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Introduction

What would happen if you suddenly became ill, injured or passed away? Whether you are single or you have a family, who will assume your debts? Who will pay your bills? Who will support your family?

It's a topic that most of us don't like to think about. And it's a reality that many people face. But there is something you can do.

That's what creditor insurance is for...if you have a Scotiabank mortgage, line of credit, VISA card, loan or if you travel...our protection plans are designed to safeguard you and your family if you become disabled, seriously ill or die.

What's in this handbook?

This handbook is a summary of the protection plans that Scotiabank offers, it is **not** your insurance coverage. **The details of insurance coverage are explained in the Distribution Guide that you receive when you enroll in a plan.** You can also have your questions answered at any Scotiabank branch or Contact Centre.

Your Privacy

Please refer to our brochure, *The Scotiabank Group & You: A Question of Privacy*. It is available at any Scotiabank branch or on the Scotiabank website at www.scotiabank.com/privacy.

What is creditor insurance?

It's protection designed to ensure that your bank debts can be paid off should anything happen to you, or a monthly benefit if you become disabled. Scotiabank offers group creditor insurance to customers who have a credit relationship with the bank. With a group creditor insurance plan we can offer protection plans at reasonable rates to more customers.

Who provides our creditor insurance?

The Bank of Nova Scotia (Scotiabank) and Scotia Insurance are not insurers, we have selected three independent licensed insurers to provide our protection plans.

Our licensed insurers (insurance providers) are:

The Canada Life Assurance Company (Canada Life) - Founded in 1847, The Canada Life Assurance Company was Canada's first domestic life insurance company. Today, Canada Life provides insurance and wealth management products and services in Canada and internationally, primarily in the United Kingdom, Isle of Man, Ireland and Germany. Canada Life is a subsidiary of The Great-West Life Assurance Company and a member of the Power Financial Corporation group of companies.

Sun Life Assurance Company of Canada - Sun Life Financial is a leading international financial services organization and one of the largest insurance companies in Canada. Chartered in 1865, Sun Life Financial and its partners today have operations in key markets worldwide.

ACE INA Life Insurance (ACE Life) - a member of the ACE Group of companies. It is one of the world's most innovative providers of insurance products & services. ACE INA has more than 200 years of insurance experience, with a history going back to 1792. Today, ACE INA delivers a range of insurance products and service to 50 countries around the world.

The terms and conditions of your insurance coverage are explained in the Distribution Guide which you receive when you buy a plan. Our Distribution Guides are available online at www.scotiabank.com.

Shortly after separating from her husband, Susan Jones went to her Scotiabank branch to renew her mortgage. When the question of purchasing mortgage protection came up, Jones thought "What the heck, it's cheap, and you never know." So without giving the matter too much thought, she applied for coverage.

Who could have imagined that three years later, Susan Jones, who has a six-year-old son, would be diagnosed with breast cancer. "It was already spreading," recalls Jones, who asked her real name not be used. "The doctor had found cancer in a couple of lymph nodes."

At the urging of a Scotiabank customer service representative who knew about her medical condition, Jones reviewed her Mortgage Protection Plan and yes, she was covered by the Health Crisis Protection plan.

"The claims process was pleasant and pretty straightforward – I got the papers in the mail as promised and I submitted information from my oncologist along with my five-year medical history from my doctor." By this time, Jones was so drained from the chemotherapy treatments she could no longer work. She went on short-term disability, which reduced her income significantly. At the same time, she was spending more money on items like food and vitamins.

Then the phone rang, and a "very nice woman" from Canada Life informed Jones that her claim had been approved and that a cheque for over \$120,000 was being sent to Scotiabank to pay off the remaining balance on her mortgage. "I thought thank God, one less thing to worry about," recalls Jones, who has now finished her treatment and is fully recovered. "Whatever happens, I have a roof over my head and I don't have to worry."

Choosing the right protection plan

How do you choose the protection plan that is right for you? That depends on who and what you need to protect. For example, there are creditor protection plans available for mortgages, VISA cards, lines of credit, and loans. And, we offer travel medical insurance.

In this handbook, we provide information regarding the basic plan descriptions, who can apply, as well as some details about the eligibility requirements and the cost of the insurance. There may be discounts available when you enroll in multiple plans, if there are multiple borrowers. And of course you can always call or drop into any Scotiabank branch for information regarding the protection plans that are the best fit for you.

Can I cancel my plan?

Yes, you may cancel your plan at any time. More details provided in the Distribution Guide you will receive upon purchase.

Types of Protection Plans

We offer two types of protection plans:

- Creditor Protection
- Travel Medical Insurance

Creditor Protection Plans

Do you have a Scotiabank mortgage, line of credit, VISA card or loan? Safeguard your family, your finances and your future. With the following creditor protection plans, your Scotiabank debts can be covered if you are diagnosed with a specific illness, become disabled or pass away.

- **Mortgage Protection** - To keep your home from turning into a burden, our Mortgage Protection can pay your Scotiabank mortgage balance or make your mortgage payments if you become seriously ill, disabled or die. Three product plans are available:
 - Loss of Life Protection (LOLP)
 - Health Crisis Protection (HCP)
 - Disability Protection (DI)
- **Line of Credit Protection** - Get a helping hand with protection that covers your *ScotiaLine*® account in case of serious illness or death. There are three product plans to choose from:
 - Loss of Life Protection (LOLP)
 - Loss of Life and Health Crisis Protection (LOLP/HCP)
 - Disability Protection (DI)
- **Scotia Plan® Loan Protection** - Enjoy the security of knowing that your *Scotia Plan* Loan can be covered if you become disabled or die. There are two product plans:
 - *Scotia Plan* Loan Loss of Life Protection
 - *Scotia Plan* Loan Disability Protection
- **Scotia® VISA Balance Protection** - This coverage provides the minimum monthly payment required in the event of a disability or involuntary job loss. In the case of death or diagnosis of a health crisis, the outstanding account balance, up to \$20,000, is settled in one single payment.
- **Commercial Creditor Life Insurance** - Protect the business you've worked so hard to build. Find out how you and the key contributors to your business can be insured for coverage up to \$2,000,000.

Travel Medical Insurance

Relax and enjoy your vacation or business trip. In a medical emergency, Scotia Travel Medical Insurance can protect you against the high cost of medical expenses that you may incur while travelling outside of your home province, territory, or outside Canada.

Health Definitions

Blindness: The permanent and uncorrectable loss of sight in both of your eyes. Corrected visual acuity must either be worse than 20/200 in both eyes or your field of vision must be less than 20 degrees in both eyes. (20/200 vision means that you must be 20 feet away to read what a person with normal vision can read at 200 feet away). The diagnosis must be made by a doctor who is a certified ophthalmologist. Your condition must be considered permanent and uncorrectable.

Cancer: A malignant neoplasm (tumour) characterized by the uncontrolled growth and spread of malignant cells and the invasion of tissue. The diagnosis must be made by a medical doctor. These forms of cancer are not covered:

- stage A prostate cancer
- non-invasive carcinoma in situ (i.e. not spreading)
- pre-malignant lesion
- benign tumours or polyps
- any cancerous tumour in the presence of any human immunodeficiency virus (HIV), or
- any skin cancer other than invasive malignant melanoma 1.0 millimetres deep or deeper

Coma: A state of unconsciousness from which you cannot be aroused and in which external stimulation produce no more than primitive avoidance reflexes. This diagnosis must be made by a doctor who is a certified neurologist and must be supported by medical evidence that this state of unconsciousness has continued for at least 96 consecutive hours.

Coronary Artery Bypass Surgery: Surgery with bypass grafts to correct the narrowing or blockage of one or more coronary arteries. A doctor who is a certified cardiologist must have advised in writing that this surgery was necessary. Coronary artery bypass surgery does not include non-surgical techniques such as balloon angioplasty, laser relief of an obstruction, or other intra-arterial procedures.

Deafness: Permanent loss of hearing in both your ears, with an auditory threshold of more than 90 decibels in each ear. Diagnosis must be made in writing by a doctor who is a certified otolaryngologist.

Disability or Disabled: You have a medical impairment due to injury, disease, sickness, mental illness or nervous disorder that prevents you from performing the regular duties of your own occupation in which you participated just before the disability started.

Health Crisis: An illness, disorder or surgery that is specifically defined in this booklet, and which is not excluded under Exclusions & Limitations.

Heart Attack: The death of a portion of the heart muscle due to an inadequate blood supply to the affected area. This diagnosis must be made by a doctor and be based on electrocardiographic (ECG) changes consistent with a heart attack and a rise in the level of cardiac (heart) enzymes.

Paralysis: Completely and permanently unable to use two or more of your limbs, as a result of physical paralysis. This diagnosis must be made by a doctor, and must be supported by medical evidence that the paralysis has continued for at least 180 consecutive days.

Pre-existing Condition: Health Crisis you suffer from or an injury you received for which you:

- a) Received medical advice
- b) Consulted a physician
- c) Were examined or diagnosed by a physician
- d) For which a treatment was necessary or recommended by a physician

Stroke: A cerebrovascular incident caused by a hemorrhage or by infarction of your brain tissue due to intracranial thrombosis or embolization from an extracranial source. A stroke does not include a transient ischemic attack (TIA), also referred to as a mini stroke. Lacunar infarcts alone that are not compatible with the current cerebrovascular signs and symptoms are not considered satisfactory evidence of a stroke. This diagnosis must be made by a doctor, and must be supported by medical evidence that your stroke produced a measurable neurological deficit that has continued for at least 30 consecutive days and is considered to be permanent.

Terminal Illness: An illness diagnosed by a doctor:

- that will likely result in your death within one year; and
- which is not covered under your Health Crisis Protection

Mortgage Protection Plans

Scotiabank offers three **Mortgage Protection** Plans:

- **Loss of Life Protection (LOLP)**

This Protection plan can pay off the principal and interest left on your Scotiabank mortgage up to \$500,000 if you pass away. This can help relieve your loved ones of major debts.

- **Health Crisis Protection (HCP)**

This Protection plan can pay off your mortgage up to \$500,000 if you're diagnosed with a covered health condition. You can cover what may be your biggest worry about money and focus on your recovery. Then you can go back to work when you're ready.

- **Disability Protection (DI)**

A sudden disability may cause unnecessary financial hardship at a time you can least afford it. This Protection plan for your mortgage pays a monthly benefit to help manage your expenses.

All plans are available for one or two borrowers on the mortgage account.

If HCP is taken with LOLP protection coverage is expanded to include a terminal illness and a discount benefit.

Mortgage Protection not only safeguards your family's mortgage debt but it also can help protect them from having to change the way they live at a time when they need comfort and stability most. The specific terms and conditions of this type of insurance are detailed in the Mortgage Protection and/or Mortgage Disability Protection Distribution Guide you will receive when you enroll for mortgage protection.

Loss of Life Protection (LOLP)

With Loss of Life Protection the outstanding balance of your mortgage up to \$500,000 including interest, early discharge fees and any deficit in the property tax account can be paid off should you pass away. That means that any individual life insurance you may have can be available to pay for things like childcare, utilities, taxes and daily living expenses.

Do you think that Mortgage Protection is only for couples? Consider this, even if you are a single, if you have a guarantor on your mortgage, that person may become responsible for your debt after you pass away.

Health Crisis Protection (HCP)

If you got so sick that you couldn't work, as in Susan Jones' case, how would you cover your mortgage and other living expenses? To help you take your mind off money worries and focus on getting better, Health Crisis Protection can pay up to

\$500,000 of your outstanding mortgage balance including early discharge fees and any interest and deficit in the property tax account if you are diagnosed with any of the following conditions as defined in the Mortgage Protection Distribution Guide:

- heart attack
- stroke
- coronary artery bypass surgery
- cancer
- blindness
- paralysis
- deafness
- coma

Whether you can work or not, Health Crisis Protection could pay off your outstanding mortgage balance up to a maximum of \$500,000. This living benefit can help you maintain your lifestyle, protect the credit history you worked so hard to build, and enjoy a mortgage-free life while you recover!

If you are single, Health Crisis Protection may be even more important to you than someone who is married. As a single person, you only have one income. If your ability to earn income is jeopardized due to illness, your ability to pay your mortgage may be too.

Disability Protection (DI)

Disability insurance is not designed to pay off your mortgage – it will maintain your mortgage payments when you are unable to work as a result of illness or accident.

In the event you are disabled, Scotiabank's Mortgage Disability Protection helps maintain your credit rating and your biggest asset, your home. You can be automatically approved for up to \$300,000 coverage, if you answer "No" to the health question on the application. Premiums are calculated based on your age at the time of application and your mortgage payments (including principal, interest and bank administered property taxes). All plans are available for one or two borrowers on the mortgage account.

How do these plans work?

Who can apply?

For each plan, you and one additional borrower, co-borrower or guarantor on the mortgage account may apply if:

- you are under the age of 55 for Health Crisis Protection, under the age of 65 for Loss of Life. For Disability Protection, you must be between 18 and 64

years of age at the time of application and be actively working at least 20 hours a week for wages or expectation of profit and able to perform the regular duties of your occupation (including seasonal workers with proven work history).

- your Scotiabank mortgage is on an owner occupied or non-owner occupied dwelling of 1 to 4 units
- you and any additional applicant are residing in Canada when you apply

You are required to answer up to three health questions depending on the mortgage protection plan(s) you are purchasing. Depending on the answers, and if the total insured amount of your coverage is greater than \$300,000, further review of the application and medical information may be required by Canada Life Assurance Company and/or Sun Life Assurance Company before approval. While Canada Life is reviewing your application, you are covered under our temporary insurance plan.

Temporary Insurance

Loss of Life Protection

If we need to review your Mortgage Protection Application for Loss of Life Protection and you have already signed your loan agreement, we will temporarily insure you until we finish the review, as per the following conditions:

- the insurer will pay a loss of life benefit only if you die as a result of an accidental injury;
- the insurer will not pay a benefit if your death was caused directly or indirectly by suicide or self-inflicted injury;
- the benefit is limited to the amount the insurer would have paid had your Mortgage Protection Application been accepted.

Your temporary insurance will end on the earliest of the following dates:

- the 45th day after the Lender receives your Mortgage Protection Application; or
- the date the insurer makes a final decision on your Mortgage Protection Application.

Health Crisis Protection, Disability Protection and Terminal Illness Benefit

These coverages are not eligible.

For Loss of Life Protection:

You must be less than 65 years old.

Product Features

Original Age Advantage (OAA)

If you are an existing Scotiabank Loss of Life Protection customer and are replacing your insured mortgage, adding an additional mortgage or refinancing your mortgage to borrow more money, you must apply within 90 days of the old mortgage being paid out to qualify for OAA. Your premium will be calculated using the rate from when you first became continuously insured.

Prior Coverage Recognition (PCR)

If you replace your insured mortgage with a new or refinanced mortgage and are declined eligibility for age or health reasons, your premium will be calculated using your rate from the previous application and a percentage of the amount of new funds borrowed.*

For Health Crisis Protection:

You must be less than 55 years old.

Product Features

Prior Coverage Recognition (PCR)

If you are an existing Scotiabank HCP customer and you replace your insured mortgage with a new mortgage and are declined new coverage, your premium will be calculated using a percentage of the amount of new funds borrowed.*

* Example: An eligible customer who has an existing protected mortgage balance of \$76,000 but fails to qualify for increased protection on a refinanced mortgage of \$100,000 will still qualify for \$76,000 (76%) of protection on the new mortgage. Therefore, at the date of diagnosis of a covered health condition or death, with an outstanding mortgage of \$65,000, the payout would be $\$65,000 \times 76\% = \$49,400$.

How much does it cost?

The Loss of Life and Health crisis premiums that you pay are determined by your age and mortgage balance on the date when you apply. The Disability premiums that you pay are determined by your age when you apply and your insurable mortgage payment. The younger you are, the less you pay.

The table below shows the monthly premium for each \$1,000 of mortgage balance on the date of your application.

Loss of Life Protection (LOLP) for each \$1,000 of mortgage balance

Age	Borrower
Under 31	\$0.09
31–35	\$0.13
36–40	\$0.20
41–45	\$0.29
46–50	\$0.40
51–55	\$0.50
56–60	\$0.60
61–69	\$0.97

Health Crisis Protection (HCP) for each \$1,000 of mortgage balance

Age	Borrower
Under 31	\$0.12
31–35	\$0.17
36–40	\$0.27
41–45	\$0.45
46–50	\$0.68
51–64	\$1.02

Any provincial sales tax on insurance coverage premiums will be added.
This Premium Rate Table is subject to change.

The table below shows the monthly disability protection premium for each \$100 of insured mortgage payment.

Mortgage Disability

Premium Rate Table

Your age at the time of application	Rates per \$100 of monthly benefit
18 - 29	1.35
30 - 35	1.75
36 - 40	2.10
41 - 45	2.60
46 - 50	3.05
51 - 55	3.70
56 - 60	4.75
61 - 64	5.80

Any provincial sales tax on insurance coverage premiums will be added.
This Premium Rate Table is subject to change.

For example, if you are 25 years old and have a \$60,000 mortgage, your calculation for Loss of Life Protection would look like this:

$$\$0.09 \times \$60,000 \div \$1,000 = \$5.40$$

(Ontario & Quebec customers add provincial sales tax)

If you have more than one plan or two borrowers purchase the same type of protection, discounts may be applied to your premiums.

5% Discount

- One borrower with both LOLP and HCP
- One borrower with LOLP and the second borrower with HCP
- Two borrowers, each with HCP only

20% Discount

- Two borrowers, each with LOLP only
- Two borrowers, each with both LOLP and HCP
- Two borrowers – one with LOLP and HCP and the second borrower with LOLP or HCP

What happens to my LOLP and HCP premium if I make a pre-payment on my mortgage?

- If you pre-pay more than 10% of your original mortgage amount in one mortgage year we will lower your premium proportionally.

How much protection can you buy?

Both Loss of Life Protection and Health Crisis Protection can pay the principal and interest remaining on your combined Scotiabank mortgages up to a maximum of \$500,000.

When does coverage begin and end?

Coverage begins on the latest of the following dates:

- the date the bank receives your signed and dated Mortgage Protection Application
- the date the insurer specifies in their approval letter if review of the mortgage protection application is required
- the date you signed your loan agreement.

Coverage ends for a variety of reasons such as:

- if your mortgage payments or insurance premiums fall 60 days in arrears
- for Health Crisis Protection, coverage automatically ends when you turn 65
- for Loss of Life Protection and Disability Protection, coverage automatically ends when you turn 70
- the date you provide us with a signed, dated request to cancel coverage
- the date you refinance your mortgage for additional funds or, the date your mortgage is paid in full

What are the limitations and exclusions?

There are specific exclusions for each plan and you should carefully review your Distribution Guide(s) after you are approved for coverage for complete details.

The insurer will not:

- pay a claim if you commit suicide (refer to the Distribution Guide(s) for details), within the first 2 years
- pay a claim if you conceal information or give false information on your application
- pay a benefit of more than \$500,000 for Loss of Life or Health Crisis Protection for all of your insured mortgages

These details are provided for convenience only.

Specific details and definitions related to this plan are contained in the Mortgage Protection and Mortgage Disability Protection Distribution Guides. Questions can also be answered by a Scotiabank branch or Contact Centre representative.

Line of Credit Protection

Scotiabank offers three Line of Credit Protection plans:

- **Loss of Life Protection**

This insurance plan can pay off the outstanding balance - \$150,000 per account up to maximum \$300,000 for all insured *ScotiaLine* accounts including *ScotiaLine* VISA and *ScotiaLine for business* VISA (unincorporated) card if you die.

- **Loss of Life and Health Crisis Protection**

This insurance plan covers serious health conditions, terminal illness and death. If you die or are diagnosed with a covered health condition or terminal illness, this plan pays off any outstanding balance - \$150,000 per account up to maximum \$300,000 for all insured *ScotiaLine* accounts including *ScotiaLine* VISA and *ScotiaLine for business* VISA (unincorporated) card.

- **Disability Protection**

A sudden disability may cause unnecessary financial hardship at a time you can least afford it. This protection plan pays a monthly benefit stated to a maximum as per your policy to help manage your expenses. You only pay for the protection you need and you're automatically approved for coverage up to or equal to \$50,000.

Plans are available for a single individual, or two people may apply for coverage.

Loss of Life Protection (LOLP)

If you die, Loss of Life Protection can pay off any outstanding balances on your *ScotiaLine* account, *ScotiaLine* VISA and *ScotiaLine for business* VISA (unincorporated) card to a maximum of \$150,000 per account for a combined total of \$300,000 of all your insured *ScotiaLine* accounts.

Loss of Life and Health Crisis Protection (LOLP/HCP)

Loss of Life and Health Crisis Protection is a comprehensive plan that covers the listed health conditions, in addition to terminal illness and death if you are diagnosed with a covered health condition or a terminal illness or pass away. Loss of Life and Health Crisis Protection may pay off the outstanding balances on your *ScotiaLine* account, *ScotiaLine* VISA and *ScotiaLine for business* VISA (unincorporated) card to a maximum of \$150,000 per account for a combined total of \$300,000 of all your insured *ScotiaLine* accounts.

This applies whether or not you are able to work. This living benefit, can help you forget about money worries and damaging your credit history – and focus on getting better instead!

Loss of Life and Health Crisis Protection covers these conditions, subject to the terms and conditions of the coverage:

- heart attack
- coronary artery bypass surgery
- stroke
- cancer
- deafness
- blindness
- paralysis
- coma

To help ensure that you get comprehensive coverage, Loss of Life and Health Crisis Protection will also pay a benefit if you are diagnosed with a terminal illness other than one of the covered health conditions identified above.

Disability Protection (DI)

A sudden disability can make your line of credit payments a financial burden for both you and your family at a time when they can least afford it. With Disability Protection, you can be sure that your regular payments on any one of your insured lines of credit are covered if you are disabled by a covered medical condition.

Scotiabank Line of Credit Disability Protection covers:

- Your monthly payments (after a 60 day waiting period from the day you were diagnosed) should you be unable to work as a result of an injury or illness, and
- Provides a maximum monthly benefit amount of \$3,000 plus your disability premium (including provincial sales tax) for any one of your insured lines of credit for up to a maximum of 24 months per disability.

How do these plans work?

Line of Credit Protection plans are available for single coverage (for your own account), as well as joint coverage (when both of the borrowers have the same Line of Credit Protection plan) and dual coverage (when each borrower has a different plan, one Loss of Life Protection and the other Loss of Life and Health Crisis Protection). Discounts may be available for both joint and dual coverage. For your convenience, your Line of Credit Protection premiums are added directly to your *ScotiaLine* account.

Who can apply?

To apply for the Loss of Life, Loss of Life and Health Crisis Protection or Disability Protection plan, you must be:

- a borrower or co-borrower only
- a new or existing *ScotiaLine* customer with your account in good standing
- a Canadian resident at the time of the application.

Any two borrowers or co-borrowers of personal *ScotiaLine* accounts may apply for joint or dual coverage. Owners of unincorporated sole proprietorships and two-person partnerships with a *ScotiaLine for business* VISA (unincorporated) card may also apply.

You must be at least 18 and less than 65 years of age to be approved for the Loss of Life or Disability Protection plan, or less than 56 years of age for the Loss of Life and Health Crisis Protection plan. Health questions are not required for the Loss of Life and Health Crisis Protection plans but some restrictions apply to pre-existing conditions. Full details may be found in the Line of Credit Distribution Guides.

How much will Loss of Life and Health Crisis Protection cost?

The premiums that you pay are determined by

- type of protection (Loss of Life or Loss of Life and Health Crisis Protection)
- your age (or the age of the older applicant, if you apply for joint coverage) at the end of each *ScotiaLine* account billing period
- the average daily outstanding balance on your account during the billing period
- the type of plan you choose (single, joint or dual coverage).

You pay premiums only if you have an outstanding balance on your account, so you pay only for the protection you need. The premium is billed automatically to your *ScotiaLine* or *ScotiaLine* VISA account every billing period and appears on your monthly statement.

Joint coverage: This refers to when two applicants take out the same plan on the same *ScotiaLine* account. See rate tables and examples below.

Dual coverage: This refers to when two applicants take out different plans on the same account – one takes Loss of Life coverage and the other takes Loss of Life and Health Crisis Protection. See rate tables and examples below.

How to calculate the premium using the tables below: Monthly premiums are calculated per \$1,000 of your average daily outstanding balance. To determine your monthly premium, find the row for your age bracket and the column for the plan of your choice, plus whether you want single or joint coverage. Then multiply that rate by the number of thousands you owe on your *ScotiaLine*. For instance, to insure \$15,000 you would multiply the rate below by 15.

* Plus any applicable sales tax

Loss of Life Protection
for each \$1,000 of ScotiaLine balance

Age	Single	Joint
Under 31	\$0.20	\$0.34
31-35	\$0.25	\$0.43
36-40	\$0.28	\$0.48
41-45	\$0.38	\$0.65
46-50	\$0.48	\$0.82
51-55	\$0.56	\$0.95
56-60	\$0.85	\$1.45
61-65	\$1.23	\$2.09
66-69	\$2.50	\$4.25

To calculate joint premium, use the age of the older applicant.

Example for single coverage: Let's say you are 45 years old and your ScotiaLine average daily balance during the billing period is \$15,000. Your monthly premium is:

$$\$0.38 \times 15 = \$5.70^*$$

Example for joint coverage: You are 45 and your spouse is 48. You decide to take out joint Loss of Life Protection on your ScotiaLine average daily balance during the billing period is \$15,000. Using your spouse's age bracket (older), the monthly premium for joint coverage is:

$$\$0.82 \times 15 = \$12.30^*$$

Any provincial sales tax on insurance coverage premiums will be added.

This Premium Rate Table is subject to change.

Loss of Life and Health Crisis Protection

for each \$1,000 of ScotiaLine balance

Age	Single	Joint
Under 31	\$0.52	\$1.01
31-35	\$0.58	\$1.13
36-40	\$0.66	\$1.29
41-45	\$0.97	\$1.89
46-50	\$1.40	\$2.73
51-55	\$1.87	\$3.65

To calculate joint premium, use the age of the older applicant.

Example for single coverage: Let's say you are 46 years old and your ScotiaLine average daily balance during the billing period is \$15,000. Your monthly premium is:

$$\$1.40 \times 15 = \$21.00^*$$

Example for joint coverage: You are 46 and your spouse is 39 and you want joint coverage, with an average daily balance of \$15,000 during the billing period on your ScotiaLine. Using your age bracket (older), your joint monthly premium is:

$$\$2.73 \times 15 = \$40.95^*$$

Example for dual coverage: You are 46, your ScotiaLine coverage daily balance during the billing period is \$15,000 and want Loss of Life and Health Crisis Protection coverage. Your spouse is 39 and wants Loss of Life Protection coverage. The monthly premium for dual coverage is:

$$\$1.40 \times 15 = \$21.00^* \text{ (Loss of Life and Health Crisis Protection for you)}$$

$$\$0.28 \times 15 = \$4.20^* \text{ (Loss of Life Protection for your spouse)}$$

$$\$21.00 + \$4.20 = \$25.20 \times 0.95 = \$23.94^*$$

This Premium Rate Table is subject to change.

How much will Disability Protection cost?

The premiums that you pay are determined by

- your age at the end of each ScotiaLine account billing period
- the average daily outstanding balance on your account during the billing period

You pay premiums only if you have an outstanding balance on your account, so you pay only for the protection you need. The premium is billed automatically to your ScotiaLine or ScotiaLine VISA account every billing period and appears on your monthly statement.

How to calculate the premium using the tables below: Monthly premiums are based on a monthly benefit amount, which is calculated by multiplying 3% times the daily line of credit balance. The monthly benefit is then divided by 100 and multiplied by the applicable premium rate as shown below.

Line of Credit Disability

Premium Rate Table

Your age at the end of each billing period	Rates per \$100 of monthly benefit
18 - 29	1.60
30 - 35	1.80
36 - 40	2.25
41 - 45	2.75
46 - 50	3.25
51 - 55	4.15
56 - 60	5.20
61 - 64	6.05
65 - 69	7.00

Any provincial sales tax on insurance coverage premiums will be added.

This Premium Rate Table is subject to change.

Examples:

When one borrower applies for insurance coverage:

Suppose you have been approved for Line of Credit Disability Protection. If you are 25 years old at the end of a billing period and your average daily line of credit balance for the billing period was \$5,000, then your premium would be \$2.40 ($\$5,000 \times 3\% \div 100 \times 1.60$) for that billing period, plus provincial tax.

When two borrowers apply for insurance coverage:

Suppose you and a co-borrower have been approved for Line of Credit Disability Protection. If you are 25 years old and the other borrower is 40 years old at the end of the billing period, and your average daily line of credit balance for the billing period was \$10,000, then your premium would be \$4.80 ($\$10,000 \times 3\% \div 100 \times 1.60$) plus \$6.75 ($\$10,000 \times 3\% \div 100 \times 2.25$) for that billing period, plus provincial tax.

How much protection can you buy?

For both the Loss of Life and Loss of Life and Health Crisis Protection plans, the maximum coverage for any one of your insured *ScotiaLines* is \$150,000. For all of your insured *ScotiaLines* combined, the maximum coverage is \$300,000.

For Disability Protection plan, the maximum monthly benefit amount for any one of your insured lines of credit is \$3,000 plus disability premium (including provincial sales tax), and will be paid for up to a maximum of 24 months per line of credit, per disability. The overall maximum is 48 months of disability benefit payments for your lifetime.

When does coverage begin and end?

Coverage **begins** on the day you apply for Line of Credit Protection.

Coverage for Loss of Life and Disability **ends** on your 70th birthday.

Coverage for the Loss of Life and Health Crisis Protection plan terminates on your 56th birthday. It's then automatically converted to the Loss of Life plan, so that loss of life coverage continues until your 70th birthday.

Benefits are paid (subject to conditions detailed in the Distribution Guide):

For Loss of Life Protection – when you pass away.

For Loss of Life and Health Crisis Protection – 30 days after you are diagnosed with a terminal illness or condition that is covered, or when you pass away.

For Disability – after the 60 day waiting period.

What are the limitations and exclusions?

We will not pay a claim:

- if you commit suicide within 24 months of the date your insurance begins
- if you die in the first 24 months of your coverage and the main or secondary cause is a pre-existing health condition (see Health Definitions)
- if you conceal information or give false information on your application
- if you are diagnosed with cancer within 90 days of becoming insured
- as a result of war or civil disorder, whether declared or undeclared unless you are on active military duty as a member of the Canadian Forces or Canadian Forces reserve.

These details are provided for convenience only.

Specific details and definitions related to this plan are contained in the Line of Credit Protection Distribution Guides. Questions can also be answered by a Scotiabank branch representative.

Scotia Plan[®] Loan Protection

Scotia Plan Loan Life and Disability Protection Plans can help keep your loan from becoming a burden for you or your loved ones, if you become unable to work due to a covered disability or pass away.

Scotia Plan Loan (SPL) Loss of Life Protection

Who will become responsible for your loans after your death? *Scotia Plan* Loan Loss of Life Protection can pay the outstanding balance (up to \$150,000) on your *Scotia Plan* loans (principal and interest) if you die. This plan protects both the borrower and the co-borrower.

Scotia Plan Loan (SPL) Disability Protection

Scotia Plan Loan Disability Protection, can help you when you can't work because you are sick or injured. Should you become disabled, *Scotia Plan* Loan Disability Protection will make your monthly loan payments for you, up to a maximum of \$150,000 during any continuous period of disability that lasts longer than 30 days.

I already have Disability Insurance. Why do I need this?

Regular disability insurance usually replaces only a portion of your income. And once you've covered your basic monthly expenses – rent or mortgage, food, clothing and medicine – there may not be enough left to pay your bills. *Scotia Plan* Loan Disability Protection will make *Scotia Plan* monthly loan payments for you.

How do these plans work?

Both *Scotia Plan* Loans for Life and Disability Protection Plans can cover the borrower and the co-borrower.

If you become disabled for more than 30 days, *Scotia Plan* Loan Disability Protection will make your monthly loan payments for you (subject to conditions detailed in the *Scotia Plan* Loan Distribution Guide).

Scotiabank offers two **Scotia Plan Loan Protection** plans:

- **Scotia Plan Loan Loss of Life Protection**

This plan pays the outstanding balance (up to \$150,000) on your *Scotia Plan* loan, in case of death of the borrower or co-borrower.

- **Scotia Plan Loan Disability Protection**

This plan makes your monthly loan payments if you cannot work because you are sick or injured.

Both plans are available for single or joint coverage.

Who can apply?

One person can apply or two people may apply for joint coverage.

For either Loss of Life or Disability Protection, the applicant(s) must

- have a Scotia Plan loan
- be living in Canada
- be actively employed (applicable to Disability Insurance only) including seasonal workers with a proven work history
- be less than 65 years of age if applying for Disability Protection

How much does it cost?

The price for either SPL Loss of Life or Disability Protection varies according to these factors:

- your age when you apply (or the eldest applicant, if joint coverage)
- the type of coverage (life or disability or both)
- the term and amortization period of your loan
- the balance of your *Scotia Plan* Loan when coverage is applied for.

To find out exactly what your premiums would be, speak with your Scotiabank branch.

How much protection can you buy?

SPL Loss of Life or Disability Protection will cover a maximum total of \$150,000 for all insured loans.

When does coverage begin and end?

Coverage for both plans begins on the date your loan is fully funded, after receipt of signed application.

Coverage for the **SPL Loss of Life Protection** plan ends when the borrower or co-borrower dies or when the loan is paid off in full, or terminates at the end of each term or if the loan is renegotiated. The benefit pays off your insured loan(s) in one sum. If two borrowers have joint coverage and one of them dies, the other borrower's coverage will end when the benefit is paid.

The **SPL Disability Protection plan** pays your loan payments, starting on the first loan payment due date after the end of your 30 day waiting period and continuing until the earliest of the following:

- you recover or return to work (or other income generating activity), or
- the loan is paid off, or you reach the maximum amount covered of \$150,000, or
- you pass away

What are the limitations and exclusions?

For SPL Loss of Life Life Protection

We will not pay a claim if:

- you commit suicide within 24 months of the date your insurance begins, or
- death occurs within 12 months of coverage taking effect and
- the cause of death is from an excluded pre-existing condition, including:
 - cancer
 - leukemia
 - Acquired Immune Deficiency Syndrome (AIDS)
 - AIDS Related Complex (ARC)
 - lung disease
 - liver disease
 - heart disease.

For SPL Disability Protection

You must be under the care of a doctor of an approved specialty (other than yourself). In the case of mental illness or nervous ailment, you must be under the care of an approved psychiatric specialist.

If you have joint coverage and both insured individuals become disabled, the payment will not exceed the amount of the loan payment.

Benefits are not paid for disabilities resulting from:

- self-inflicted injuries
- political or social hostilities (such as war or riots) unless you are on active duty as a member of the Canadian Forces or Canadian Forces Reserve
- illegal activities
- pregnancy (other than physical complications)
- excessive or inappropriate voluntary consumption of drugs, alcohol or toxic substances
- certain pre-existing conditions if disability occurs within 12 months of coverage taking effect (see the *Scotia Plan* Loan Distribution Guide for details).

If you apply for protection for a renegotiated loan but are turned down because of a change in health status, you might qualify for Prior Coverage Recognition (PCR). In this case, you could be covered for the amount of your previous loan. Any disability benefit payments will be adjusted to the amount eligible under PCR.

These details are provided for convenience only.

Specific details and definitions related to this plan are contained in the Scotia Plan Loan Distribution Guide. Questions can also be answered by a Scotiabank branch representative.

Definitions

Actively employed:

We consider you to be actively employed if:

- you work at least 20 hours a week; and
- you are being paid or will eventually receive a profit.

If you are a seasonal worker, we consider you to be actively employed if:

- you're actively performing your regular job duties; or
- you're able to perform the essential duties of your seasonal job on the date of the loan;
- you have a seasonal work history; and
- you expect to return to work in the next season

Disability

For the first 12 months of a period of continuous disability that we pay disability benefits for, we define a disability as any:

- medical condition
- injury
- mental or psychiatric disorder

which completely prevents you from performing the essential duties of you work for your own or any other employer.

Your work is:

- the full-time occupation in which you were employed before the date you became disabled; or
- your principal occupation, if you are a seasonal employee and you become disabled between seasons.

After disability benefits have been paid for the first 12 months of a continuous disability, we define disability as:

- medical condition
- injury
- mental or psychiatric disorder

which completely prevents you from performing any occupation for which you are reasonably suited by education, training or experience, regardless of the availability of work in your area.

Pre-existing condition:

SPL Loss of Life Protection

We consider you to have a pre-existing condition if you:

- consulted a physician

- had tests done or received treatment, including taking any kind of medication or injection for any of the following health conditions, or for any symptoms of these health conditions whether diagnosed or not:
 - cancer
 - leukemia
 - AIDS (Acquired Immune Deficiency Syndrome)
 - ARC (AIDS related complex)
 - lung disease
 - liver disease
 - heart disease

during the last 12 months preceding the date of your Scotia Plan Loan Protection Application.

SPL Disability Protection

We consider you to have a pre-existing condition if a disability occurred within 12 months after the date of application and you:

- consulted a physician
- had tests done or
- received treatment, including taking any kind of medication or injection for any of the following whether diagnosed or not:
 - a medical condition
 - mental/psychiatric disorder, including depression
 - an injury

during the last 12 months preceding the date of your Scotia Plan Loan Protection Application.

Scotia™ VISA* Balance Protection

Should you be diagnosed with a covered health condition or pass away, *Scotia* VISA Balance Protection will pay off the outstanding balance on your Scotiabank VISA account up to a maximum of \$20,000.

If you lose your job involuntarily, or become unable to work because of a disability, *Scotia* VISA Balance Protection will cover the minimum monthly payments on your Scotiabank VISA account after a waiting period of 30 days. The minimum monthly payments will be based on your Scotiabank VISA account balance on the date your involuntary unemployment or disability began.

Scotiabank offers a flexible **VISA Balance Protection** plan. You can choose from 5 plans that cover a combination of one or more of these areas:

- **Loss of Life Benefit**
- **Accidental Death Benefit**
- **Health Crisis Protection Benefit**
- **Disability Benefit**
- **Involuntary Job Loss Benefit**

This plan is available for a single person, or two people may apply for joint coverage.

How does this plan work?

Scotia VISA Balance Protection can pay your VISA bill if you become unable to make payments due to a covered health crisis, loss of life, disability or involuntary job loss.

Scotia VISA Balance Protection options	Description
Loss of life Accidental death Health crisis	The outstanding balance on your Scotia VISA card is paid off in full, to a maximum of \$20,000.
Disability Involuntary Job Loss	Minimum monthly payments are made for you, after a waiting period of 30 days, based on your balance at the time of disability or job loss. These payments continue until <ul style="list-style-type: none">• you recover or return to work, or• your VISA balance is paid off, or• you reach the maximum coverage allowed.

Who can apply?

For each VISA account, one or two persons can be insured.

For all coverage options, you must be:

- a *Scotia* VISA customer with an account in good standing
- the borrower or co-borrower (not the holder of a supplementary card)
- a resident of Canada at the time of application
- actively working a minimum 20 hours per week for a minimum 180 consecutive days (applies to Disability or Involuntary Job Loss only)

To apply for Life Insurance Protection, you must be younger than 65 years old.

To apply for Health Crisis Protection, you must be between 18 and 54 years old.

How much does it cost?

Premiums are based on your previous month's balance and the protection options you chose. If there is no prior month's balance then no premium is charged, so you pay only when you have a balance. Premiums are conveniently charged to your VISA account and appear on your monthly statement.

Monthly Premiums for Scotia VISA Balance Protection

Product Option	Single Rate per \$100*	Joint Rate per \$100*
Loss of Life + Accidental Death + Health Crisis Protection + Disability and Involuntary Job loss	\$0.95	\$1.52
Loss of Life + Accidental Death + Disability + Involuntary Job loss	\$0.75	\$1.20
Loss of Life + Accidental Death + Involuntary Job loss**	\$0.40	\$0.64
Loss of Life + Accidental Death + Health Crisis Protection	\$0.40	\$0.64
Loss of Life + Accidental Death	\$0.20	\$0.32

* Plus sales tax, where applicable.

** Provincial regulation prevents the sale of this option in the province of Quebec.

While you are receiving benefits for disability or job loss, premiums are not charged for the unpaid account balance covered by that claim. However, we will collect premiums on any new charges you put on your account after you become disabled or unemployed.

How much protection can you buy?

Scotia VISA Balance Protection options	Maximum Coverage
Loss of Life, or Accidental Death, or Health Crisis Protection	Up to \$20,000 per insured VISA account
Disability, or Involuntary Job Loss	The benefit is the minimum monthly payment amount based on the unpaid account balance at time your job loss or disability begins. This amount is paid each month while you are eligible for benefits, to a maximum accumulated total of \$20,000 per insured VISA account.

When does coverage begin and end?

Coverage for all options begins on the day your VISA Balance Protection Application is approved.

Scotia VISA Balance Protection options	When Coverage Ends
All option plans	<ul style="list-style-type: none"> • The date we receive your request to cancel coverage • On the date of your death • On the date we send a written termination notice to the primary applicant or the address of the account • When your account is no longer in good standing • The date the group policy ends • When a health crisis claim is approved
Disability, Involuntary Job Loss or, Health Crisis	<ul style="list-style-type: none"> • When you recover or return to your job • At age 65
Loss of Life	<ul style="list-style-type: none"> • At age 70
Accidental Death	<ul style="list-style-type: none"> • There is no age limit for coverage

What are the limitations and exclusions?

General Exclusions:

No benefit is paid if the death, accidental death, a health crisis or disability is caused directly or indirectly by any of the following:

- War whether declared or not unless you are on active military duty as a member of the Canadian Forces or Canadian Forces Reserve
- Nuclear, chemical or biological contamination arising out of a terrorist act
- Commission or attempted commission of a criminal offence
- Flying as a pilot or member of the crew of any aircraft
- Intentional consumption of drugs, except when prescribed by a physician and taken as prescribed
- Intentional administration, absorption or inhalation of any toxic substances, gases or toxic fumes
- Consumption of alcohol that exceeds the legal limit to drive in the province where the death, accidental death, a health crisis or disability occurs
- Self-inflicted injury, suicide or attempted suicide, whether you are sane or insane. However, for death and disability insurance, this exclusion only applies to the first two years that follow the effective date of your policy.

Furthermore, no benefit is paid if death is caused directly or indirectly by one of the following:

- During the first two years of insurance, any deliberately self-inflicted injury, suicide or attempted suicide, whether you are sane or insane
- Pre-existing condition if your death occurs within 12 months from the effective date of your insurance

These details are provided for convenience only.

Specific details and definitions related to this plan are contained in the Scotia VISA Balance Protection Distribution Guide. Questions can also be answered by a Scotiabank branch representative.

Commercial Creditor Life Insurance

You've worked hard to build your business. You've invested in it in more ways than one. And, like most entrepreneurs, you've probably based most of your future plans on the success of your company.

But have you thought about what could happen if you or another key person in your business, agribusiness, or farm got seriously hurt in an accident or worse, passed away? How will you, your partner or family cope with outstanding business debts?

Protect the business you've worked so hard to build. In the event of death, Commercial Creditor Life Insurance can insure you and the key contributors to your business for up to \$2,000,000 each.

The **Commercial Creditor Life Insurance** plan protects your business from the loss of key contributors to your business due to

- **loss of life**
- **accidental death**

You can apply for maximum or partial coverage, up to \$2,000,000. Applications may be submitted by owners, partners, guarantors, shareholders and key employees.

Applicants are required to answer health questions. If the application requires further review by the insurer, temporary coverage may be provided.

How does this plan work?

The outstanding balances on your Scotiabank business and investment credits can be covered if you or an insured key contributor dies. You may apply for coverage of up to \$2,000,000 per person. Benefits are paid in a lump sum.

Commercial Creditor Life Insurance can pay the outstanding balances of any credits used for business or investment purposes. Examples of these types of credits are the following:

- business and farm term loans
- lines of credit
- commercial leases
- personal demand loans for business investments*
- ScotiaLine *for business* VISA (Incorporated companies)

Besides coverage for loss of life, Commercial Creditor Life Insurance also offers a living benefit if you or another insured member of your business loses an arm, leg, finger and thumb, or sight in an accident.

And while we are reviewing your application, you are covered under our temporary insurance plan for deaths caused by accidental injuries.

*Not available in Quebec.

Who can apply?

This insurance is for key contributors to your business who are under 69 years of age and residing in Canada at the time of application. Applicants may include:

- borrowers or co-borrowers of a business loan
- partners
- shareholders who own at least 10% voting shares of a business
- guarantors
- up to ten key employees whose contributions are integral to the business and whose absence would make it hard to carry on operations.

Only one application per individual may be submitted and only one Commercial Creditor Life Insurance Distribution Guide per insured individual will be issued.

How much does it cost?

Premium rates are based on

- the applicant's age at the time of application, and their age on each annual renewal date thereafter, and
- whether the person is a smoker or non-smoker**

The rate calculated for these factors is applied to the authorized amount of coverage. Annual premium payments are made at the time the insurance application is approved, and on each annual term renewal date after that.

There is only one band for customers under 34 (18-34)

Examples:

1. A 43 year old smoker in Ontario with total business loans totalling \$250,000, could get \$250,000 in Commercial Creditor Life Insurance for \$550 a year.
($\$2.20 \times 250,000 \div 1,000 = \550). Provincial Sales Tax is not included.
2. A 37 year old non-smoker in Quebec with an operating line of credit for \$100,000, could get \$100,000 in Commercial Creditor Life Insurance for \$45 a year.
($\$0.45 \times \$100,000 \div 1,000 = \$45$). Provincial Sales Tax is included.

This same 37 year old in Quebec might also have a term loan of \$150,000.
Coverage for this loan would cost \$112.50 per year.

($\$0.75 \times \$150,000 \div 1,000 = \$112.50$). Provincial Sales Tax is included.

Therefore this person could be covered for both the operating line of credit and the term loan for a combined total of \$157.50 per year.

(From above: $\$45.00 + \$112.50 = \$157.50$). Provincial Sales Tax is included.

**A non-smoker is defined as a person who has not used tobacco products in the 12 months immediately prior to the date of application.

How much protection can you buy?

For life: Each applicant may apply for any amount of coverage up to the total amount of the outstanding Scotiabank business or investment credits (not available in Quebec), up to \$2,000,000 for each applicant. For guarantors, the amount of the coverage is limited to the amount of the guarantee.

For dismemberment: The Commercial Creditor Life Insurance provides benefits for accidental dismemberment, depending on the severity of the loss. If a key contributor to your business loses an arm, leg, hand, finger and thumb, or their sight as a result of an accident, a percentage of the life insurance coverage you purchased is applied directly to your insured business loans. The percentage paid is based on the severity of the loss.

Payments for Accidental Losses	% of Benefit Paid	Maximum payment
The sight of both eyes	100%	\$100,000
Either both hands or both feet	100%	\$100,000
One hand and one foot	100%	\$100,000
The sight of one eye and either one hand or one foot	100%	\$100,000
One hand or one foot or the sight of one eye	50%	\$50,000
Both the thumb and index finger of one hand	25%	\$25,000

When does coverage begin and end?

Coverage begins on the day that we receive your completed application or the day that the insurer approves your application, whichever is later. While your application is being reviewed, you may be covered under the temporary insurance plan. (See Limitations and Exclusions below for more information about temporary coverage.)

Coverage ends for a variety of reasons such as:

- First anniversary date after the applicant's 69th birthday.
- Date you apply for an increase in coverage
- The date you provide us with a written request to cancel insurance

Please refer to the Distribution Guide you will receive after purchasing coverage for complete details about the termination of insurance.

What are the exclusions?

Exclusions

We will not pay a claim if your death results from suicide or self-inflicted injury within two years of becoming insured.

Do I need to answer any health questions?

Health questions

You must answer health questions on your application. Depending on the answers, or if the amount of coverage requested is over \$300,000, the insurer may require more information before making a final decision. However, if you answer 'no' to the health questions and the amount of coverage requested is equal to or less than \$300,000 your application will be automatically approved.

Temporary insurance

If your application needs to be reviewed, you are protected under our temporary insurance plan. This plan pays a benefit equal to the amount of life insurance you applied for (to a maximum of \$2,000,000) if you die as the result of an accident. Temporary insurance coverage ends on the earlier of these dates:

- the 45th day after the insurer receives your application, or
- the date the insurer makes a final decision about your application.

You will be informed of the insurer's decision to approve or deny your application within 30 days after it receives all the required information. If the insurer is unable to make a decision within that time, you will be informed in writing.

For accidental dismemberment coverage, the loss must be caused solely by an accident and the loss must occur within 90 days after the date of the accident.

These details are provided for convenience only.

Specific details and definitions related to this plan are contained in the Commercial Creditor Life Insurance Distribution Guide. Questions can also be answered by a Scotiabank branch representative.

Travel Medical Insurance

When you travel far from home, what will happen if you have a medical emergency? With health care cutbacks and differences in health care systems in other countries, only a portion of your medical expenses may be covered. Or, you might have to pay out of pocket for your health care costs, and then have a long wait to be reimbursed later.

Scotia Travel Medical Insurance can protect you against the high cost of medical expenses that you may incur while travelling outside of your home, province or territory. Why take a chance? With Scotia Travel Medical Insurance you can relax and enjoy your trip knowing you have a backup plan in case of a medical emergency.

Scotiabank is proud to offer our customers **Scotia Travel Medical Insurance**.

Whether you are travelling out of the province or out of the country, this plan can help you relax and enjoy your trip, knowing that you are covered in case of a medical emergency.

How does this plan work?

Scotia Travel Medical Insurance can provide you with:

- Up to \$1,000,000 in emergency travel medical coverage
- Coverage for the cost of:
 - hospitalization
 - doctor's charges
 - diagnostic services
 - emergency dental care
 - ground and air ambulance
 - prescriptions
 - medical appliances.
- Guarantee of payment to medical providers (where possible)
- Emergency payments to medical providers, if required
- Airfare home for immediate medical attention, if approved by the Assistance Centre
- 24-hour multilingual worldwide emergency assistance
- Optional Trip Interruption coverage.

To buy insurance or get more information about it, call the Enrolment Centre at (905) 816-2620 or toll-free 1-866-793-2223.

What protection plans are available?

Scotia Travel Medical Insurance includes a Single Trip Plan option that provides emergency medical coverage for any trip duration up to a maximum of 183 days.

For frequent travellers, our Annual Plan provides emergency medical coverage for an unlimited number of trips in a 1-year period.

Who can apply?

This plan is offered to Scotiabank customers only. Coverage is also available for family members travelling with you.

What are the limitations and exclusions?

This insurance does not pay for expenses incurred directly or indirectly:

- If your medical condition has not been stable within a specified number of days.
- If the answer you provided to a medical questionnaire is incorrect.
- For any treatment that is not an emergency treatment.
- In connection with a medical condition for which it was reasonable for you to expect treatment or hospitalization during your trip.
- As a result of war/act of foreign enemies or rebellion.
- For a) routine pre-natal care; b) a child born during your trip; c) pregnancy, childbirth or complications of either, occurring in the 9 weeks before or after the expected date of delivery.

(For a complete list please refer Scotia Travel Medical Certificate of Insurance)

These details are provided for convenience only.

Specific details and definitions related to this plan are contained in the Scotia Travel Medical Certificate of Insurance. Questions can also be answered by a Scotiabank branch representative.

Complaint Resolution

Step One: Talk to the people at your Branch

If the person you speak to at the branch/service centre where you do business is not able to resolve your concern to your satisfaction, please speak directly to the Manager, who has the authority to resolve the majority of problems that arise.

Step Two: Contact the Office of the President.

If the Manager has been unable to resolve your complaint satisfactorily, a representative of the President will be pleased to assist you.

- Telephone English 1-877-700-0043
(in Toronto 416-933-1700)
French 1-877-700-0044
(in Toronto 416-933-1780)
- Fax **1-877-700-0045**
(in Toronto **416-933-1777**)
- e-mail mail.president@scotiabank.com
- Mail The President, Scotiabank,
44 King Street West
Toronto, ON M5H 1H1

Step Three: Contact Scotiabank's Ombudsman.

Scotiabank's Ombudsman, who reports directly to our CEO, has been appointed to undertake an impartial review of all unresolved customer complaints. If you have gone through the first two steps and remain dissatisfied, submit your complaint to the Ombudsman in writing.

- Mail Scotiabank Ombudsman
44 King Street West
Toronto, ON M5H 1H1
- Fax **1-866-787-7061**
- e-mail ombudsman@scotiabank.com
- Telephone 1-800-785-8772
(in Toronto 416-933-3299)

Still not satisfied? There is the Ombudsman for Banking Services and Investments (OBSI)

An independent Ombudsman has been appointed to serve the interests of customers of Canadian banks and investment firms. If Scotiabank's best efforts have been unable to resolve your complaint to your satisfaction, you may contact the Ombudsman for Banking Services and Investments.

- Mail Ombudsman for Banking Services and Investments
P.O. Box 896, STN Adelaide
Toronto, ON M5C 2K3
- Fax **1-888-422-2865**
- e-mail ombudsman@obsi.ca
- Telephone 1-888-451-4519

Contacting the Financial Consumer Agency of Canada (FCAC):

The FCAC supervises federally regulated financial institutions to ensure they comply with federal consumer protection laws. For example, financial institutions must provide consumers with information about fees, interest rates and complaint-handling procedures. They must also provide proper notice of closing a branch and, subject to certain conditions, must cash a federal government cheque up to \$1,500 and open a deposit account when acceptable identification is presented. If you have a complaint about such a regulatory matter, you can contact the FCAC in writing.

**Financial Consumer Agency of Canada
6th Floor, Enterprise Building
427 Laurier Avenue West
Ottawa, Ontario
K1R 1B9**

Scotiabank Group Privacy Agreement

Your privacy is important to Scotiabank. This Agreement sets out the information practices for Scotiabank Group Members, including what type of information is collected, how the information is used, and with whom the information is shared.

In this Agreement, “we”, “our” and “us” mean, as applicable, any Scotiabank Group Member or the collective Scotiabank Group* and include any program or joint venture any of these parties participates in; “you” and “your” mean an individual who has made application to us for or signed an application in respect of any personal or business banking, insurance, brokerage or financial product or service offered by us (“Service”), including any co-applicants, guarantors or personal representatives.

Collecting, using and disclosing your information

1. When you apply for, or provide a guarantee in respect of, or use any Service and while you are our customer, you agree that:

We may collect personal information from you and about you such as:

- Your name, address, occupation and date of birth, which is required by law;
- Identification, such as a valid driver’s license or passport. We may also ask for documents such as a recent utility bill to verify your name and address;
- Your annual income, assets and liabilities and credit history;
- Information about your transactions, including payment history and account activity;
- Information we may need in order to provide you with a Service such as health information if you are applying for certain insurance products. In some instances, providing this information is optional.
- Information about third parties such as your spouse if you are applying for certain Services, where this information is required by law.

For legal entities such as businesses, partnerships, trusts, estates or investment clubs, we may collect the information referred to above from each authorized person, partner, trustee, executor and club member, as appropriate.

We may collect from, and use and disclose this personal information to, any person or organization for the following purposes:

- To confirm your identity;
- To understand your needs;
- To determine the suitability of our Services for you;
- To determine your eligibility for our Services;
- To set up, manage and offer Services that meet your needs;
- To provide you with ongoing Service;

- To meet our legal and regulatory requirements;
- To manage and assess our risks;
- To investigate and adjudicate insurance claims; and
- To prevent or detect fraud or criminal activity or to manage and settle any actual or potential loss in connection with fraud or criminal activity.

We will use health information strictly for the provision of an insurance Service.

We do not provide directly all the services related to your relationship with us. We may use third party service providers to process or handle personal information on our behalf and to assist us with various services such as printing, mail distribution and marketing, and you acknowledge that we may release information about you to them. Some of our service providers are located outside of Canada. As a result, your personal information may be accessible to regulatory authorities in accordance with the law of these jurisdictions. When personal information is provided to our service providers, we will require them to protect the information in a manner that is consistent with Scotiabank Group privacy policies and practices.

2. We may collect, use and disclose your Social Insurance Number (SIN) for income tax reporting purposes, as required by law. In addition, we may ask you for your SIN to verify and report credit information to credit bureaus and credit reporting agencies as well as to confirm your identity. This allows us to keep your personal information separate from that of other customers, particularly those with similar names, and helps maintain the integrity and accuracy of your personal information. You may refuse to consent to its use or disclosure for purposes other than as required by law.
3. We may verify relevant information you give us with your employer or your references and you authorize any person whom we contact in this regard to provide such information to us. If you apply for a Service and during the time you have the Service, we may consult various financial service industry databases or private Investigative Bodies maintained in relation to the type of Service you have applied for or have. You also authorize us to release information about you to these databases and Investigative Bodies. In Canada, Investigative Bodies are designated under the regulations of the Personal Information Protection and Electronic Documents Act (PIPEDA) and include such organizations as the Bank Crime Prevention and Investigation Office of the Canadian Bankers Association and the Investigative Services Division of the Insurance Bureau of Canada.
4. We may monitor or record any telephone call we have with you. The content of the call may also be retained. We may inform you prior to proceeding with the call of this possibility. This is to establish a record of the information you provide, to ensure that your instructions are followed properly and to ensure customer service levels are maintained.
5. If you have a Service with us, we may use, disclose to and collect from credit bureaus or financial service industry databases, credit and other information

about you in order to offer you pre-approved credit products or margin facilities. We may also do this after the Service has ended. You may withdraw your consent at any time by giving us reasonable notice (see below).

6. We may give information (except health information) about you to other members of the Scotiabank Group (where the law allows this) so that these companies may tell you directly about their products and services. The Scotiabank Group includes companies engaged in the following services to the public: deposits, loans and other personal financial services; credit, charge, debit and payment card services; full-service and discount brokerage services; mortgage loans; trust and custodial services; insurance services; investment management and financial planning services; and mutual funds investment services. This consent will apply to any companies that form a part of the Scotiabank Group in the future. You also agree that we may provide you with information from third parties we select. Your consent to this is not a condition of doing business with us and you may withdraw it at any time (see below).

For a list of Scotiabank's affiliates and subsidiaries in Canada, please refer to the *Public Accountability Statement/Corporate Social Responsibility Report* available at any Scotiabank branch or on the Scotiabank website at www.scotiabank.com.

7. We may ask you for contact information such as your telephone or fax number, and keep and use this information as well as disclose it to other members of the Scotiabank Group so that we or any of these companies may contact you directly through these channels for the purpose of marketing including telemarketing. This consent will also apply to any companies that form a part of the Scotiabank Group in the future. Your consent to this is not a condition of doing business with us and you may withdraw it at any time (see below).
8. If we sell a company in the Scotiabank Group or a portion of the business of a Scotiabank Group Member, we may release the information we hold about you to the prospective purchaser. We will require any prospective purchaser to protect the information provided and to use it in a manner that is consistent with Scotiabank Group privacy policies and practices.
9. We may keep and use information about you in our records for as long as it is needed for the purposes described in this Agreement, even if you cease to be a customer.
10. All information that you give us will, at any time, be true and complete. If any personal information changes or becomes inaccurate or out of date, you are required to advise us so we can update our records.

Refusing or withdrawing consent

Subject to legal, regulatory and contractual requirements, you can refuse to consent to our collection, use or disclosure of information about you, or you may withdraw your consent to our further collection, use or disclosure of information at any time in the future by giving us reasonable notice. Depending on the

circumstances, however, withdrawal of your consent may impact on our ability to provide you or continue to provide you with some Services or information that may be of value to you.

We will act on your instructions as quickly as possible but there may be certain uses of your information that we may not be able to stop immediately.

You cannot refuse our collection, use and disclosure of information required by third party service providers essential for the provision of the Services or required by our regulators, including self-regulatory organizations. Some of our service providers are located outside of Canada. As a result, your personal information may be accessible to regulatory authorities in accordance with the law of these jurisdictions.

You can tell us at any time to stop using information about you to promote our Services or the products and services of third parties we select, or to stop sharing your information with other members of the Scotiabank Group.

If you wish to refuse consent or to withdraw consent as outlined in this Agreement, you may do so at any time by contacting the branch or office with which you are dealing or by calling us toll-free.

Scotiabank	1-800-4SCOTIA
ScotiaMcLeod Direct Investing	1-800-263-3430
ScotiaMcLeod and Scotia Private Client Group	1-866-437-4990
ScotiaLife	1-800-387-9844

In addition, if you apply for, accept, or guarantee, a line of credit, term loan, mortgage or other credit account with us

When you apply for, accept, or guarantee a loan or credit facility or otherwise become indebted to us, and from time to time during the course of the loan or credit facility, we may use, give to, obtain, verify, share and exchange credit and other information (except health information) about you with others including credit bureaus, mortgage insurers, creditor insurers, registries, other companies in the Scotiabank Group and other persons with whom you may have financial dealings, as well as any other person as may be permitted or required by law. We may do this throughout the relationship we have with you. You also authorize any person whom we contact in this regard to provide such information to us.

If you have a VISA** account with us, we may give information (except health information) about you to VISA Canada Association, VISA International Service Association and their employees and agents, for the purpose of processing, authorizing and authenticating your VISA card transactions, providing you with customer assistance services, and for other purposes related to your VISA account. We may also give this information in respect of your participation in contests and promotions administered by the Association on our behalf.

If you have a mortgage account with us, we may give information about you, including credit information, to mortgage insurers for any purpose related to mortgage insurance. Information retained by Canada Mortgage Housing Corporation will be subject to federal access to information and privacy legislation.

During the term of the loan or credit facility, you may not withdraw your consent to our ongoing collection, use or disclosure of your personal information in connection with the loan or other credit arrangement you have with us or have guaranteed. We can continue to disclose your personal information to credit bureaus even after the loan or credit facility has been retired, and you may not withdraw your consent to our doing so. We do this to help maintain the accuracy, completeness and integrity of the credit reporting system.

In addition, if you accept an insurance Service with us

When you apply for, or sign an application in respect of or accept an insurance Service from us, we may use, give to, obtain, verify, share and exchange information about you with others including references you have provided, from hospitals and health practitioners, from government health insurance plans, from other insurers, from medical information and insurance service bureaus, from law enforcement representatives, from private investigators, and from other groups or companies where collection is necessary to underwrite or otherwise administer the Service requested, including the assessment of claims. You also authorize any person whom we contact in this regard to provide such information to us.

If you accept an insurance Service with us, or if an insurance Service is issued on your life, you may only withdraw your consent as noted above so long as the consent does not relate to underwriting or claims where the Scotiabank Group member must collect and report information to insurance service bureaus after the application has been underwritten or the claim has been adjudicated. This is necessary to maintain the integrity of the underwriting and claims systems.

Further information

You acknowledge that we may amend this agreement from time to time to take into consideration changes in legislation or other issues that may arise. We will post the revised agreement on our website listed below and make it available at our branches. We may also send it to you by mail.

For further information about any Scotiabank Group Member's privacy policies, please refer to the brochure: *The Scotiabank Group & You: A Question of Privacy* available at any Scotiabank Group Member's branch or office, or the Scotiabank website at www.scotiabank.com or call us toll-free at 1-800-4-SCOTIA. Copies of our entire formal *Privacy Code* as well as the *Scotiabank Guidelines for Business Conduct* are available to the public on the Scotiabank website at www.scotiabank.com. These documents form part of the Scotiabank Group Privacy Agreement.

Last revised January 2008

* For the purposes of this Agreement, Scotiabank Group means, collectively, Scotiabank and all of Scotiabank's affiliates and subsidiaries with respect to their operations in Canada. Scotiabank Group Member means Scotiabank or any one of its affiliates and subsidiaries with respect to its operations in Canada.

** VISA Int./Lic. user The Bank of Nova Scotia.