

**Frequently Asked Questions & Answers:**

**Q.1. What is VitalCheque?**

**A.1.** VitalCheque is the ultimate in Group Critical & Chronic Illness protection insurance. It is revolutionizing Group Critical Illness Insurance by creating a paradigm shift in coverages, definitions and portability. VitalCheque offers the very best coverages, options, flexibility, portability and definitions all at affordable prices on a stand alone basis.

**Q.2. Which carrier is underwriting VitalCheque?**

**A.2.** ACE INA Life Insurance, a member of the ACE Group of Companies, underwrites VitalCheque.

**Q.3. What experience does ACE INA Life have with Group Critical Illness Insurance?**

**A.3.** ACE is one of the world’s leading providers of Accident & Health and Property & Casualty insurance, reinsurance and financial services. ACE has offices in more than 50 countries and the authority to conduct business in 140. ACE is listed on the NYSE and currently manages nearly 10% of Lloyd’s total capacity. In 2003 Standard & Poor’s added ACE to the S & P 500 index.

**Q.4. What is the minimum number of members for a true or mandatory group plan?**

**A.4.** The minimum number of members/employees for a true or mandatory group is 10.

**Q.5. What is the minimum size and maximum size for an optional group?**

**A.5.** The minimum size for an optional group is 5 insured lives, and they should not all be from the same family. There is not a maximum size limit for an optional group.

**Q.6. What are the issue ages for the mandatory plan and when do benefits terminate?**

**A.6.** Issue ages are to age 69 inclusive and benefits terminate at age 70.

**Q.7. What are the issue ages for the optional plan and when do benefits terminate?**

**A.7.** Issue ages are inclusive to age 64 and benefits terminate at age 70.

**Q.8. What are the participation requirements for the mandatory group plan option?**

**A.8.** All eligible employees/members must be insured; however, upon ACE INA Life’s approval a 90% level may be accepted. All amounts and benefits are in Canadian dollars.

**Q.9. What is the minimum and maximum amount of coverage under a mandatory plan?**

**A.9.** The minimum amount of coverage is \$10,000 and the maximum for groups under 50 employees/members is \$50,000, and for groups of 50 or more the maximum is \$100,000. Any amount between the minimum and maximum can be selected for all.

**Q.10. What are the requirements for optional plan coverage?**

**A.10.** The insured must complete and submit a Critical Illness Statement of Health questionnaire for approval by ACE INA Life. All amounts and benefits are in Canadian dollars.

**Q.11. What is the minimum and maximum amount for an optional plan?**

**A.11.** The minimum amount is \$25,000. Any amount from \$25,000 to a maximum of \$100,000 in units of \$5,000 is permitted; however, if the optional coverage is in combination with a mandatory plan then the total combined limit is \$100,000 per insured.

**Q.12. How many plan options are available with VitalCheque?**

**A.12.** VitalCheque is available as either a Basic or Enhanced plan option.

**Q.13. How many covered conditions does the Basic plan option list?**

**A.13.** The Basic plan has 5 covered conditions, or 7 if listed individually.

**Q.14. How many covered conditions does the Enhanced plan option list?**

**A.14.** The Enhanced plan has 24 covered conditions, or 31 if listed individually.

**Frequently Asked Questions & Answers (continued):**

**Q.15. Can a mandatory and optional plan be combined?**

**A.15.** Yes, providing the total combined coverage does not exceed \$100,000 per life insured.

**Q.16. How is the group rate determined for the mandatory plans?**

**A.16.** The group rate will be a composite rate based upon the gender and age mix of the specific group.

**Q.17. How is the rate determined for the optional coverage?**

**A.17.** Rates are calculated based upon gender, smoking status, age (5 year age bands) and plan option selected.

**Q.18. Can a group apply for different amounts of coverage on different employees?**

**A.18.** One benefit amount must be selected by “class” of employees and there cannot be more than a “3 times” benefit difference by class. “Class” is defined either by title or occupational description.

**Q.19. Can employees under a mandatory plan select different plan options, Basic or Enhanced, by class?**

**A.19.** No. Plan selection within a mandatory group is not allowed. The group must choose one or the other option for all proposed eligible insureds. This restriction does not apply to the optional plan as it is available on an individual basis.

**Q.20. If a mandatory group is in place could optional coverage be offered to the spouses of employees/members?**

**A.20.** An optional plan for only spouses of employees/members is permitted.

**Q.21. Is the plan available for Associations or Affinity programs?**

**A.21.** An optional plan is only available for Associations or Affinity programs involving 100 or more insured lives.

**Q.22. Since the mandatory group plan is on a Guaranteed Issue basis, does it have a Pre-existing conditions limitation?**

**A.22.** A 24/24 Pre-existing condition limitation applies to all mandatory groups from 10 to 299 inclusive. Mandatory groups of 300 or more **don’t** have a 24/24 Pre-existing condition limitation. A pre-existing condition limitation of “24/24” months means that coverage for a covered condition would be excluded and a claim denied if the insured suffers a covered condition within the 24 month period prior to enrollment in the group plan and subsequently experienced the same condition within 24 months after the coverage’s effective date.

**Q.23. Does the same Critical Illness Statement of Health apply to all optional policies?**

**A.23.** To prevent confusion, there is a Critical Illness Statement of Health form for the Basic plan option and a separate, distinctly different, Critical Illness Statement of Health form for the Enhanced plan option.

**Q.24. If a husband and wife were both employees/members of a group could they increase their amount of benefit coverage by applying as both an employee and a spouse?**

**A.24.** No Insured Person may be covered more than once under the mandatory plan. If an individual is covered as an employee, he/she cannot be covered as a spouse of another employee.

**Q.25. Does spouse include a person of the same sex?**

**A.25.** Spouse means a person of the same or opposite sex who is legally married to the employee and cohabitates with the employee; or, cohabitates with the employee and has been publicly represented as their domestic partner for a period of at least one year in the community in which they reside.

**Q.26. Does VitalCheque provide a waiver of premium benefit?**

**A.26.** VitalCheque, mandatory or optional, does not include a waiver of premium benefit.

**Q.27. Does VitalCheque have a first occurrence restriction limitation at time of claim?**

**A.27.** The mandatory VitalCheque plan doesn’t have a first occurrence provision restriction that would deny a claim for a covered condition which recurred within 5 years of the initial event.

**Frequently Asked Questions & Answers (continued):**

**Q.28. What happens to an employee's coverage if they are absent for any length of time, such as for maternity leave, etc?**

**A.28.** Coverage shall be extended for a period of twelve (12) months following the beginning of any such event subject to payment of premiums.

**Q.29. Can the mandatory group coverage be converted to an individual plan if an employee/member ceases to be employed by the group?**

**A.29.** During the 31 day period following termination of employment, an insured person may convert his/her insurance to an individual insurance policy of ACE INA Life. The amount of insurance benefit converted to shall not exceed the amount issued under the group policy or \$25,000, whichever is less. The new policy will only cover 4 conditions – Cancer, Heart Attack, Kidney Failure and Stroke.

**Q.30. If an insured was covered for an amount greater than \$25,000, is there any means by which they would be able to maintain the identical amount of coverage upon termination of their employment?**

**A.30.** If the insured person was approved with a Critical Illness Statement of Health, then he/she would be able to convert the same coverages and up to the full amount of benefit they had while in the group.

**Q.31. Would the conversion option be available to an employee terminated for cause?**

**A.31.** Yes. The conversion privilege is available to employees whose employment terminates for cause.

**Q.32. If an employee is terminated and then re-hired within 6 months, what does he/she need to do to obtain coverage?**

**A.32.** The employee must re-apply for insurance under the policy and if this is not done within 6 months of being re-hired, approval of satisfactory medical evidence will be required.

**Q.33. What happens if the minimum participation number of the group drops below 10?**

**A.33.** The group will be renewed on a month-to-month basis and may be terminated with 31 days written notice to the Policyholder.

**Q.34. If a group drops below the minimum participation level of 10 can the employees apply for Optional group coverage?**

**A.34.** Yes, providing there are at least 5 employees/members who submit a Critical Illness Statement of Health and are approved by ACE INA Life.

**Q.35. Is the optional group coverage portable?**

**A.35.** Yes. Optional group coverage is portable for the same amount and plan that the insured person enjoyed while in the group.

**Q.36. Can the policyholder cancel the policy at any time?**

**A.36.** The policyholder may cancel the policy at any time provided written notice is received by ACE INA Life within 30 days prior to the date of cancellation.

**Q.37. If a policyholder cancels the group plan can an employee convert to an individual plan?**

**A.37.** If an entire company terminates coverage, employees can only exercise the conversion option if the company has been insured for at least the past 5 years.

**Q.38. How does an employee/member apply for a change from smoker to nonsmoker status?**

**A.38.** The employee/member must refrain from all tobacco or nicotine products (patch, gum, etc) use for 12 consecutive months and complete a Non-Smoker Declaration.

**Q.39. What is involved if an employee/member changes from one class to another class?**

**A.39.** All employee/members changes must be reported to ACE INA Life within 31 days of the date of change. Failure to do so will require satisfactory medical evidence in order to become effective.

**Frequently Asked Questions & Answers (continued):**

- Q.40. What happens when an insured suffers a covered condition and survives the required qualifying time period but dies before the claim is paid?**  
**A.40.** If the insured is deceased at the time a benefit is paid, the benefit will be paid to a named beneficiary, usually the deceased's spouse. If there is no beneficiary, it will be paid to the deceased's estate.
- Q.41. Will a clerical error or a misstatement of age invalidate any in force coverage?**  
**A.41.** ACE INA Life will adjust the insurance in force where this is affected by a clerical error or a misstatement of age, and subsequently apply a premium adjustment on a future billing.
- Q.42. Is this plan affected in any way by other benefits, such as workers' compensation?**  
**A.42.** This plan is a first payer and is not in lieu of nor does it affect any requirement for coverage by workers' compensation or any similar coverage.
- Q.43. Is there PST and/or GST on VitalCheque?**  
**A.43.** The mandatory group plan is subject to PST; however, the optional plan is not as it is individually underwritten. GST does not apply to either the mandatory or optional plan.
- Q.44. How does one obtain a quote for VitalCheque?**  
**A.44.** Submit a census data form using **Excel** to the plan broker, Megacorp, via email, either directly or through your GA, MGA or Group Broker. The information required is a list of all eligible employees showing the following information: Birthdate; Gender; Occupation; and Date of Employment.
- Q.45. How long will it take to receive a quote for VitalCheque?**  
**A.45.** Response time will depend upon the size of the group; but, shouldn't be longer than 5 working days.
- Q.46. How long will the quote be valid for?**  
**A.46.** Normally a quote will be valid for 60 days.
- Q.47. If the group accepts the quote and subsequently submits more or fewer members/employees than were quoted, what happens at enrollment?**  
**A.47.** Rates may be subject to recalculation based on demographics at the time of enrollment if there is any change in projected group size of 10% or more.
- Q.48. What if enrollment occurs while some employees are away on vacation, leave of absence, etc how are they handled?**  
**A.48.** Enrollment for such employees will take effect on the next day they are again actively at work.
- Q.49. If a new employee is hired after the effective date of a mandatory group plan how is he/she treated?**  
**A.49.** A new employee must be enrolled within 31 days of being hired otherwise he/she will be required to provide medical evidence with the completion of a Critical Illness Statement of Health form.
- Q.50. How many hours per week does an employee require to be considered actively at work?**  
**A.50.** An employee needs to be working on a permanent, full time basis for at least 20 hours per week.

*For complete plan details contact:*

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**VitalCheque ©**  
*"The financial safety net for a medical crisis!"*  
**Group Critical & Chronic Illness Protection Insurance**