

Certificate of Insurance for your ATB Financial Mastercard credit card

This is your certificate of insurance. It explains the terms, limitations and exclusions of insurance.

In this certificate, “you”, “your”, and “applicant” means the person who applied for this insurance, and the spousal cardholder on the same ATB Financial Mastercard credit card-account. Also, “billing date” means the date shown on your ATB Financial Mastercard monthly statement.

The terms of this certificate are subject to change, but we will give you at least 30 days’ written notice. Any change will affect all insured persons under both this certificate and the group policy.

ATB Financial Mastercard Balance Protection (ATB Balance Protection) is optional insurance which the primary cardholder can buy. This plan gives you insurance for job loss, disability, hospitalization, critical illness, and death on ATB Financial Mastercard balances for the primary and spousal cardholder. Any payments under this plan are made to your ATB Financial Mastercard account. This insurance is not available for ATB Financial Business credit cards.

Who can enroll?

To enrol for insurance under this plan, you must be:

- a resident of Canada
- at least 18 and not yet 65 on the date you apply for insurance
- a primary cardholder of a valid ATB Financial Mastercard credit card.

Who is covered?

The plan covers:

- the primary cardholder - the person who has entered into an ATB Financial Mastercard Cardholder Agreement, and has a valid ATB Financial Mastercard, or
- the spousal cardholder - the spouse of the primary cardholder, and who has a valid ATB Financial Mastercard (as a co-borrower or authorized user) which is issued on the same account as that of the primary cardholder. A spouse is a person who is legally married to the primary cardholder, or otherwise, the person who has been living in a conjugal relationship with the primary cardholder for a continuous period of at least one (1) year and who resides in the same household as the primary cardholder. There cannot be more than one spouse insured under the group policy at the same time.

Who are the insurers?

ATB Balance Protection insurance is available through ATB Financial and is issued and underwritten by The Manufacturers Life Insurance Company and Manulife’s subsidiary, First North American Insurance Company, (collectively, Manulife) under group policy number MM957. The Manufacturers Life Insurance Company is the insurer for total disability, critical illness, hospitalization and life benefits. First North American Insurance Company is the insurer for the job loss benefit.

For more information, contact toll-free: 1-877-362-2103 (Monday to Friday from 6 a.m. to 6 p.m. Mountain Time).

Can I cancel my insurance?

Yes, the primary cardholder can cancel the insurance at any time by calling or writing to Manulife.

If you cancel within 30 days of the date your insurance starts, you will get a full refund of any premiums you may have paid and your insurance will never have been in effect.

The Manufacturers Life Insurance Company (Manulife)

P.O.Box,11023, Stn Centre-Ville, Montréal, Quebec, H3C 4V7

If you cancel after the first 30 days of coverage, the cancellation takes effect the day Manulife receives your request to cancel.

What does the insurance cover?

The life insurance and critical illness insurance can reduce or pay off your credit card balance if you die, or if you are diagnosed with certain types of cancer, heart attack, stroke, or if you have coronary artery bypass surgery.

The total disability insurance, job loss insurance and hospitalization insurance can help you pay a portion of your monthly credit card payments if you become disabled, lose your job, or are hospitalized.

See the section called *How much insurance can I get and what is not covered?* for details on the insurance as well as limitations and exclusions to the insurance.

Life events

Included in this plan is the life events service feature that gives you part of your outstanding balance if you celebrate one of life's milestones. See the list of these milestones in the section called *Life events benefit*.

See the section called *How much insurance can I get and what is not covered?* for details on the life events benefit.

Your insurance starts

For the primary cardholder, insurance starts on the first day of the month following the date Manulife receives your application from ATB Financial. This date is shown in the letter on the front page and is called the effective date of insurance. A spousal cardholder is automatically covered from the date the primary cardholder enrolls, or the date the spouse becomes an ATB Financial Mastercard cardholder, whichever is later.

Your insurance ends

Your insurance ends on the earliest of:

- the first day of the month following the date that Manulife receives a request from the primary cardholder to cancel the insurance
- the date of your 70th birthday
- the date that ATB Financial cancels the credit card account or revokes your rights and privileges on the card
- the date of your death
- the date that ATB Financial stops offering credit card balance protection through a group policy with Manulife.

A spousal cardholder's insurance ends on the date the primary cardholder's insurance ends due to any of the reasons above, or on the date the spousal cardholder no longer holds a valid ATB Financial MasterCard.

What happens if I cancel or change my credit card number

If there is a balance on your credit card when you cancel it, this insurance remains. We continue charging you premiums until you pay off the outstanding balance, unless you contact Manulife to cancel the insurance.

If your ATB Financial credit card number changes, ATB Financial notifies Manulife. Your insurance is automatically transferred to the new number.

How much is my premium?

The first month of insurance is free; after that, premiums are charged to your ATB Financial MasterCard. The monthly premium rate is \$0.99 (plus any applicable taxes) for every \$100 of the total outstanding balance shown on the monthly statement.

Example 1:

For a total outstanding balance of \$882 on a monthly statement.
Divide the balance amount by 100 and then multiply by the premium rate of \$0.99.

$$(882 \div 100) \times \$0.99 = \$8.73$$

The premium at the end of the monthly statement is \$8.73 plus applicable taxes.

Example 2:

For a total outstanding balance of \$62 on a monthly statement.
Divide the balance amount by 100 and then multiply by the premium rate of \$0.99.

$$(62 \div 100) \times \$0.99 = \$0.61$$

The premium at the end of the monthly statement is \$0.61 plus applicable taxes.

If your balance is zero on the statement date, you will owe nothing and will still be insured.

Please note: The maximum total outstanding balance that can be insured is \$25,000. Manulife may change the premium rate or method to calculate the premium at any time. We will notify you at least 30 days before any change. We calculate the premium based on an outstanding balance of up to \$25,000, even if the balance is more than \$25,000.

How much insurance can I get and what is not covered?

This section explains the insurance benefits for each type of insurance, and what is not covered by your insurance. If you claim on the insurance, and Manulife approves the claim, Manulife pays the benefit to ATB Financial who will apply it directly to your ATB Mastercard account. The benefit payment may not cover the whole balance that you owe, or the full amount that you need to pay.

There are exceptions under which Manulife will not make a benefit payment. There are also exceptions which limit the benefit payment. These exceptions are called limitations and exclusions, and we explain them in each insurance section.

How soon can I make a claim?

That depends on the type of claim. Some types of insurance have waiting periods from the time you make a claim. Other benefits exclude insurance for a period of time after the insurance starts. See the "Waiting period" section of each type of insurance.

I. Job Loss insurance

What is job loss?

Job loss or termination of employment means that you lose your employment in Canada, because of involuntary layoff, dismissal without cause or loss of self-employment.

Your job loss or termination of employment must be 30 or more consecutive days (waiting period).

The date of job loss is the last paid day indicated in the record of employment issued by your employer.

Who is covered?

You are considered an employee if you are:

- a permanent employee who works 20 hours each week,
- continuously employed for the last 3 months by the same employer, and
- your employment income has regular deductions for employment insurance premiums

You are considered self-employed if you earn an income from:

- your own company, business, profession, partnership, or
- any entity in which you hold an asset and/or are liable as an owner, and
- you are self-employed for 30 hours or more each week for an active business, for at least 18 months before the date of job loss.

What is the job loss insurance benefit?

If you are an employee or self-employed and experience a job loss for 30 consecutive days or more, Manulife will pay ATB Financial a monthly amount equal to the greater of \$20 or 10% of your new ATB Financial Mastercard balance, as at the billing date on or immediately before the job loss. We add any related interest charges to the benefit amount. We will not add any additional transactions on your ATB Financial Mastercard account after that billing date to the amount of the claim.

The monthly benefit payment continues for as long as you remain unemployed or until the earliest of:

- you receive employment income or self-employment income;
- you have received monthly benefit payments that add up to the account balance from the ATB Financial MasterCard statement issued just before the date of job loss; or
- the total monthly benefit payments add up to \$25,000.
- If you return to the workforce and then suffer a job loss again, you can make another claim as long as benefit payments have not yet reached the **\$25,000 lifetime maximum**.

Waiting period

Payments start after the 30 day waiting period, but are retroactive to the first day of your job loss.

Exclusions

We pay no benefit if

- the notice of termination, or job loss, is within 60 days of the effective date of insurance, unless you were employed by the same employer for 6 consecutive months immediately before your termination of employment;
- you are dismissed with cause;
- you voluntarily resign from your employment;
- you volunteer to take no salary, wages, or income;
- you retire;
- you're employed seasonally, temporarily or on a contract of service;
- you become unemployed because you commit or attempt to commit a criminal offence;
- in the case where you are self-employed,
 - your business operations stop for any reason within 12 months of the effective date of the insurance; or
 - your business closes due to your wilful or criminal misconduct.

II. Total disability insurance

What is total disability

We consider you to be totally disabled if you are prevented by illness or bodily injury from performing the regular duties of employment, and can't participate in any other employment or occupation for compensation or profit. If you are not an employee or self-employed person, total disability means you are prevented by illness or bodily injury from performing at least one of the normal activities of daily living.

What are activities of daily living?

- Feeding
- Bathing
- Dressing
- Transferring
- Toileting
- Continence

What is the total disability insurance benefit?

If you become totally disabled and remain totally disabled for the waiting period set out below, Manulife will pay ATB Financial a monthly amount equal to the greater of \$20 or 10% of your new ATB Financial Mastercard balance, as at the billing date on or immediately before you became totally disabled. We add any related interest charges to the benefit amount. We will not add any transactions on your ATB Financial Mastercard account after that billing date to the amount of the claim.

We continue to pay the monthly benefit until the earliest of:

- you are no longer declared to be totally disabled;
- you have received monthly benefit payments that add up to the account balance from the ATB Financial statement issued just before the date of total disability; or
- the total monthly benefit payments add up to \$25,000.

You must give Manulife satisfactory evidence of your total disability and ongoing evidence of total disability.

After the waiting period is completed, interrupted periods of disability will be treated as a continuation of the same disability if your disability recurs within 21 consecutive days and is due to the same or related injury or illness. In such cases there will be no new waiting period and the amount of monthly benefit and the aggregate sum of benefits payable will remain based upon your ATB Financial Mastercard new balance as at the billing date. No benefit is payable for any days that you are not totally disabled.

Waiting period

The waiting period for Total Disability benefits is:

- 30 consecutive days after diagnosis, if you are an employee. Payments are retroactive to the day the total disability started.
- 90 consecutive days after diagnosis, for non-employees or self-employed persons. Payments are made after the waiting period.

Exclusions

We pay no benefit if the condition which caused your total disability starts before the effective date of insurance, or for any period during which you are not under the regular care, attendance and treatment of a licensed physician. The physician must be a person other than you or a member of your immediate family.

We pay no benefit if the total disability results from:

- normal pregnancy or cosmetic or elective surgery;
- self-inflicted injuries;
- the abuse of drugs or alcohol, unless you are confined in a hospital or participating in a program of rehabilitation satisfactory to Manulife and the confinement or program participation began during your waiting period, or
- committing or attempting to commit a criminal offence; or
- an illness or bodily injury for which a benefit has been paid under the Hospitalization (over 30 days) or Critical Illness insurance.

III. Hospitalization insurance

What is hospitalization?

We consider you to be hospitalized if you must stay in a hospital, as a result of illness or bodily injury, for at least 24 consecutive hours.

The hospital must be a facility that:

- primarily treats patients on an in-patient basis
- is licensed as a hospital by the jurisdiction where the hospital is located
- provides 24-hour nursing service by registered or graduate nurses
- has a staff of one or more qualified, licensed physicians available 24 hours a day
- provides organized facilities for diagnosis and surgical procedures
- maintains x-ray equipment and operating room facilities
- is not primarily a clinic
- is not primarily a nursing, rest or convalescent home
- does not primarily provide palliative, rehabilitative, complex continuing, or long-term care
- is not, other than incidentally, a location for the treatment of alcoholism or substance abuse
- is located in North America (namely Canada, the United States, Mexico or the Caribbean).

What is the hospitalization insurance benefit?

Hospitalized 30 days or less

If you are hospitalized for 30 days or less, Manulife will make a one-time payment to your ATB Financial Mastercard balance equal to the greater of \$20 or 10% of your outstanding balance, as at the billing date on or immediately before the date of hospitalization, up to a maximum of \$25,000. We will not add any additional transactions on your ATB Financial Mastercard account after that billing date to the amount of the claim.

Hospitalized more than 30 days

If you must remain in the hospital for more than 30 consecutive days, Manulife will make a lump sum payment to ATB Financial for an amount equal to any remaining balance as at the billing date on or immediately before the date of hospitalization, up to a maximum of \$25,000.

Waiting period

There is no waiting period.

Exclusions

We pay no benefit if the hospital stay started before the effective date of insurance or results from:

- normal pregnancy;
- an illness or bodily injury for which a benefit has been paid under the Total Disability or Critical Illness insurance;
- cosmetic or elective surgery;
- self-inflicted injuries; or
- committing or attempting to commit a criminal offence.

IV. Critical Illness insurance

What is a critical illness?

We consider you to be eligible for this insurance if you are diagnosed by a specialist with:

- requiring coronary artery bypass surgery, or with:
- cancer, or
- heart attack, or
- stroke

Cancer means a definite diagnosis of a tumour characterized by the uncontrolled growth and spread of malignant cells and the invasion of tissue. You must survive 30 days after diagnosis.

Coronary artery bypass surgery means the undergoing of heart surgery to correct narrowing or blockage of one or more coronary arteries with bypass graft(s), excluding any non-surgical or trans-catheter techniques such as balloon angioplasty or laser relief of an obstruction. The surgery must be determined to be medically necessary by a specialist.

Heart attack means a definite diagnosis of the death of heart muscle due to obstruction of blood flow that results in a rise and fall of biochemical cardiac markers to levels considered diagnostic of myocardial infarction, with at least one of the following:

- typical heart attack symptoms
- new electrocardiogram (ECG) changes consistent with a heart attack
- development of new Q waves during or immediately following an intra-arterial cardiac procedure including, but not limited to, coronary angiography and coronary angioplasty.

You must survive 30 days after diagnosis.

Stroke (cerebrovascular accident) means a definite diagnosis of an acute cerebrovascular event caused by intra-cranial thrombosis or haemorrhage, or embolism from an extra-cranial source, with:

- acute onset of new neurological symptoms, and
- new, objective neurological deficits on clinical examination persisting for more than 30 days following the date of first diagnosis.

These new symptoms and deficits must be corroborated by diagnostic imaging testing.

You must survive 30 days after diagnosis.

Specialist means a licensed physician who has been trained in the area of medicine relevant to the condition for which a benefit is being claimed and who has been certified by a specialty examining board. A specialist must be a person other than you or a member of your immediate family. In the absence or unavailability of a specialist, a condition may be diagnosed by a qualified, licensed physician practising in Canada or the United States, provided that the physician is approved by Manulife.

What is the critical illness insurance benefit?

If you are diagnosed by a specialist for the first time in your lifetime, with a critical illness, Manulife will pay a one-time payment to your ATB Financial Mastercard outstanding balance as of the date of the first diagnosis, up to a maximum of \$25,000. This includes card purchases and cash advances made before the date of the first diagnosis and not yet posted to the account. We will not add any additional transactions on your ATB Financial Mastercard account after that billing date to the amount of the claim.

Under this certificate, the critical illness benefit will be paid only once in each cardholder's lifetime, even if you are diagnosed with more than one critical illness.

Waiting periods

Cancer: 30 days

Heart Attack: 30 days

Stroke: 30 days

Exclusions

We pay no benefit if the critical illness:

- is diagnosed before the effective date of insurance,
- results from a medical condition for which you had symptoms or received medical consultation, treatment, care or services before the effective date of insurance or within 90 days of the effective date of insurance; or
- is the same type of critical illness that you have previously been diagnosed with.

In addition to the exclusions mentioned above, each covered critical illness has specific exclusions:

a) Heart Attack

We pay no benefit under this insurance for:

- elevated biochemical cardiac markers as a result of an intra-arterial cardiac procedure including, but not limited to:
 - coronary angiography and coronary angioplasty, in the absence of new Q waves; or
 - ECG changes suggesting a prior myocardial infarction, which do not meet the heart attack definition as described above.

b) Stroke

We pay no benefit under this insurance for:

- Transient Ischemic Attacks;
- Intracerebral vascular events due to trauma; or
- Lacunar infarcts which do not meet the definition of stroke as described above.

c) Cancer

We pay no benefit under this insurance for:

- Carcinoma in situ;
- Stage 1A malignant melanoma (melanoma less than or equal to 1.0 mm in thickness, not ulcerated and without Clark level IV or level V invasion);
- Any non-melanoma skin cancer that has not metastasized; or
- Stage A (T1a or T1b) prostate cancer.

d) Coronary Artery Bypass Surgery

We pay no benefit under this insurance for:

- Angioplasty;
- Intra-arterial procedures;
- Percutaneous trans-catheter procedures; or
- Non-surgical procedures.

No other illnesses are covered except for the critical illnesses listed above.

V. Life insurance

What is the life insurance benefit?

If you die, Manulife will pay to your ATB Financial Mastercard account the outstanding balance as of the date of death, up to a maximum of \$25,000. This payment will be applied to the credit card account. This includes card purchases and cash advances made before the date of death and not yet posted to the credit card account. We will not add any additional transactions on your ATB Financial Mastercard account after that billing date to the amount of the claim.

Waiting period

There is no waiting period for this insurance.

Exclusions

We will not pay a life insurance benefit for death resulting from suicide committed within two years of the effective date of insurance.

Service - Life events

As an additional service feature, we give you the opportunity to claim a portion of your credit card balance when you reach or celebrate an eligible life event.

What is a life event?

- Marriage– you must send us a marriage license or marriage certificate
- Purchase of a home (as a primary residence in Canada) – you must send us a copy of the deed
- Birth or adoption of a child – you must send us a birth certificate or adoption papers
- Retirement – you must send us proof of retirement from employer (paid once in a cardholder's lifetime)
- 60th birthday – government issued identification with birthday

What is the life event benefit?

For the life event benefit, Manulife will make a one-time payment to ATB Financial Mastercard equal to the greater of \$20 or 10% of the outstanding balance. You can claim 2 life events each benefit year, per ATB Financial Mastercard account, to an annual maximum of \$2,500. The benefit year begins on each anniversary of your effective date of insurance, shown in the letter on the first page of this certificate.

We base the benefit payment on the outstanding balance from your card statement issued just before or on the date of an eligible life event.

Other things you need to know

How do I make a Claim?

To make a claim, please contact Manulife for a claim form.

Call toll-free: 1-877-362-2103 (Monday to Friday from 6 a.m. to 6 p.m. Mountain Time)

Write to Manulife at:

ATB MasterCard Balance Protection Insurance Claims
c/o Manulife
P.O. Box 11023, Stn Centre-Ville
Montreal,
Quebec H3C 4V7

Are there Deadlines for making a claim?

You must send completed claim forms and any supporting documents to Manulife before:

Hospitalization – within 90 days of the date of hospitalization

Total disability – within 90 days after the end of the waiting period

Job loss – within 90 days after the end of the waiting period

Critical illness – within 1 year of the date of the doctor's written diagnosis

Life insurance – within 3 years of the date of death

Life events – within 90 days of the date of the life event

If you can't meet the above deadlines for any reason, you must submit the claim as soon as possible, however, Manulife will not accept any claims after one year has passed from the date of the covered event or diagnosis (in the case of life insurance, three years). If the claim is accepted, Manulife will pay the benefits directly to ATB Financial. You are responsible for any fees incurred to provide written proof, such as doctors' reports, to back up the claim.

Multiple Claims

If you are eligible for a benefit payable under more than one claim, Manulife will pay only one benefit at a time and it will be limited to the most generous one, or – in the case of multiple monthly benefits – whichever comes first.

If both you and your spousal cardholder are eligible for a benefit simultaneously, only one benefit will be paid at a time and it will be limited to the most generous one, or – in the case of multiple monthly benefits – whichever comes first. Should the first claim end, we will consider the other benefit, subject to the exclusions, maximum payment amounts and other terms in this certificate.

Your Responsibilities

While you are receiving benefits, interest continues to be charged on any outstanding amount of your ATB Financial Mastercard balance, and premiums will continue to be charged to your credit card account monthly. You are responsible for the credit card balance at all times, regardless of whether you are receiving benefits.

Disagreement with Claims Decision

You have the right to appeal a claims decision. You must do so within three (3) months of the date of Manulife's letter declining the claim and must provide in writing the reason(s) for the appeal and any additional information not previously submitted to Manulife. You have the right to ask Manulife for a copy of the group policy or other documents related to a claim that contains information about you, such as a transcript of the telephone conversation in which you agreed to obtain this insurance.

Taking Legal Action

Every action or proceeding against an insurer for the recovery of insurance money payable under the contract is absolutely barred unless commenced within the time set out in the *Alberta Insurance Act*, or other applicable legislation, or in the *Limitations Act*, 2002 in Ontario.

Misrepresentation

Manulife will not contest your insurance under this insurance after it has been in force for two years from the effective date of insurance, except in the case of fraud. If you conceal, misrepresent or falsely declare anything regarding your application or any claim, we may cancel/void your insurance. If we cancel/void your insurance, we will refund the premiums you have paid.

A debit of the insurance premium amount, or the collection of any insurance premium in error, does not make insurance effective if you are not eligible under this policy.

Assignment and transfer of insurance

Your rights under this certificate cannot be assigned or transferred. You also cannot name a beneficiary for your insurance.

Governing Law

This certificate will be governed by the laws of the province in which you reside.

Group policy

If there are any inconsistencies between this certificate and the group policy, the terms of the group policy prevail.

Privacy Policy

When you obtain this insurance, ATB Financial sends the information it collects about you to Manulife and Manulife may use the information to help administer the insurance. ATB Financial does not use the information for any other purpose.

Manulife can share and gather information about you from anyone who may have information relevant to the administration of your insurance. This could include authorized employees, agents, third-party service providers, doctors and medical institutions, investigative agencies, and other insurers and re-insurers.

Customer service

For any questions or concerns about any aspect of your insurance coverage, please call Customer Service toll free at 1-877-362-2103 (Monday to Friday from 6 a.m. to 6 p.m. Mountain Time).

For more details on Manulife's Customer Satisfaction and Complaint Resolution policy, please visit www.manulife.ca.