess of 40 hours per week, **we** will consider **you** able to perform that requirement if **you** are working or have the capacity to work 40 hours per week.

Maximum period of payment means the longest period of time **we** will make payments to **you** for any one period of **disability**.

Monthly earnings or "pre-tax monthly earnings" means the average monthly rate of pay, before deductions for federal and provincial taxes, received by the **employee** from the **employer** just prior to the date of **disability**. It includes bonuses and commissions, but not overtime pay, or any other extra compensation, or income received from sources other than the **employer**.

Commissions and bonuses will be averaged for the lesser of:

1. the 24 month period of employment just prior to the date of **disability**; or
2. the period of actual employment with the **employer**.

"Post-tax monthly earnings" means the average monthly rate of pay as defined above, less federal and provincial taxes.

For the purposes of any benefit calculation, **monthly earnings** will not be more than the amount of **monthly earnings** for which premiums have been paid.

Monthly payment means the monthly amount to be paid to **you**, as determined by the Monthly Payment Calculation in the Group Long Term Disability (LTD) Benefit Summary, after any **benefit offsets** have been subtracted.

No-evidence maximum means the amount of insurance **you** may obtain without providing **evidence of insurability**. The **no-evidence maximum**, until further written notice, is shown in the GROUP LONG TERM DISABILITY (LTD) BENEFIT SUMMARY. On any Policy Anniversary the Company may establish a new **no-evidence maximum**.

If **your gross monthly benefit** would exceed the amount of the **no-evidence maximum**, **you** must submit an **evidence of insurability** form. **You** will be covered for the **gross monthly benefit** in excess of the **no-evidence maximum** on the date the Company approves **your evidence of insurability** form. The amount of the **no-evidence maximum** and any changes to the amount of the **no-evidence maximum** will be communicated by the **employer**.

If **your gross monthly benefit** increases because of an increase to **the no-evidence maximum**, the increase to **your gross monthly benefit** may be limited by the **Pre-Existing Condition Limitation**.

Pre-tax means prior to any deductions required by law.

Previous group policy means a policy of group insurance issued to **your employer** by another insurance company or by **us** which provided long term disability coverage to the same group, or part of the group, insured under the policy, and which terminated less than 31 days before the policy became effective.

Prudent person means a person who, with respect to his health, seeks care from an appropriate **physician** or medical practitioner when symptoms appear, fills prescriptions written by his **physician** and takes medication as prescribed by his **physician**.

Post-tax means after any deductions required by law. Such deductions will be limited to federal and provincial income tax (calculated using Basic Personal Exemption only).

Recurrent disability means a period of disability which is:

- caused by a worsening in **your** condition(s); and
- due to the same condition(s) as **your** prior period of **disability** for which a benefit was paid.

Regular occupation means the occupation **you** are routinely performing when **your disability** begins. **We** will look at **your** occupation as it is normally performed in Canada, instead of how the work tasks are performed for a specific **employer** or at a specific location.

Rehabilitation and return to work assistance program means a formal plan that is developed by **us** or **our** agent to assist **you** in the assessment of return to work potential and in returning to work. Such program may include the following services and benefits:

- medical investigation and/or treatment;
- physical rehabilitation;
- psychiatric and/or psychological rehabilitation;
- coordination with **your employer** to assist **you** to return to work;
- adaptive equipment or job accommodations to allow **you** to return to work;
- vocational evaluation to determine how **your disability** may impact on other employment options for **you**;
- job placement services;
- resume preparation;
- job seeking skills training;
- education and retraining expenses for a new occupation; or
- other services/activities not described above that can support the formal plan.

We shall determine, at **our** sole discretion, whether **you** are eligible for such program. If **we** determine that **you** are eligible to participate in such program, **you** must participate in order to continue to receive **monthly payments**.

Retirement plan means a defined contribution plan or a defined benefit plan. These are plans which provide retirement benefits **you** and are not funded entirely by **employee** contributions.

Sickness means an illness or disease.

No LTD Beneficiary Designation Allowed

No **beneficiary** designation for the Group Long Term Disability insurance under this policy shall be valid. **You** do not have the right to name a **beneficiary** for any amount of Long Term Disability insurance money payable under the policy.

Waiver Of Premium

Premium payments are not required for **your** insurance while **you** are receiving **monthly payments**.

Completing The Elimination Period

You must be continuously **disabled** through the **elimination period** shown under the GROUP LONG TERM DISABILITY (LTD) BENEFIT SUMMARY.

We will treat **your disability** as continuous if **your disability** ceases during the **elimination period** for 30 days or less. The **elimination period** will be extended by the number of days during which the period of **disability** is interrupted.

Payment Of LTD Benefits:

Disabled

For each month after the **elimination period** that **you** continue to be **disabled**, we will send **you** the **monthly payment**.

Monthly Payment-Rate

After the **elimination period**, if **you** are **disabled** for less than 1 month, we will send **you** 1/30 of **your monthly payment** for each day of **disability**.

Graduated Return to Work

At any time after the Company determines that **you** are disabled, the Company may require **you** to participate in a **graduated return to work**. While **you** participate in a **graduated return to work** **you** will still be entitled to receive payments. When **you** receive earnings during **your graduated return to work**, **your** monthly payment will be reduced by:

- 50% of **your** earnings, if the **monthly payment** is taxable; or
- 50% of **your** post-tax earnings, if the **monthly payment** is non-taxable.

Your reduced **monthly payment** will be further reduced if Item 1 exceeds Item 2, where Item 1 and Item 2 are calculated as follows:

If the **monthly payment** is taxable:

1. The sum of the earnings that **you** receive while participating in the **graduated return to work**, plus **your** reduced **monthly payment**, plus direct and indirect **benefit offsets** **you** are eligible to receive.
2. **Your** indexed monthly earnings.

If the **monthly payment** is non-taxable:

1. The sum of the post-tax earnings that **you** receive while participating in the **graduated return to work**, plus **your** reduced **monthly payment**, plus direct and indirect **benefit offsets** **you** are eligible to receive.
2. **Your** indexed post-tax monthly earnings.

If Item 1 is more than Item 2, the Company will subtract the excess of Item 1 over Item 2 from your **monthly payment**.

The duration of **your graduated return to work** will never be more than 24 months in total.

Third Party Claims

We may require **you** to provide a written statement of the circumstances that caused **your disability**, including any facts that may give **you** a legal claim against another person, organization or company that caused the **disability** (a "Third Party").

You must provide to **us** prompt notice of any legal action that **you** commence against a Third Party due to the circumstances that caused **your disability** (a "Personal Injury Action"). Once **you** have commenced a Personal Injury Action **you** must:

- execute **our** Personal Injury Reimbursement Agreement and Direction;
- provide **us** with the name and address of any lawyer pursuing the Personal Injury Action on behalf of **you**;
- instruct any such lawyer to pursue with due diligence **your** claims against the Third Party, including claims for non-pecuniary general damages, damages for past loss of income and damages for future loss of income; and
- direct, authorize and instruct any such lawyer to provide to **us**, free of charge:
 - such reports as **we** may reasonably require from time to time on the status of the Personal Injury Action or any settlement negotiations;
 - copies of any documents in **your** possession or control relating to **your** claims against the Third Party; and
 - prompt notice of the terms of settlement or judgment in the Personal Injury Action so that **we** can calculate **your** Net Recovery.

Your Net Recovery is an amount equal to the total of all damages recovered from the Third Party (including but not limited to damages for loss of income to the date of the settlement or judgment, damages for future loss of income, all non-pecuniary general damages, interest and legal costs), minus **your** legal costs incurred to obtain such damages.

50% of **your** Net Recovery shall be designated as **our** Credit. **You** shall immediately pay to **us** an amount equal to the lesser of **our** Credit and the sum of all **monthly payments** paid or payable to **you** prior to the date of the settlement or judgment. If any portion of **our** Credit remains after subtracting the above amount, **we** may suspend further **monthly payments** until such time as the sum of the **monthly payments** which would otherwise become payable under the policy equals the remaining portion of **our** Credit.

We have the right to withhold or discontinue **monthly payments** if **you** refuse to sign **our** Personal Injury Reimbursement Agreement and Direction or fails to comply with any of its terms.

Benefit Offsets

The following gross amounts of benefits or payments are direct **benefit offsets**:

1. The amount that **you** receive or are entitled to receive under any Workers' Compensation Act or similar legislation;
2. The amount that **you** receive or are entitled to receive as disability payments under the Canada Pension Plan or the Quebec Pension Plan;
3. The amount that **you** receive as retirement payments under the Canada Pension Plan or the Quebec Pension Plan;
4. The amount that **you** receive or are entitled to receive as disability income payments under any automobile insurance policy or automobile accident benefit schedule;

5. The amount of any additional payments that **you** receive from the **employer** such as but not limited to any 'top-up' plan, severance pay, termination pay or vacation pay;
6. The amount that **you** receive under a short-term disability plan or a salary continuation or accumulated sick leave plan.

With the exception of retirement payments, **we** will only subtract **benefit offsets** which are payable as a result of the same **disability**. **We** will not subtract payments that **you** receive because of **your spouse's** retirement.

The following gross amounts of benefits or payments are indirect **benefit offsets**:

1. The amount that **you** receive or are entitled to receive as disability income payments under any:
 - compulsory benefit act or legislation;
 - other group insurance plan or policy, including any association coverage or franchise coverage; or
 - governmental retirement system as a result of **your job with your employer**.
2. The amount that **you** receive under an individual insurance policy, providing for disability benefits, that was issued to **you** by **us** pursuant to an offer made through **your employer** or as a result of **your** employment.
3. The amount that **you**:
 - receive or are entitled to receive as disability payments under **your employer's retirement plan**; or
 - receive or are entitled to receive as retirement payments under **your employer's retirement plan**.
4. The amount that is payable to, or on behalf of **your** children under the Canada Pension Plan or the Quebec Pension Plan because of **your** disability.

With the exception of retirement payments, **we** will only subtract **benefit offsets** which are payable as a result of the same **disability**. **We** will not subtract payments that **you** receive because of **your spouse's** retirement.

Once **we** have subtracted a **benefit offset** from the **gross monthly benefit**, **we** will not further reduce the **monthly payment** due to a cost of living increase from that source.

When **we** determine that **you** may be entitled to an amount under Item(s) 1 and 2 in the Direct **benefit offsets** section or under Item(s) 1 in the Indirect **benefit offsets** section, **we** may estimate the amount of the **your** entitlement to such **benefit offset**. If **you are 65 or older**, the Company may estimate the amount of **your** entitlement under item 3 in the Direct Benefit Offsets section. **We** reserve the right to deduct the estimated amount by including it in the MONTHLY PAYMENT CALCULATION when determining **your monthly payment**.

We will not deduct the estimated amount under Item 1 or 2 in the Direct Offsets section, or under Item 1 in the Indirect Offsets section when determining **your monthly payment** if **you** apply for the **benefit offsets**, and appeal any denial to all levels **we** feel are necessary.

If **we** have deducted the estimated amount to determine **your monthly payment**, **your monthly payment** will be adjusted when **we** receive proof:

- of the amount awarded; or
- that benefits or payments have been denied and all appeals **we** feel are necessary have been completed. In this case, a lump sum refund of the estimated amount will be made to **you**.

If **you** receive any **benefit offset** in the form of a lump sum payment, the lump sum will be pro-rated on a monthly basis over the time period for which the sum was given. If no time period is stated, **we** will use a reasonable period of time.

When Payments Stop:

We will stop sending **you** payments and **your** claim will end on the earliest of the following:

- the end of the **maximum period of payment**;
- the date **you** are no longer **disabled** under the policy, unless **you** are participating in a **graduated return to work**;
- the date **you** fail to cooperate with or participate in a **graduated return to work**;
- the date **you** fail to attend or participate in a medical, vocational or functional assessment required by **us**;
- the date **you** fail to attend or participate in a requested interview with an authorized representative;
- the date **you** fail to submit proof of continuing **disability**; or
- the date **you** die.

We will stop sending **you** payments after **you** have been outside Canada and the United States for 60 cumulative days during any 365 consecutive day period. No further payments will be made until **you** return to Canada and provide proof of **appropriate care**. If **you** are still **disabled** on **your** return, payments may be resumed but will not be retroactive. Although not paid, any payments attributable to any period of time beyond the 60 cumulative days during any 365 consecutive day period that **you** continue to be outside of Canada will be deemed to have been paid under the meaning of **disability** and **disabled**.

Recurrent Disability

If, after a period of **disability** for which **monthly payments** have been made, **you** experience a **recurrent disability**, we will treat this **recurrent disability** as a continuation of **your** previous period of **disability** and a new **elimination period** will not have to be completed, if:

- **you** return to continuous **active employment** for the period between the last date for which **monthly payments** were made under **your** prior claim and the commencement of the **recurrent disability**;
- **you** were continuously insured between the last date for which **monthly payments** were made under **your** prior claim and the commencement of the **recurrent disability**; and
- **your recurrent disability** commences within 6 months from the last date for which **monthly payments** were made under **your** prior claim.

Your recurrent disability will not be considered to be a continuation of a prior period of **disability** if the **recurrent disability** commences more than 6 months after the last date for which **monthly payments** were made under **your** prior claim. In such case, the **recurrent disability** will be treated as a new claim. The new claim will be subject to all of the policy provisions, including the **elimination period**, in force at the commencement of the new claim.

If **your recurrent disability** is considered to be a continuation of a prior period of **disability**, **your recurrent disability** will be subject to the same policy terms as **your** prior claim. The commencement date of the **recurrent disability** will be deemed to be original date of **disability** from the prior period(s) of **disability**. Any **disability** payments will be based on **your monthly earnings** as at the original date of **disability**. **Monthly payments** will not be made for a combined period longer than the **maximum period of payment** shown under Group Long Term Disability (LTD) Benefit Summary.

Medical Examinations and Claimant Interviews

At **our** expense and discretion, and as often as is reasonably required during a **claimant's** continuing **disability**, we may require the **claimant** to be examined, tested or assessed by a **physician**, other medical practitioner or vocational or functional capacities expert of **our** choice.

At our expense and discretion, and as often as is reasonably required during a **claimant's** continuing **disability**, we may require the **claimant** to meet with and be interviewed by an authorized representative.

Pre-Existing Condition Limitation

The policy does not cover any **disability** which results directly or indirectly from, or is in any manner or degree associated with or occasioned by a **pre-existing condition**.

However, this limitation will not apply to a **disability** which begins more than 12 months after **your** insurance began.

If, at any time, **your gross monthly benefit** increases because of an increase to the **no-evidence maximum**, the amount of the increase to **your gross monthly benefit** will not be payable if **your disability** results directly or indirectly from, or is in any manner or degree associated with or occasioned by a **pre-existing condition**. However, this limitation will not apply to a **disability** which begins more than 12 months after the increase to **your gross monthly benefit**.

Pre-existing condition means any condition or symptom for which, during the 3 months just prior to the date that **your** insurance began:

- **you** consulted a **physician** or other healthcare provider;
- **you** received any health-related care, advice, treatment or services (including diagnostic measures) from or on the advice of a **physician** or other healthcare provider;
- **you** incurred any healthcare expenses;
- **you** took any prescribed medication; or
- a **prudent person** would have consulted a **physician** or other healthcare provider, would have filled a prescription, or would have continued to take medication previously prescribed.

If there has been an increase to **your gross monthly benefit** because of an increase to the **no-evidence maximum**, then **pre-existing condition** means any condition or symptom for which, during the 3 months just prior to the date of the increase to **your gross monthly benefit**:

- **you** consulted a **physician** or other healthcare provider;
- **you** received any health-related care, advice, treatment or services (including diagnostic measures) from or on the advice of a **physician** or other healthcare provider;
- **you** incurred any healthcare expenses;
- **you** took any prescribed medication; or
- a **prudent person** would have consulted a **physician** or other healthcare provider, would have filled a prescription, or would have continued to take medication previously prescribed.

Pre-existing condition includes any such condition or symptom whether or not such condition or symptom was diagnosed or correctly diagnosed.

Continuity Of Coverage

You are not eligible to be enrolled for Group Long Term Disability Insurance under the policy if **you** are not in **active employment** on the Policy Effective Date due to **sickness** or **injury** and **you** are receiving long term disability benefits from the insurer of a **previous group policy**.

If **you** are not in **active employment** on the Policy Effective Date due to **sickness** or **injury**, **you** are still eligible to be enrolled for Group Long Term Disability Insurance under the policy if:

- **you** were properly insured for long term disability coverage under a **previous group policy** when that **previous group policy** terminated;

- **your** coverage under that **previous group policy** terminated solely because of the termination of that **previous group policy**;
- **you** would be otherwise eligible under this policy if **you** were in **active employment**; and
- the “elimination period” (or similar such period however it is named) for long term disability benefits under the **previous group policy** has not ended based on the date **you** ceased working.

If **you** are enrolled for Group Long Term Disability Insurance under this Continuity of Coverage provision, **your** coverage will terminate on the earlier of:

- the date the “elimination period” (or similar such period however it is termed) for long term disability benefits under the **previous group policy** would end based on the date **you** ceased working; or
- the date the insurer of the **previous group policy** accepts a claim which would qualify as a recurrent disability under the terms of the **previous group policy**.

If **you** are enrolled for coverage under this Continuity of Coverage provision **you** will not be covered for:

- any periods of **disability** which commence prior to the Policy Effective Date; or
- any periods of **disability**, which commence after the Policy Effective Date, but which would qualify as a recurrent disability under the terms of the **previous group policy**.

Subject to a change in Quebec law, if **you** are resident in the province of Quebec and are enrolled for coverage under this Continuity of Coverage provision **you** will not be covered for:

- any periods of **disability** which commence prior to the Policy Effective Date, unless the **disability** was not reported to the insurer of the **previous group policy** until more than 180 days after the Policy Effective Date; or
- any periods of **disability**, which commence after the Policy Effective Date, but which would qualify as a recurrent disability under the terms of the **previous group policy**, unless **you** have been in **active employment** under this policy for at least 30 days.

We will not apply Pre-Existing Condition Limitation to **your** long term disability claim if:

- **you** were insured for long term disability by the **previous group policy** when it terminated;
- **you** were in **active employment** on the Policy Effective Date;
- **you** have remained in continuous **active employment** since the Policy Effective Date; and
- **your** long term disability claim would not have been excluded by the **previous group policy's** pre-existing condition limitation based on:
 - the terms of the **previous group policy's** pre-existing condition limitation; and
 - the combined continuous time that **you** were insured under this policy and the **previous group policy**.

If, due to the above Continuity of Coverage provision, **your** claim is not excluded under the Pre-Existing Condition Limitation, then **we** will administer **your** claim according to the provisions of this policy. However, **your** payment will be the lesser of:

- the **monthly payment** under this policy; and
- the monthly amount which would have been paid under the **previous group policy**.

If, due to the above Continuity of Coverage provision, **your** claim is not excluded under the Pre-Existing Condition Limitation, then payments under the policy will not extend beyond the earlier of the following dates:

- the end of the **maximum period of payment** under this policy as shown in the Benefit Summary; or
- the date benefits would have ended under the **previous group policy** if it had remained in force.

Survivor Benefit

When **we** receive proof that **you** have died, **we** will pay **your eligible survivor** a lump sum benefit equal to 3 months of **your gross monthly benefit** if, on the date of **your** death:

- **your disability** had continued for 180 or more consecutive days; and
- **you** were receiving or were entitled to receive **monthly payments** under the policy.

However, **we** will first apply any Survivor Benefit payment to any overpayment which may exist on **your** claim for Long Term Disability Benefits.

If **you** have no **eligible survivor**, no payment will be made.

Worksite Modification Benefit

If **your employer** and **you** determine that a worksite modification may be needed to enable **you** to perform the **material and substantial duties** of **your regular occupation**, one of **our** designated professionals will assist **you** and **your employer** to identify a modification that **we** agree is likely to help **you** remain at or return to **active employment**.

If **we** agree that the worksite modification is appropriate, **we** will prepare a written agreement in which **we**, **your employer** and **you** will agree to the worksite modification in order to help **you** remain at or return to **active employment**. This agreement must be signed by **us**, **your employer** and **you**.

When such agreement is signed, **we** will reimburse **your employer** for the cost of the modification, up to the amount shown under the benefit summary.

This benefit is available to assist **you** on a one-time basis only.

Work Life Assistance Program

The policy provides **you** and **your dependents** access to a work life assistance program designed to assist them with problems of daily living.

You and/or **your dependents** can call and request assistance for virtually any personal or professional issue, from helping find a day care or transportation for an elderly parent, to researching possible colleges for a **child**, to helping to deal with the stress of the workplace. This work life program is available for everyday issues as well as crisis support.

This service is also available to **your employer**.

This program can be accessed by a 1-800 telephone number available 24 hours a day, 7 days a week.

Information about this program can be obtained through **your employer's** plan administrator.

NOTE: If such services or program are included under more than one of the applicable sections of the policy, they shall be deemed to be only one single benefit and not two benefits. Any limitations or restrictions on usage or payment (if applicable) of these services or program shall be deemed covered under one single benefit only.

Best Doctors®

Best Doctors provides **you** and **your** eligible* **dependents** with a unique combination of information and access to the best medical care when it matters most.

Best Doctors helps **you** navigate the healthcare system and confirm **your** diagnosis and treatment options, through convenient, responsive services that connect **you** to a global database of over 50,000 top peer-nominated specialists, including 2,000 in Canada. Refer to the Best Doctors brochure for more information about the services available to **you**.

*eligible **dependents** are **spouse** and **dependent children**, under the age 21 or under age 26 if full time students.

NOTE: If such services or program are included under more than one of the applicable sections of the policy, they shall be deemed to be only one single benefit and not two benefits. Any limitations or restrictions on usage or payment (if applicable) of these services or program shall be deemed covered under one single benefit only.

Cost Of Living Adjustment (COLA) Benefit

We will make a Cost Of Living Adjustment (COLA) after **you** have received 1 full year of **monthly payments** for **your disability**.

We will increase **your monthly payment** by the percentage shown in the Group Long Term Disability (LTD) Benefit Summary beginning after the first 12-month period of **monthly payments** and after each 12-month period of **monthly payments** to age 65 while **you** continue to receive **monthly payments** for **your disability**.

Compounding will continue up to the maximum number of adjustments.

The Cost of Living Adjustment may cause **your monthly payment** to exceed the maximum monthly amount shown in the Monthly Payment Calculation in the Group Long Term Disability (LTD) Benefit Summary.

General LTD Limitations and Exclusions:

This policy does not insure any **disability** which results directly or indirectly from, or is in any manner or degree associated with or occasioned by:

- **your** intentionally self-inflicted injuries;
- **your** active participation in a riot, insurrection or civil commotion;
- **your** service in the armed forces of any nation;
- **your** attempt to commit or commission of a **crime**, or provoking an assault, whether or not **you** have been charged; or
- war, declared or undeclared, or any act of war.

We will not pay a benefit for any period of **disability** during which **you** are lawfully incarcerated, confined or imprisoned.

We will not make a **monthly payment** for any period of **disability** during which **you** are on a **statutory leave, leave of absence, temporary layoff, strike or lockout**. If **your** coverage has been continued during a **statutory leave, leave of absence, temporary layoff, strike or lockout**, and **you** become **disabled** during the **statutory leave, leave of absence, temporary layoff, strike or lockout** the **monthly payment** will begin on the later of the date the **elimination period** ends or the date the **statutory leave, leave of absence, temporary layoff, strike or lockout** ends, provided **you** are still **disabled**.

NOTE: Other Exclusions or Limitations may be applicable as specified under each individual additional benefit provision.

COLLECTION AND USE OF PERSONAL INFORMATION

Collecting your personal information

We (RBC Life Insurance Company) may from time to time collect information about you such as:

- information establishing your identity (for example, name, address, phone number, date of birth, etc.) and your personal background;
- information related to or arising from your relationship with and through us;
- information you provide through the application and claim process for any of our insurance products and services; and
- information for the provision of products and services.

We may collect information from you, either directly or through representatives. We may collect and confirm this information during the course of our relationship. We may also obtain this information from a variety of sources including hospitals, doctors and other health care providers, the MIB, Inc., the government (including government health insurance plans) and other governmental agencies, other insurance companies, financial institutions, motor vehicle reports, and your employer.

Using your personal information

This information may be used from time to time for the following purposes:

- to verify your identity and investigate your personal background;
- to issue and maintain insurance products and services you may request;
- to evaluate insurance risk and manage claims;
- to better understand your insurance situation;
- to determine your eligibility for insurance products and services we offer;
- to help us better understand the current and future needs of our clients;
- to communicate to you any benefit, feature and other information about products and services you have with us;
- to help us better manage our business and your relationship with us; and
- as required or permitted by law.

For these purposes, we may make this information available to our employees, our agents and service providers, and third parties, who are required to maintain the confidentiality of this information. If you are insured under a group insurance policy obtained through your employer, we may also share your information with your employer when necessary for the services we provide to you. Your health information will not be shared with your employer without your consent.

In the event our service provider is located outside of Canada, the service provider is bound by, and the information may be disclosed in accordance with, the laws of the jurisdiction in which the service provider is located. Third parties may include other insurance companies, the MIB, Inc. and financial institutions.

We may also use this information and share it with RBC® companies (i) to manage our risks and operations and those of RBC companies and (ii) to comply with valid requests for information about you from regulators, government agencies, public bodies or other entities who have a right to issue such requests.

If we have your social insurance number, we may use it for tax related purposes and share it with the appropriate government agencies.

Your right to access your personal information

You may obtain access to the information we hold about you at any time and review its content and accuracy, and have it amended as appropriate; however, access may be restricted as permitted or required by law. To request access to such information or to ask questions about our privacy policies, you may do so now or at any time in the future by contacting us at:

RBC Life Insurance Company
P.O. Box 515, Station A,
Mississauga, Ontario
L5A 4M3
Telephone: 1-800-663-0417
Facsimile: 905-813-4816

Our privacy policies

You may obtain more information about our privacy policies by asking for a copy of our "Financial fraud prevention and privacy protection" brochure, by calling us at the toll-free number shown above or by visiting our website at www.rbc.com/privacysecurity.