

Scotia Line of Credit Protection

Life
Disability
Job Loss
Critical Illness

Scotiabank[®]

Scotia® Line of Credit Protection

Creditor Group Insurance

Life, Critical Illness, Disability and Job Loss insurance for your Scotiabank Line of Credit account.

Name and address of Insurer:

The Canada Life Assurance Company
Creditor Insurance Department
330 University Avenue
Toronto, Ontario
M5G 1R8

Phone: 1-800-387-2671

Fax: 416-552-6557

Name and address of Policyholder:

The Bank of Nova Scotia
c/o 100 Yonge St, 8th Floor
Toronto, Ontario
M5C 2W1

Phone: 1-855-753-4272

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Important information – please read

This product booklet provides general information about **Scotia Line of Credit Protection insurance**. It is a summary of the terms and conditions of the Group Policy. Complete details, including: definitions; waiting periods; qualifying period; covered illnesses and events; exclusions; restrictions; limitations; and other important terms and conditions are contained in the Certificate of Insurance, which will be provided to you if your coverage is approved. Please review this document carefully. In the event of any inconsistency between the Certificate of Insurance and the Group Policy, the Group Policy will govern and if there is an inconsistency between this summary and the Certificate of Insurance, the Certificate will govern.

Scotia Line of Credit Protection is a group insurance plan issued to The Bank of Nova Scotia by The Canada Life Assurance Company under Group Policy G/H 60220.

Scotiabank receives an administration fee from the Insurer to distribute Scotia Line of Credit Protection.

Please note that there may be other insurance products on the market or insurance coverage that you already have, which may have similar benefits to this insurance. We encourage you to look into this if you are uncertain.

Insurance coverage amounts may be less than the outstanding account balance.

Financial protection for the things you want and need

Your Scotiabank Line of Credit gives you the flexibility to pay for the things you want, such as a family vacation or home renovation, as well as the things you need, whether it's a car repair or a dental bill. Optional Scotia Line of Credit Protection can help make sure your family doesn't lose the financial flexibility you and your family may need during a difficult time.

Introduction

Information regarding how Scotiabank and the Insurer protect and manage your personal information is set out below in the paragraphs entitled "Privacy and Confidentiality – The Canada Life Assurance Company" and "Privacy – Scotiabank", respectively.

Get the coverage that's right for you

Scotia Line of Credit Protection can pay the outstanding balance on your Scotiabank Line of Credit account if you are diagnosed with a covered Critical Illness or if you pass away. It can also pay a monthly benefit in the event that you become disabled or if you involuntarily lose your job. To ensure you get the coverage that's right for you, we offer four types of insurance coverage to protect your Scotiabank Line of Credit account.

1. **Life.** Should you pass away, Life coverage can pay off the outstanding balance on your insured Scotiabank Line of Credit account up to \$500,000 so your family doesn't have to deal with added financial stress during a difficult time.
2. **Critical Illness.** If you are diagnosed with a covered illness, Critical Illness coverage can pay off the outstanding balance on your insured Scotiabank Line of Credit accounts up to \$300,000 so you can focus on taking care of yourself.
3. **Disability.** Should you become disabled and unable to work, you can receive monthly benefit payments up to \$3,000 for up to 24 months to protect your insured Scotiabank Line of Credit account.
4. **Job Loss.** If your employment is involuntarily terminated by your employer or you are permanently laid off you can receive monthly benefit payments up to \$3,000 for up to 6 months to protect your insured Scotiabank Line of Credit account.

Scotia Line of Credit Protection can help you and your family stay in control of your debt obligations in the event of certain unexpected life events.

Why choose Scotia Line of Credit Protection?

Imagine if an accident prevented you from making your monthly Scotiabank Line of Credit account payments. Or you were temporarily unable to support your family, and they were left to struggle with the debt. With Scotia Line of Credit Protection, you can significantly reduce these worries quickly and easily.

- › **Fast approval.** You can apply with your Scotiabank Advisor, at a branch, digitally, or call us at 1-855-753-4272. Approval is often immediate and may not require any medical examination. If your application is approved, you will receive written confirmation and a Certificate of Insurance with full details about your coverage.
- › **Great value at affordable rates.** Scotia Line of Credit Protection is available for you and a co-borrower, such as a spouse. And, depending on the number of insured borrowers on your Scotiabank Line of Credit account and the coverage applied for, you may be eligible for a premium reduction.
- › **Tailored for you.** Scotia Line of Credit Protection is designed exclusively for clients of Scotiabank, and works with your Scotiabank Line of Credit account. Your premium and coverage amount automatically adjust to match your outstanding insured Scotiabank Line of Credit account balance.

To apply for coverage, all you need is a Scotiabank Line of Credit account in good standing, be a resident of Canada, and be a minimum of 18 and under 65 years of age.

To apply for Disability or Job Loss coverage, You must also be Actively Working.

Actively working which means you are:

- › A Permanent Employee or self-employed for at least 20 hours a week; or
- › on maternity or parental leave and expect to return to the regular duties of your employment or occupation for at least 20 hours a week at the end of your leave; or
- › employed seasonally for at least 20 hours a week during the work season, which has a beginning and end, and you have a proven work history for at least one previous season as a seasonal employee, you expect to return to the same occupation the next season and you are currently capable of performing the regular duties of your seasonal employment.

Note:

- › To apply for Critical Illness insurance coverage, you must already have Scotia Line of Credit Life insurance coverage or also apply for Life insurance coverage.
- › To apply for Job Loss insurance, you must already have Scotia Line of Credit Disability insurance coverage or also apply for Disability insurance coverage.

Scotia Line of Credit Protection offers fast approval, affordable rates, and the right amount of coverage for your needs.

How has Scotia Line of Credit Protection helped others?

Your Scotiabank Line of Credit can give you the confidence to buy the things you need and maintain the lifestyle you want. As these stories show, if you have Scotia Line of Credit Protection, a call to our toll-free number 1-855-753-4272 can provide valuable assistance when life gets complicated.

▶ **Thomas¹: finishing the job**

Thomas used his Scotiabank Line of Credit account to renovate his kitchen. Soon after the renovation began, Thomas was injured at work. Scotia Line of Credit Protection Disability insurance not only covered his monthly payments for up to 24 months, it allowed Thomas to continue using his Line of Credit until the renovation was complete².

▶ **Tim and Mary¹: making ends meet**

With a large family, Tim and Mary sometimes use their Scotiabank Line of Credit account³ to bridge the financial gap at the end of the month. When Tim suddenly suffered a heart attack, Mary worried about how they'd make ends meet. But Scotia Line of Credit Protection Critical Illness insurance covered the outstanding balance up to \$150,000 and let Mary take care of other household bills while Tim recovered².

▶ **Peter and Lisa¹: easing the burden**

Peter and Lisa used their Scotiabank Line of Credit account to help send their two children to university. The university tuition was expensive but the benefits for the children will last a lifetime. When Lisa passed away unexpectedly, they still had a large balance owing. Thankfully, Scotia Line of Credit Protection Life insurance paid off the full balance⁴ so it didn't become a burden for Peter, allowing him to maintain the family home and his kids to keep pursuing their academic dreams.

Scotia Line of Credit Protection can cover your monthly payments or pay off your outstanding balance when certain unexpected Life events make it difficult to do so on your own.

¹ For illustration purposes only.
² Waiting and/or Qualifying periods and certain limitations may apply. See the Questions and answers and Coverage Exclusions and Limitations sections for details.
³ The maximum Critical Illness insurance coverage is \$150,000 per insured Scotiabank Line of Credit account and \$300,000 for all of your insured Scotiabank Line of Credit accounts combined.
⁴ The maximum Life insurance coverage per Scotiabank line of credit account or for all Life insured lines of credit combined is \$500,000.

Questions and Answers

How much does Scotia Line of Credit Protection cost?

The monthly premium is based on your age at the end of each account billing period and your daily balance during the billing period on your Scotiabank Line of Credit account.

Scotia Line of Credit Protection Monthly Premium Rates:

Critical Illness*			Job Loss*		
Age	Life*	Critical Illness*	Age	Disability*	Job Loss*
Per \$1,000 of daily balance			Per \$100 of monthly benefit		
18 – 30	\$ 0.25	\$ 0.46	18 – 29	\$ 1.60	\$ 1.60
31 – 35	\$ 0.32	\$ 0.51	30 – 35	\$ 1.95	\$ 1.60
36 – 40	\$ 0.36	\$ 0.59	36 – 40	\$ 2.50	\$ 1.60
41 – 45	\$ 0.49	\$ 0.92	41 – 45	\$ 3.07	\$ 1.40
46 – 50	\$ 0.64	\$ 1.39	46 – 50	\$ 3.65	\$ 1.40
51 – 55	\$ 0.81	\$ 1.90	51 – 55	\$ 4.39	\$ 1.40
56 – 60	\$ 1.00	\$ 2.60	56 – 60	\$ 5.46	\$ 1.20
61 – 65	\$ 1.43	\$ 3.40	61 – 64	\$ 6.41	\$ 1.20
66 – 69	\$ 2.55	\$ 4.55	65 – 69	\$ 7.00	\$ 1.20
70	\$ 2.81	Not Avail			
71	\$ 3.09	Not Avail			
72	\$ 3.40	Not Avail			
73	\$ 3.74	Not Avail			
74	\$ 4.11	Not Avail			

* plus applicable sales taxes

Will my premium change?

Your monthly premium can change depending on your daily balance and your age at the end of the billing period.

How is my premium calculated for multiple coverages or multiple Insureds?

Single Insured (Life and Critical Illness coverages):

The cost of Life and Critical Illness insurance coverage is calculated based on the premium rates for each separate coverage type less 15%.

Multiple Insureds:

- › Joint coverage:
 - › Means both the Insureds on the same Scotia Line of Credit account have the SAME Scotia Line of Credit Protection insurance coverage types. Each has Life insurance, or each has Life and Critical Illness insurance.
 - › The cost of Joint coverage is calculated by determining the premium rate applicable for the oldest Insured and multiplying the premium rate by 1.70.
- › Dual coverage:
 - › Means each Insured on the same Scotia Line of Credit account has DIFFERENT Scotia Line of Credit Protection insurance coverage types. One has Life Insurance only and one has Life and Critical Illness insurance.
 - › The cost of Dual coverage is calculated by determining the premium rate applicable for each Insured less 15%.

Note: Joint and Dual coverage does not apply to Disability coverage or Job Loss coverage.

What benefits can I receive?

For Disability, the monthly benefit is 3% of your outstanding Scotiabank Line of Credit balance on the date of Disability up to \$3,000 per month for a maximum of 24 months per Scotiabank Line of Credit account, per Disability.

For Job Loss, the monthly benefit is 3% of your outstanding Scotiabank Line of Credit balance on the date of Job Loss up to \$3,000 per month for a maximum of 6 months per Scotiabank Line of Credit account, per Job Loss.

For Critical Illness, Terminal Illness or if you pass away, your benefit is equal to the outstanding

balance of your Scotiabank Line of Credit account up to the maximum coverage amount.

All benefit payments are applied directly to your Scotiabank Line of Credit account.

Benefit payment may be subject to limitations and exclusions such as pre-existing conditions, refer to the Coverage Exclusions and Limitations section for details.

The maximum Life benefit amount per Scotiabank Line of Credit account or for all Life insured lines of credit combined is \$500,000 or for Critical Illness \$150,000 per insured Scotiabank Line of Credit account and \$300,000 for all of your insured Scotiabank Lines of Credit combined.

What are the covered Critical Illnesses?

The Critical Illness benefit covers the following conditions: certain forms & severities of cancer, heart attack, and stroke. Please note that these illnesses are subject to some exclusions, restrictions and limitations. See the Coverage Exclusions and Limitations section for details.

What is a Disability?

A Disability is a medical impairment due to injury, disease, or sickness that prevents you from performing the regular duties of your own occupation in which you participated just before the Disability started.

What is a Job Loss?

A Job Loss occurs when your employment is involuntarily terminated by your employer (not for cause) or you are permanently laid off.

Is there a waiting period or qualifying period for benefits?

Depending on the nature of your claim there may be a waiting period, such as for a stroke (30 consecutive days). There is no waiting period for an approved death benefit. The qualifying period for Disability and Job Loss benefits is 60 consecutive days. No Disability or Job Loss benefits are paid during the qualifying period.

Do I need to answer any medical questions or take a medical exam?

You can be immediately approved for Life or Critical Illness coverage without having to answer any health questions if your Scotiabank Line of Credit account credit limit and the total of all your insured Scotiabank Line of Credit account credit limits is \$150,000 or less.

You can be immediately approved for Disability or Job Loss coverage without answering the health questions if your Scotiabank Line of Credit account limit is \$50,000 or less.

You will need to answer a simple health question for Life coverage if your insured Scotiabank Line of Credit account limit is greater than \$150,000 or two simple health questions for Disability coverage, if your insured Scotiabank Line of Credit account limit is greater than \$50,000.

If further underwriting is required, the Insurer will contact you to arrange for a free paramedical exam where you may be asked to provide a blood and urine sample.

What does a pre-existing condition limitation mean?

This means any claim for benefits within 2 years from the date you applied for coverage, your claim will be reviewed to see if you had any pre-existing medical conditions that may affect your benefit payment. Please refer to the Coverage Exclusions and Limitations section for additional details.

When does my coverage start?

Your insurance coverage starts on the latest of the following dates;

the date Scotiabank receives and approves your signed and dated Scotia Line of Credit Protection application, or telemarketing enrolment record, or digital application.;

the date specified in the Insurer's approval letter, when approval is required; or

the date you sign your Scotiabank Line of Credit account agreement.

You will receive a Certificate of Insurance and a confirmation letter verifying the effective date of your coverage in the format of Your choosing (paper or electronic) if you are approved for coverage. If your Scotia Line of Credit Protection application is not approved upon medical examination, the Insurer will advise you in writing.

When does my coverage end?

Your coverage ends on the earliest of the following dates:

- › Date of Your death;
- › Date when Your Life, Critical Illness or Terminal Illness claim is approved;
- › Date You have reached the overall maximum benefit of 48 months of Disability benefits on Your Line of Credit account for Your lifetime, for Disability insurance coverage;
- › Date You have reached the overall maximum benefit of 12 months of Job Loss benefits on Your Line of Credit account for Your lifetime, for Job Loss insurance coverage;
- › Your 75th birthday for Life Insurance coverage, Your 70th birthday for Disability, Job Loss, and Critical Illness insurance coverage;
- › If You have Critical Illness coverage, the date when Life Insurance coverage ends;
- › If you have Job Loss coverage, the date when Disability insurance coverage ends;
- › Date You no longer have a Line of Credit account that is in Good Standing with Scotiabank;
- › Date the Scotiabank Line of Credit account is closed and no balance is owing;
- › Date of receipt of Your request to cancel Your coverage;
- › Date when Your Line of Credit payment or premium payment is 120 days in arrears; or
- › Date the Group Policy terminates.

How do I submit a claim?

You or your representative may request a claim form by calling 1-855-753-4272 or obtain online by visiting scotiabank.com/lineofcreditprotection.

A Customer Service Representative will be pleased to walk you through the claims process, and will provide directions on how to complete the claim forms.

How can I cancel my coverage?

You may cancel your coverage at any time by calling 1-855-753-4272 between 8:00 a.m. and 8:00 p.m. (ET), Monday to Friday or by sending a signed and dated cancellation request by mail to Scotiabank – Insurance Canada Processing Centre, P.O. Box 1045, Stratford, Ontario, N5A 6W4.

If you are approved for coverage, you will receive a Certificate of Insurance with important details, which you can review for 30 days starting on the date of coverage. If you cancel your coverage during that 30-day period, you will receive a full refund of any premium paid and the coverage will be deemed never to have been in force.

Coverage Exclusions and Limitations

Like most insurance policies, coverage is subject to certain exclusions, restrictions and limitations. In addition, any concealment, misrepresentation or false declaration on either the Scotia Line of Credit Protection application or in any medical evidence submitted in connection with the application, or on your claim form will make the coverage null and void.

If Scotiabank or the Insurer make any clerical errors in maintaining any records concerning the Group Policy, including collection of insurance premium in error, such errors will not alter or invalidate your coverage or continue coverage that would otherwise be not eligible or insurable for coverage or terminated for valid reasons.

No benefits will be paid if death, a Critical Illness or Terminal Illness is caused directly or indirectly by any of the following:

- › intentionally self-inflicted injury, suicide or attempted suicide, while sane or insane within the first 24 months following the effective date of your coverage;
- › declared or undeclared war unless you are on active military duty as a member of the Canadian Forces or Canadian Forces Reserve;
- › any nuclear, chemical, or biological contamination due to any act of terrorism;
- › the commission or attempted commission of a criminal offense or provocation of an assault;
- › the intentional taking of drugs, except where prescribed by a doctor and taken as directed; or
- › the operation or control of any motorized vehicle or watercraft with blood alcohol concentration in excess of legal limits in the jurisdiction where the death or Critical Illness occurred.

Life:

The Life insurance benefit is not payable if:

- › Your application for Life insurance coverage was automatically approved; and
- › You die within 24 months of the start date of your coverage; and
- › The main or secondary cause of your death is a pre-existing condition.

You are considered to have a pre-existing condition if you:

- › consulted a doctor;
- › had tests done;
- › received treatment, including taking any kind of medication or injection for any of the following conditions, or for any symptoms of these health conditions whether diagnosed or not:
 - › cancer;
 - › leukemia;
 - › AIDS (Acquired Immune Deficiency Syndrome);
 - › lung disease;

- › liver disease; or
- › heart disease;
- › at any time during the 12-month period before the start date of your coverage.

Critical Illness:

The Insurer will not pay a claim if you die within 30 days after the date you are diagnosed with a Critical Illness or undergo surgery.

The Insurer will not pay a Critical Illness or Terminal Illness benefit if the evaluation of the medical problem or of symptoms of a medical problem, or any medical consultation or tests, leading to the diagnosis of a Critical Illness or Terminal Illness was initiated prior to the date you completed and signed your Scotia Line of Credit Protection application.

Critical Illness specific exclusions:

- Heart attack:** the Insurer will not cover a prior myocardial infraction with no corroborating event;
- Stroke:** the Insurer will not cover a transient ischemic attack (TIA), also referred to as a mini stroke;
- Cancer:** the Insurer will not cover the following conditions or forms of cancer:
 - › Stage A prostate cancer;
 - › Non-invasive cancer in situ;
 - › Pre-malignant lesion, benign tumours or polyps;
 - › Any tumours in the presence of any human immunodeficiency virus (HIV); and
 - › Any skin cancer other than invasive malignant melanoma more than 1.0 mm in depth.

The Insurer will not pay a claim for cancer if, within the 90 days after the effective date of your coverage:

- › The diagnosis of cancer was made;
- › Any evaluation of a medical problem or symptoms of a medical problem leading to the diagnosis of cancer was initiated; or
- › Any medical consultation or tests leading to the diagnosis of cancer was initiated.

Disability:

The Insurer will not pay a Disability insurance claim if you become disabled as a result of:

- › Normal pregnancy;
- › Intentionally self inflicted injuries or attempted suicide while sane or insane;
- › Events directly or indirectly relating to, arising from or following your participation or attempted participation in a criminal offence, or your impairment by illegal drugs or alcohol while your blood alcohol concentration is higher than the legal limit, regardless of whether your Disability arises or results from your impairment;
- › 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;
- › Elective cosmetic surgery or experimental surgery or treatment;
- › Drug or alcohol abuse unless:
 - › You are enrolled in a rehabilitation program,
 - › You are hospitalized and receiving continuous treatment, or
 - › You are suffering from an organic disease that, if the use of the drug or alcohol stopped, would cause Disability.

The Insurer will also not pay a Disability claim if:

- › The outstanding account balance on the date you become disabled is \$0.00;
- › You are not under the active care of a Doctor;
- › You are not eligible for insurance coverage when you applied;
- › You refuse to submit to a medical exam by a doctor selected by the Insurer;
- › You fail to provide proof of continuing Disability satisfactory to the Insurer;
- › You are confined in a prison or similar institutions;
- › You die; or
- › Your Scotiabank Line of Credit account limit is \$50,000 or less and you were automatically approved for insurance coverage, you become disabled within

12 months of the start date of your insurance coverage and your Disability results from a pre-existing condition.

The Insurer will consider you to have a pre-existing condition if you:

- › consulted a doctor; or
- › had tests done; or
- › received treatment, including taking any kind of medication or injection for any health conditions, or for any symptoms of a health condition whether diagnosed or not during the 12 months before the effective date of your coverage.

Job Loss:

The Job Loss benefit is not payable if:

- › You became unemployed within 90 days of the Effective Date of coverage;
- › You knew that You were about to become unemployed at the time of application for coverage;
- › You fail to provide satisfactory proof of Your eligibility of Employment Insurance benefits;
- › You are laid off from seasonal work, or are terminated from contract work;
- › You are on maternity or parental leave, or a leave of absence; or
- › Your Job Loss is a direct or indirect result of:
 - › Resignation or retirement from employment;
 - › Dismissal from employment for cause;
 - › A Disability for which benefits are payable through this insurance;
 - › A strike or lockout.

Limitations

Life, Critical Illness and Terminal Illness:

If your Life, Critical Illness or Terminal Illness insurance is for less than the full amount of your Scotiabank Line of Credit account or Scotiabank Line of Credit accounts, the Insurer will pay off a portion of your Scotiabank Line of Credit account. The benefit payment is capped at the approved insurance coverage amount.

Life Insurance Limitations

1. The following limitations for Life Insurance will only apply if: after becoming Insured, You are Diagnosed with: after becoming Insured, You are Diagnosed with:

- › cancer;
- › leukemia;
- › AIDS (Acquired Immune Deficiency Syndrome);
- › ARC (AIDS related complex);
- › lung disease;
- › liver disease; or
- › heart disease;

and that condition is the primary or secondary cause of death, and You die within 24 months of Diagnosis

AND if:

- › your claim is more than \$10,000; and
- › the difference between your claim amount and the average outstanding account balance during the 12 months before death or diagnosis of Critical Illness or Terminal Illness is more than \$10,000.

the Insurer will limit Your benefit to not more than Your average monthly Outstanding Account Balance up to Your approved insurance coverage during the 12 months before You were Diagnosed with the condition causing death.

Critical Illness and Terminal Illness Insurance Limitations

If you are diagnosed with a Critical Illness or Terminal Illness and your Scotiabank Line of Credit outstanding account balance increased by more than 20% during the 3 month period before the diagnosis, AND

- › Your claim is more than \$10,000; and
- › the difference between Your claim amount and the average Outstanding Account Balance during the 12 months before Diagnosis of critical illness or Terminal Illness is more than \$10,000, the benefit will be limited to the lesser of the following 2 amounts:

- › Your Scotiabank Line of Credit account balance up to your approved insurance coverage amount at the date of death or diagnosis; or
- › Your average monthly outstanding account balance up to your approved insurance coverage during the 12 months before the month in which you die or were diagnosed, whichever is less.

Disability Insurance Limitations

The following limitations for Disability benefit will apply if:

- › the Outstanding Account Balance on Your date of Disability is more than \$10,000; and
- › the difference between the Outstanding Account Balance on Your date of Disability and the average Outstanding Account Balance during the 12 months before disability is more than \$10,000.
- › Your monthly benefit will be limited to 3% of the lesser of:
 - › The average monthly Outstanding Account Balance for the 12 months prior to the date of Disability; or
 - › The Outstanding Account Balance on the date of Disability; or
 - › Your approved Scotia Line of Credit Disability Protection insurance coverage amount; or
 - › \$100,000.

Full exclusions, restrictions and limitations that apply to coverage are in the Scotia Line of Credit Protection Certificate of Insurance a copy which is also available on Scotiabank.com/lineofcreditprotection.

Privacy and Confidentiality – The Canada Life Assurance Company

Protecting your personal information. At Canada Life, we're committed to protecting personal information and respecting your privacy. Personal information is information that either on its own or combined with other information allows an individual to be identified. This includes your name and address, as well as more sensitive information such as your health and financial records. When applicable, this includes information about other people such as your spouse, common-law partner, and children.

How we use your personal information. Your personal information is used to provide you with products and services and to improve our business operations. This includes verifying your identity, maintaining your profile, and informing you about features of the products you already have with us. It's also used to provide you with advice, evaluate your eligibility for products, price our products, collect feedback on our customer service, process claims and other financial transactions, protect you and us from risks such as cyber threats and fraud, and comply with legal obligations.

Who we share personal information with.

We share your personal information with other people and organizations who help us administer your products and provide you with services. This may include our Canadian subsidiaries, and other organizations that provide us services such as paramedical examiners, medical laboratories, technology suppliers, other insurance or reinsurance companies, and your financial institution. As part of our day-to-day business, your personal information may be communicated to government departments and agencies, and may be communicated outside your province of residence or outside Canada. We take protecting your personal information seriously and we'll never sell your personal information to anyone.

You're in control of your personal

information. We respect your privacy preferences and follow them when using your personal information. At any point in your relationship with us, you can choose how your personal information is used by submitting a request through our privacy centre at canadalife.com/privacy. This includes how you want to receive information from Canada Life using the personal information we collect from you throughout your relationship with us. You can also exercise other privacy rights through our privacy centre such as access to or correction of your personal information.

If you choose to remove your consent to the collection, use and disclosure of the personal information required to serve you and meet our legal obligations, we may not be able to continue to provide you with products and services.

Want to learn more? Please visit canadalife.com/privacy.

Privacy - Scotiabank

The Scotiabank Privacy Agreement forms part of this Product Booklet. For a full explanation about how, when and why The Bank of Nova Scotia ("Scotiabank" or "we" or "us") may collect, use and share your information, as well as your rights relating to that information, please visit www.Scotiabank.com/privacy or any Scotiabank branch for a paper copy.

› **Information we collect about you:**

Information that we hold about you may come from you directly; however, we may also collect information about you from other sources, including information from credit reporting agencies, people appointed to act on your behalf, our social media pages, or other banks or finance-related organizations. We and our insurance providers require personal information to assess insurance risk and to establish and administer insurance coverage, including the assessment of claims.

› **How we use your information:** We may collect, use and exchange personal information for the following purposes: to set up, manage and offer products or services that meet your needs; to confirm your identity; to determine your eligibility or suitability for our products or services; to understand your needs; to meet our legal and regulatory requirements; to manage and assess our risks; to prevent or detect criminal activity; and to identify and correct any errors. We may also use your information to send you messages to inform you about product or service features or to tell you about products and services (including those of other companies) that may be of interest to you.

› **With whom we share your information:** We will keep your information confidential, but we may share it with third parties (who also have to keep it secure and confidential) in certain circumstances, including: Our service providers and their agents, fraud prevention agencies, and other banks or finance-related

organizations. The Bank of Nova Scotia and the insurer will use and exchange relevant information about you for the purpose of underwriting, administering and adjudicating claims under the Group Policy issued by the insurer. The insurer's handling of your personal information is detailed in their Privacy Policy, which will be made available to you.

- › **Keeping your information:** We will keep your information for as long as you are our customer. Once our relationship has ended, we will only keep your information for so long as is appropriate for the type of information, and the purpose for which we're retaining it. The period we keep your information for is generally linked to the amount of time available for you to bring a legal claim. We may keep the information longer than this if there is an existing claim or complaint that will require us to keep your information, or for regulatory or technical reasons. If we do keep it for a longer period, we will continue to protect your information.
- › **Your rights and how to refuse or withdraw your consent:** You have certain rights over the personal information we hold about you, including the right to ask for a copy of the information, to correct or rectify personal information that we hold about you, or not to use your information for a particular purpose (i.e., withdraw consent). Note that your ability to exercise these rights will depend on a number of factors, and in some situations, and we may not be able to agree to your request. You can refuse to consent to our collection, use or disclosure of your personal information, or you may withdraw your consent to our further collection, use or disclosure of your personal information at any time by giving us reasonable notice, subject to limited exceptions. To understand how to go about withdrawing your consent, or to find out more about any of the items described in this section, please visit www.Scotiabank.com/privacy or any Scotiabank branch for a copy of our Privacy Agreement.

Scotiabank Complaint Procedures

If You have an inquiry about any aspect of this insurance coverage on Your Scotiabank Line of Credit account, please call 1-855-753-4272 between 8:00 a.m. and 8:00 p.m. (ET), Monday to Friday.

To learn more about Scotiabank's complaint handling process and how we work hard to resolve these matters for all our clients, please visit www.scotiabank.com/resolvingyourcomplaint. You may also contact your Bank representative or our Contact Centre at (1-800-4SCOTIA or 1-800-472-6842).

You may also contact the Insurer directly:

Canada Life Complaint Procedures

For complaints regarding underwriting decisions or insurance claims please call Canada Life at 1-800-380-4572.

If Your complaint or inquiry pertains to any consumer provision found in federal law please contact the Financial Consumer Agency of Canada at 1-866-461-3222 or in writing at: Financial Consumer Agency of Canada 427 Laurier Avenue West, 6th Floor Ottawa, Ontario K1R 1B9

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