

Critical Illness

Insured. Primary Cardholder or Authorized User aged 18-64.
Note: For residents of Saskatchewan, coverage is only applicable to the Primary Cardholder.

Waiting Period. 90 consecutive days for Cancer, 30 consecutive days for Heart Attack or Stroke.

Amount of Insurance Benefit. If the Primary Cardholder or Authorized User is diagnosed with a Critical Illness for the first time in his or her life, and if such First Diagnosis is made more than 90 days after the Effective Date of Coverage, and the Insured survives the First Diagnosis for at least 30 days (90 days in the case of Cancer), then subject to the Limitations and Exclusions, We will pay an amount equal to Your Tangerine Credit Card Account balance, as at the date of First Diagnosis of the Critical Illness, including all in-transit retail sales and cash advances incurred prior to the date of First Diagnosis, to a maximum of \$20,000.

Limitations and Exclusions

The Critical Illness benefit will not be paid:

- with respect to a Critical Illness, if that type of Critical Illness (i.e., Heart Attack, Cancer or Stroke) was existing, or First Diagnosed, prior to the Effective Date of Coverage or within 90 days after the Effective Date of Coverage. In such case, no benefits will be paid for any subsequent Critical Illness of that type with respect to that Insured; or
- for any Illness, injury or symptom other than Cancer, Heart Attack or Stroke; or
- for Stroke causing neurologic sequelae for 30 days or less; all non-invasive Cancers in situ and all skin Cancers other than invasive malignant melanoma; stage T0 or any stage T1 prostate cancer (early stage of prostate cancer as described by the 1997 revision of TNM system); Duke's stage A colon cancer; pre-malignant lesions, benign tumours or polyps; acquired immunodeficiency syndrome (AIDS), AIDS-related complex (ARC) or Illness related to HIV-positive status; any Illness other than Cancer, Heart Attack or Stroke, even if such condition(s) may have been complicated by Cancer, Heart Attack or Stroke; or
- for Critical Illness caused or contributed to by one or more of the following risks not covered: medical or surgical treatment or complications thereof; experimental services or treatments; use of new procedures or new treatments that are not approved for use in Canada or are being used for a research project; administration of medication or any other substance not prescribed by a Medical Doctor; abuse of drugs or alcohol; suicide, attempted suicide or self-inflicted injury, while sane or insane; inhalation of gas or absorption of poison, whether voluntary or involuntary; commission or attempted commission of a criminal offence.
- more than once with respect to any Insured regardless of the number of Critical Illnesses diagnosed.

Coverage Ceases

On the earliest of:

- the termination of coverage date described in the Termination of Coverage section of this Certificate; or
- the date the Insured reaches age 65.

Disability

Insured. Primary Cardholder under age 65.

Waiting Period. The Disability must occur for at least 30 consecutive days for a Primary Cardholder who is Gainfully Employed on the date of Disability.

Amount of Insurance Benefit. If the Primary Cardholder becomes Disabled and the Disability continues beyond the 30-day Waiting Period, then subject to the Limitations and Exclusions, We will pay a Monthly Benefit for each month of Disability. During a period when benefits are payable, additional purchases posted to Your Tangerine Credit Card Account after Your Date of Loss will not be covered under the current claim.

The Monthly Benefit is payable from the first day of Disability after You satisfy the 30-day Waiting Period.

The Monthly Benefit will continue for as long as You are Disabled; however, in no event will the total payments continue for longer than 20 months, or exceed the lesser of the sum of:

- Your Tangerine Credit Card Account balance as at the Statement Date coinciding with or immediately before Disability and related interest charges; or
- \$20,000CDN.

Successive Periods

Successive periods of Disability after the Monthly Benefit has become payable will be considered a single period, if:

- the interval between successive periods of Disability is less than 21 days; and
- the Disability is due to the same or related causes.

In such cases there will be no new Waiting Period and the amount of the Monthly Benefit will be based upon the same balance as for the initial Disability and payable in total for no longer than the maximum benefit period at the time of the initial Disability.

Limitations and Exclusions

No benefit is payable for:

- any period during which You are not under the regular care, attendance and treatment of a Medical Doctor; or
- Disability that results directly or indirectly from, or related to, abuse of drugs or alcohol, unless You are confined in a hospital or satisfactorily participating in a program of rehabilitation satisfactory to Us; or
- Disability that results directly or indirectly from, or related to: a normal pregnancy; intentionally self-inflicted injuries while sane or insane or attempted suicide; or the commission or attempted commission of a criminal offence; or
- Disability that occurs within the first 12 months of coverage and that results directly or indirectly from, or related to, a pre-existing medical condition whether diagnosed or undiagnosed, which existed in the 12 months prior to the Effective Date of Coverage or for which medical treatment and/or consultation was received or recommended within the 12 months prior to the Effective Date of Coverage; or
- Disability that commences on or after the First Diagnosis of a Critical Illness for which the Critical Illness Benefits have been paid or are payable, unless in the interval between the First Diagnosis and the commencement of Disability You have continuously performed each and every duty of Your employment for at least 21 days.

Coverage Ceases

On the earlier of:

- the termination of coverage date described in the Termination of Coverage section of this Certificate; or
- the date the Primary Cardholder reaches age 65.

Job Loss

Insured. Primary Cardholder under age 65.

Waiting Period. The Loss of Employment must continue for at least 30 consecutive days.

Amount of Insurance Benefit. If the Primary Cardholder ceases to be Gainfully Employed due to Loss of Employment and if:

- the date of such Loss of Employment is more than 90 days after the Effective Date of Coverage; and
- the unemployment continues beyond the 30-day Waiting Period; and
- You are registered and eligible for Employment Insurance (EI) Benefits, then

subject to the Limitations and Exclusions, We will pay a Monthly Benefit for each month of unemployment including a Monthly Benefit for Your Waiting Period. During a period where benefits are payable, additional purchases posted to Your Tangerine Credit Card Account after Your Date of Loss will not be covered under the current claim.

In order to be eligible for benefits, You must verify to the satisfaction of Canada Life that You are registered and eligible for benefits with Human Resources Development Canada ("HRDC"), or its successor. Registration must be made within 15 days after the Date of Loss of Employment. Benefits under this Certificate will be payable only while the Insured Person remains eligible for EI Benefits. Payment of Benefits beyond the period of the Insured Person's eligibility for EI benefits will be subject to provision by the Insured Person, at his/her own expense, of evidence satisfactory to Canada Life, of the Insured Person's continuing and complete involuntary unemployment.

Subject to the above, the Monthly Benefit will continue for as long as You remain unemployed; however, in no event will the total payments continue for longer than 20 months, or exceed the lesser of the sum of:

- Your Tangerine Credit Card Account balance as at the Statement Date coinciding with or immediately before the Loss of Employment Date and related interest charges, or
- \$20,000CDN.

Limitations and Exclusions

No benefit is payable:

- for any Loss of Employment that occurs within 90 days after the Effective Date of Coverage; or
- if You were not Gainfully Employed by the same Employer for 6 consecutive months immediately prior to Your Loss of Employment date.

No benefit is payable for unemployment that results directly or indirectly from, or related to:

- voluntary resignation; a normal pregnancy; dismissal with cause; or
- normal seasonal unemployment or self-employment; temporary or contract employment; retirement; strike or lockout; or
- intentionally self-inflicted injuries; attempted suicide; or commission or attempted commission of a criminal offence.

Coverage Ceases

On the earliest of:

- the termination of coverage date described in the Termination of Coverage section of this Certificate; or
- the date the Primary Cardholder reaches age 65.

This Certificate of Insurance is a valuable document.

Please keep it in a safe place.

Group Policy Number 60435
(the "Group Policy") Canada Life

Certificate Number is Your Tangerine Credit Card Number

The Canada Life Assurance Company (Canada Life) has issued a policy of Group Insurance, number 60435 to Tangerine.

This Certificate sets out the benefits provided by the Group Policy. The terms of the Group Policy will govern.

Possession of this Certificate is not proof that You are insured under the Group Policy. The requirements for becoming insured along with an explanation of the dates when insurance commences and ceases are in the section: General Information.

Tangerine Bank receives an administration fee for distributing Tangerine Credit Card Balance Protection Insurance.

Other Information:

You have the right to examine and obtain a copy of the Policy and certain other written statements or records You have submitted to Canada Life (if any), subject to certain access limitations.

Note: All premiums, terms and conditions are subject to change with 30 days written notice.

For Claims and Inquiries

Canada Life offers Tangerine Credit Card holders a toll-free telephone service to assist You in submitting a claim or to answer any questions You may have about the plan. Before You call, review the portions of this Certificate that relate to Your concern.

It is always a good idea to have Your Tangerine Credit Card number available and Your questions listed on a sheet of paper.

Call Canada Life Toll-Free:

1-866-814-4874

Monday to Friday
(8:00 am to 6:00 pm Eastern Time)

You may also write to Us at:

The Canada Life Assurance Company
Creditor Insurance, Claims Department
Tangerine Credit Card Balance Protection Insurance
330 University Avenue
Toronto, ON
M5G 1R8

or

e-mail: creditor_info@canadalife.com
fax: (416) 552-6557

Certificate of Insurance Tangerine Credit Card Balance Protection Insurance

Policyholder:
Tangerine Bank
("Tangerine")

Insurer:
The Canada Life Assurance Company
("Canada Life" or "the Insurer")

The Tangerine Credit Card is provided by Tangerine.

Important

The details of Your insurance are important. The Insurer refers to all of Your insurance documents as the Certificate of Insurance. Once coverage begins, Your Certificate of Insurance will consist of the following:

- this Certificate of Insurance;
- correspondence indicating Our approval of Your coverage.

Keep all Your insurance documents as a package in a safe place. You may need to refer to them in the future.

Please read this Certificate of Insurance ("Certificate") carefully. It explains the terms and conditions of the Tangerine Credit Card Balance Protection Insurance from Canada Life.

Your coverage is voluntary. If for any reason You are not satisfied, You can cancel Your insurance by notifying Us within 30 days of receiving this Certificate. All premiums paid will be credited to Your Tangerine Credit Card Account and Your coverage will be void.

Premium refunds due to cancellation within the first 30 days of receiving this Certificate will be limited to Tangerine Credit Card Cardholders enrolling in the plan for the first time.

Ce certificat est aussi disponible en français.

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