

Scotia Mortgage Protection

Life
Disability
Critical Illness
Job Loss

Scotiabank[®]

Scotia® Mortgage Protection

Creditor Group Insurance

Life, Critical Illness, Disability and Job Loss insurance for your Scotiabank Mortgage 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
100 Yonge St, 8th Floor
Toronto, Ontario
M5C 2W1**

Phone: 1-855-753-4272

Table of contents

Introduction	5
Why choose Scotia Mortgage Protection?	6
How has Scotia Mortgage Protection helped others?	8
Questions and Answers	9
Coverage Exclusions and Limitations.....	16
Privacy and Confidentiality – The Canada Life Assurance Company	22
Scotiabank Privacy	23
Scotiabank Complaint Procedures	25
Canada Life Complaint Procedures.....	25
Languages	25

Important information – please read

This product booklet provides general information about Scotia Mortgage Protection insurance. It is only a summary of the terms and conditions of the Group Policy. For complete details about the exact terms of coverage, including: definitions; waiting periods; qualifying period; covered illnesses and events; exclusions; restrictions; limitations; and other important terms and conditions, please refer to the Certificate of Insurance, which will be provided to you if your coverage is approved. A sample Certificate of Insurance can also be found at https://www.scotiabank.com/content/dam/scotiabank/canada/slf/MTG_Cert_2476017_English_05_19_sample.pdf. In the event of any inconsistency between the Certificate of Insurance and the Group Policy, the Group Policy will govern.

Scotia Mortgage Protection is a group insurance plan issued to The Bank of Nova Scotia by The Canada Life Assurance Company under Group Policy G/H 60350.

Scotiabank receives an administration fee from the Insurer to distribute Scotia Mortgage Protection.

Maintain the home and lifestyle you've worked so hard to build.

Your Scotiabank Mortgage is a great way to achieve homeownership.

Scotia Mortgage Protection can pay off your outstanding balance or help cover your payments during times of financial hardship as a result of certain unexpected life events. By simply answering up to three health-related questions, you can be approved for four types of valuable insurance protection.

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

1. **Life.** Should you pass away, life coverage can pay off the outstanding balance on your insured Scotiabank Mortgage account up to a maximum of \$1,000,000 for all of your insured mortgage accounts 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 Mortgage account up to \$500,000 so you can focus on taking care of yourself.
3. **Disability.** If an injury or sickness leaves you unable to work, Disability coverage can help to maintain your monthly Scotiabank Mortgage account payments up to \$3,500 for up to 24 months and protect your homeownership and credit history until you are back on your feet and working again.
4. **Job Loss.** If your employment is involuntarily terminated by your employer or you are permanently laid off, Job Loss coverage can help you maintain your monthly Scotiabank Mortgage account payments up to \$3,500 for up to 6 months.

Scotia Mortgage Protection can help make sure you and your family always have the comfort of home.

Why choose Scotia Mortgage Protection?

Imagine if an accident prevented you from making your Scotiabank Mortgage account payments. Or what if you were no longer able to support your family, and they lost their home. With Scotia Mortgage Protection, you can significantly reduce these worries quickly and easily.

- › **Fast approval.** You can apply at your Scotiabank branch or by calling us at 1-855-753-4272, 8:00 a.m. to 8:00 p.m. (ET), Monday to Friday. 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 Mortgage Protection is available for you and a co-borrower, such as a spouse. And, depending on the number of insured borrowers on your mortgage, the amount of your mortgage and the type of coverage applied for, you may be eligible for a discount on your insurance premiums.
- › **Tailored for you.** Scotia Mortgage Protection is designed exclusively for clients of Scotiabank, and works with your Scotiabank Mortgage account. Your premium can be conveniently withdrawn from your Scotiabank account.

To apply for coverage, you must have a Scotiabank Mortgage 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 means you are:

- › A permanent employee or self-employed for at least 20 hours a week;
- › 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 Job Loss insurance, you must already have a Scotia Mortgage Disability insurance coverage or also apply for Disability insurance coverage.

Scotia Mortgage Protection includes fast underwriting and the right coverage for your needs

How has Scotia Mortgage Protection helped others?

› John and Mary¹: getting back to work

John had an accident that left him unable to work for a year. Without his usual income, he and his wife Mary would have been forced to sell their second car in order to keep up their \$2,000/ month Scotiabank Mortgage account payment. But Scotia Mortgage Protection Disability insurance coverage paid a total of \$20,000 in mortgage payments over 10 months². With one less payment to worry about, the couple was able to keep their cars. Perhaps most importantly, John and Mary were able to minimize their financial and emotional stress, which helped John get back to work that much sooner.

› Brad and Val¹: managing through difficulty

Brad and Val were a healthy and active couple in their mid-forties, which made it all the more shocking when Val suffered a stroke one evening at home. Fortunately, she survived the experience, and was told she had a good chance of making a full recovery. Brad and Val were lucky to have Scotiabank Mortgage Protection Critical Illness coverage in place. It paid their \$200,000 mortgage balance in full. This made it a lot easier for the couple to manage financially while Val was away from work receiving the treatment she needed to regain her strength.

› The Green family¹: keeping their home

The day that Roger and Cynthia Green moved into a new home with their three young children was truly unforgettable. The house was spacious, the location was ideal, and the kids quickly made friends around the neighbourhood. However, when Roger passed away suddenly two years later, everything was thrown into doubt. Not only was the Green family in emotional distress, Cynthia could not afford to carry a \$350,000 mortgage alone. Fortunately, Scotia Mortgage Protection Life insurance coverage came to the rescue in their time

of loss. The mortgage balance was paid in full, allowing Cynthia to maintain the family home, and her kids to maintain the stability of their school and friendships.

Scotia Mortgage Protection can cover your payment or outstanding balance and help maintain your lifestyle when you need it most.

¹ For illustration purposes only.

² Qualifying period applies. See the Questions and Answers and Coverage Exclusions and Limitations section for details.

Questions and Answers

How much does Scotia Mortgage Protection cost?

For Life insurance, the monthly premium is based on your age and your Scotiabank Mortgage account balance up to \$1,000,000¹ at the time of application approval. For Critical Illness, the monthly premium is based on your age and your Scotiabank Mortgage account balance up to \$500,000² at the time of application approval. For Disability and Job Loss insurance, your premium is based on your age at the time of application approval and the monthly equivalent payment amount of your Scotiabank Mortgage, including principal, interest, Scotia Mortgage Protection premium for Life and Critical Illness insurance coverage and any applicable sales taxes and bank administered property taxes.

Scotia Mortgage Protection Monthly Premium Rates:

Age	Life*	Critical Illness*	Age	Disability*	Job Loss*
	Per \$1,000 of mortgage balance			Per \$100 of monthly benefit	
18 – 30	\$0.14	\$0.16	18 – 29	\$1.48	\$1.60
31 – 35	\$0.18	\$0.21	30 – 35	\$1.98	\$1.60
36 – 40	\$0.25	\$0.30	36 – 40	\$2.48	\$1.60
41 – 45	\$0.36	\$0.50	41 – 45	\$2.98	\$1.40
46 – 50	\$0.47	\$0.73	46 – 50	\$3.53	\$1.40
51 – 55	\$0.58	\$1.07	51 – 55	\$4.03	\$1.40
56 – 60	\$0.77	\$1.88	56 – 60	\$4.98	\$1.20
61 – 65	\$1.12	\$2.25	61 – 64	\$5.98	\$1.20
66 – 69	\$1.57	Not avail	65 – 69	\$6.93	\$1.20

* plus applicable provincial sales taxes where applicable.

Will my premium change?

Scotia Mortgage Protection has been designed and priced to provide you a level premium payment as you pay down your mortgage balance, making it easier to manage your expenses. Your premium will not increase due to your age, provided your Scotiabank Mortgage balance does not increase during the lifetime of your mortgage. In the case of Life and Critical Illness insurance coverage, if you make a change to your Scotiabank Mortgage account (such as refinancing) you will be required to reapply for Scotia Mortgage Protection. Your premium rates will be based upon your age at that time. Your Disability and Job Loss insurance coverage monthly premiums will change any time there is a change in the insured Scotiabank Mortgage payment.

In the case of Life, Terminal Illness, Disability and Job Loss insurance coverage with two insured borrowers when the older insured person reaches age 70, the premium will be automatically changed to reflect the remaining insured person's insurance coverage.

What benefits can I receive?

For Disability, the monthly benefit is the monthly equivalent of your insured Scotiabank Mortgage account payment up to \$3,500, for a maximum of 24 months per insured person, per disability, and per mortgage account.

For Job Loss, the monthly benefit is the monthly equivalent of your insured Scotiabank Mortgage account payment up to \$3,500 which includes principal, interest, bank administered property taxes, Life premium and/or Critical Illness premiums and Disability premiums on the date of Job Loss (including provincial sales tax payable on the total amount of premium), for a maximum of 6 months per insured person, per incidence of Job Loss, per mortgage account. The overall maximum is 12 months of Job Loss benefit payments per Scotiabank Mortgage account for your lifetime.

For Critical Illness, Terminal Illness or if you pass away, your benefit is equal to the outstanding balance of your Scotiabank Mortgage account up to the maximum coverage amount. Benefit payments for Life and Critical Illness coverage may be subject to limitations such as prior coverage recognition or pre-existing condition. Refer to the Coverage Exclusions and Limitations section for details.

The maximum Life benefit amount is \$1,000,000 per insured mortgage, to a maximum of \$1,000,000 for all insured mortgage accounts combined or for Critical Illness \$500,000 for all of your insured Scotiabank Mortgage accounts combined.

What is Prior Coverage Recognition?

Prior Coverage Recognition is a feature that may be available to you if you currently have an insured Life and/or Critical Illness Scotia Mortgage account, you increase your existing insured Scotiabank Mortgage balance and you reapply for coverage within 90 days of the previous coverage ending. If you complete a new Mortgage Protection application and you have an existing Life and Critical Illness insured mortgage and are declined for coverage for health reasons, the insurer will recognize your previous coverage and grant coverage on the percentage of your new mortgage balance that equals the closing insured balance of your previously insured mortgage. Your new insurance premium will be based on your current age and insured coverage amount of your new mortgage.

This feature is extended to customers who are age 65 – 69 that are refinancing their Life or Critical Illness insured mortgage.

Prior coverage recognition does not apply if you are transferring your Mortgage from another financial institution or from another Scotiabank credit product. In these situations, you must submit a new Mortgage Protection application. Refer to the Coverage Exclusions and Limitations section for additional details.

What happens to my coverage if I refinance my mortgage?

You are considered to have refinanced your mortgage if the balance of your mortgage increases. If you have an existing Life insured mortgage with us and you wish to refinance, you can increase your insured mortgage balance by up to \$200,000 ('add-on' amount) and retain your Life coverage without answering the health question. This feature is available to you if your total Life coverage amount of all mortgages combined is less than \$500,000. The add-on amount will be subject to certain exclusion and limitations. Please refer to the Coverage Exclusions and Limitations section for additional details.

What are the covered Critical Illnesses?

The Critical Illnesses benefit covers the following conditions: cancer, heart attack, and stroke, each as defined in the Group Policy and Certificate of Insurance. 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. To qualify for disability benefits and to continue to receive these benefits, you must: be under the active care of a doctor; not be engaged in any activity for wages or expectation of profit; and provide proof of your disability claim satisfactory to the Insurer.

What is a Job Loss?

A Job Loss occurs when your employment is involuntary terminated by your employer (not for cause) or you are permanently laid off. To qualify for Job Loss benefits and to continue to receive these benefits, you must:

- › have been employed in your own occupation for a minimum of 180 consecutive days for a salary or other form

of remuneration on a full-time basis for one or more employers, at least 20 hours each week immediately prior to the date of your Job Loss. The 20 hour work requirement is continuous and must not be calculated through averaging;

- › if self-employed, have worked for income to be received from a trade or profession in which you were engaged, a partnership in which you were a partner, your own business, or a private company or other entity in which you had an ownership interest; and
- › provide proof that you are eligible and have registered to receive Government of Canada Employment Insurance Benefits.

For seasonal workers, unemployment during the normal off-season is not considered an involuntary Job Loss. You must be approved for Disability Insurance to qualify for Job Loss coverage. You may only be approved for Job Loss coverage if your Disability Insurance has been approved.

Is there a waiting period or qualifying period for benefits?

The effective date of your coverage will be indicated on the Schedule of Coverage provided to you. 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 of Disability or Job Loss, as applicable, beginning, in the case of Disability, on the date you become disabled and ending on the date you qualify for benefits, and in the case of Job Loss, on the date you become involuntarily unemployed and ending on the date you qualify for benefits. 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?

Yes, you need to answer a few simple health questions. You can be immediately approved for Life coverage depending on your answer to the one health question.

You can be immediately approved for Critical Illness and Disability coverage depending on your answers to the two simple health questions.

If further underwriting is required, the Insurer will contact you for further medical information.

When does my coverage start?

Your insurance coverage starts on the latest of the following dates; the date Scotiabank receives your signed and dated Scotia Mortgage Protection application; the date specified in the Insurer's approval letter, when approval is required; or the date you sign your loan agreement. All periods of coverage begin and end at 12:01 a.m. in the time zone that corresponds to your last address on file.

You will receive a Certificate of Insurance and a confirmation letter verifying the effective date of your coverage in the mail within 30 days after your application has been received and approved. If your Scotia Mortgage Protection application is not approved upon medical examination, the Insurer will advise you in writing.

When does my coverage end?

Your coverage under Scotia Mortgage Protection automatically terminates on the earliest of the following dates:

- › Date of your death;
- › Date you have reached the overall maximum benefit of 48 months of Disability benefits per Mortgage account for your lifetime, for Disability insurance coverage;
- › Date you have reached the overall maximum benefit of 12 months of Job Loss Benefits per Mortgage account for your lifetime, for Job Loss insurance coverage;
- › If you have Job Loss coverage, the date when Disability insurance coverage ends.

- › Your 70th birthday for Life, Disability and Job Loss insurance coverage, or your 65th birthday for Critical Illness insurance coverage;
- › Date of receipt of your request to cancel your coverage;
- › Date when your Mortgage payment or premium payment is 60 days in arrears;
- › Date Scotiabank writes off your outstanding Mortgage account balance as uncollectable;
- › Date someone other than you becomes responsible for repaying the Mortgage account;
- › Date the Mortgage account is refinanced for additional funds or is paid in full; 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 between 8:00 a.m. and 8:00 p.m. (ET). You will be sent a claim form with instructions on how to file the claim with the Insurer. 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.

There are other similar insurance products in the market.

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 Mortgage 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 this coverage has been in force for less than two years.

If Scotiabank or the Insurer makes 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 benefit will be paid if death, a critical illness or terminal illness resulted directly or indirectly from or is associated with any of the following:

- › intentionally self-inflicted injury, suicide or attempted suicide (whether you are aware or not aware of the result of your actions, regardless of your state of mind), 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 Armed Forces or Reserve;
- › any nuclear, chemical, or biological contamination due to any act of terrorism;
- › the commission or attempted commission of a criminal offense;
- › the use of any drug, poisonous substance, intoxicant or narcotic, unless taken according to the instructions of your physician; or
- › the operation of any motorized vehicle or watercraft while your ability to do so is impaired by drugs or alcohol, or with blood alcohol concentration in excess of legal limits in the jurisdiction where the death occurred.

Refinancing:

The Insurer will not pay the Life insurance benefit within 12 months of the refinance date on the additional amount insured when refinancing if:

1. You die during the first 12 months from the date you reapplied for Life insurance coverage after refinancing; and
2. You have received treatment, taken medication or consulted a doctor or other health care provider, for any health condition, whether diagnosed or not, in the 12 months before you reapplied for Scotia Mortgage Protection Life insurance; and
3. Your death is a result of, or is related to, any health condition referred to in item 2 above.

Critical Illness:

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

The Insurer will not pay a Critical Illness benefit if the medical problem or symptoms of a medical problem, or any medical consultation or tests relating to or leading to the diagnosis of a Critical Illness or re-occurrence of a Critical Illness were initiated prior to the date you completed and signed your Scotia Mortgage Protection application.

Critical Illness specific exclusions:

- a) **Stroke:** the Insurer will not cover a Transient Ischemic Attack (TIA), also referred to as a mini stroke³;
- b) **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 benefit if your Disability resulted directly or indirectly from:

- › Normal pregnancy;
- › Intentionally self-inflicted injury;
- › 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 in excess of legal limits in the jurisdiction where the Disability occurred, 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, or
 - › 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 die.

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:

1. If your Life, Critical Illness or Terminal Illness insurance coverage amount is for less than the full amount of your Scotiabank Mortgage account or Scotiabank Mortgage accounts, the Insurer will pay off a portion of your Scotiabank Mortgage account. This portion is equal to the percentage of your Scotiabank Mortgage account that was insured on the date you applied.

2. The Insurer will limit your Life insurance, Critical Illness insurance or Terminal Illness insurance benefit if you are declined for insurance on a new Scotiabank Mortgage account due to health or age reasons but were approved for prior coverage recognition. The Insurer will pay an amount equal to the percentage of your Scotiabank Mortgage account on refinancing that was original mortgage amount as opposed to what percentage is newly borrowed funds.
3. The Insurer will limit the amount of Life insurance benefit if you increase the amount of your insurance coverage amount and commit suicide in the 24 months following the date of the increase. The Insurer will pay an amount equal to the percentage of your Scotiabank Mortgage account on refinancing that was the original mortgage amount as opposed to what percentage is newly borrowed funds.
4. The maximum monthly Disability and Job Loss insurance benefit for you on any one of your insured Scotiabank Mortgage accounts is \$3,500 which includes principal, interest, bank administered property taxes, Life insurance premium and/or Critical Illness insurance premium (including provincial sales tax payable on the total amount of premium).
5. The Disability insurance benefit will be paid for up to a maximum of 24 months per insured person, per Scotiabank Mortgage account, per Disability.
6. The overall maximum is 48 months of Disability benefit payments per Scotiabank mortgage account for your lifetime.
7. The Job Loss insurance benefit will be paid for up to a maximum of 6 months per insured person, per Scotiabank Mortgage account, per Job Loss. You must be approved for Disability insurance to qualify for Job Loss coverage.
8. The overall maximum is 12 months of Job Loss benefit payments per Scotiabank mortgage account for your lifetime.
9. If You are receiving Disability benefits on multiple Scotiabank Mortgage accounts in any given month, each month you are disabled represents one month of benefit for the purposes of the 24-month maximum per Scotiabank Mortgage account, per Disability and 48-month overall maximum benefit per Scotiabank Mortgage account
 - ¹ If the total of all insured Scotiabank Mortgages exceeds \$1,000,000, you will only pay a premium on amounts up to \$1,000,000.
 - ² If the total of all insured Scotiabank Mortgages exceeds \$500,000, you will only pay a premium on amounts up to \$500,000.
 - ³ Lacunar infarcts alone that are not compatible with the current cerebrovascular signs and symptoms are not considered satisfactory evidence of a stroke.

Full exclusions, restrictions and limitations that apply to coverage are in the Scotia Mortgage Protection Certificate of Insurance.

Privacy and Confidentiality – The Canada Life Assurance Company

At Canada Life (“we” or “us” in this section), we’re committed to protecting your personal information and respecting your privacy. Your personal information is stored in secure and confidential records. When applicable, this will include information about your spouse, common-law partner, dependents and beneficiaries.

The personal information we collect and maintain is used to administer your products or services, and help us analyze and optimize customer service and business processes.

Personal information may be disclosed to paramedical examiners, medical labs, medical information bureau, technology suppliers, other financial institutions, other insurers, reinsurers, and government departments and agencies, where required for the administration of your products or services. For more information, refer to our Privacy guidelines. Personal information may be collected or communicated outside of Canada or outside your province of residence as part of day-to-day business.

It’s important that personal information is accurate and up to date. You can access and correct personal information, subject to certain restrictions. For a copy of our Privacy guidelines or questions about our personal information policies and practices, including the use of service providers and your privacy rights, contact our Privacy Officer at privacy@canadalife.com or visit canadalife.com/privacy.

Scotiabank Privacy

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 Mortgage account, please call 1-855-753-4272 between 8:00 a.m. and 8:00 p.m. (ET), Monday to Friday.

If You have a complaint or wish to access Scotiabank's complaint handling process, visit www.scotiabank.com/resolvingyourcomplaint or obtain the "Resolving Your Complaints" brochure from Your local Branch.

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, ON K1R 1B9

Languages

Quebec Residents Only / Résidents du Québec seulement: You expressly request the English version of this document and that all related documents, including any notices, be drafted in English only. Vous demandez expressément la version anglaise de ce document et que tous les documents qui s'y rattachent, y compris tous avis, soient rédigés en anglais seulement.

**Your home may be your most
valuable asset. Scotia Mortgage
Protection is a convenient and
affordable way to make sure it's
always there for you.**

**To simplify your insurance, visit
scotiabank.com**

For questions about your
Scotia Mortgage Protection, ask your
Scotia advisor today.