

Co-operators Insurance Process for LGM

Step	Process for all of Canada	Extra steps for Quebec Only
1	Present insurance	Print and present the distribution guide to the customer. The Business Manager must describe the product, explain the nature of the guarantee and clearly indicate all exclusions
2	If they decline all insurance benefits then ask customer to sign a waiver. Dealer keeps a copy of this form with the loan documentation. Process ends here.	No additional step.
3	<p data-bbox="239 664 590 696">Ask Eligibility Questions:</p> <ol data-bbox="289 737 1083 1492" style="list-style-type: none"> <li data-bbox="289 737 1083 1281">1. Disability: You are eligible to enrol for disability insurance whether or not, as of the “Effective Date of Insurance” shown on your insurance enrolment, you are Actively At Work. Actively at work means you were working at any occupation for pay and were capable of carrying out the substantial and material duties of that occupation for at least 20 hours per week for each of two consecutive weeks. Note: If you enrol for disability insurance coverage but are not Actively at Work as of the “Effective Date of Insurance” shown on your insurance enrolment, you will only be eligible to claim disability insurance benefits once you have returned to work and have been Actively at Work as explained above. <li data-bbox="289 1354 1083 1492">2. Loss of Employment: You are otherwise eligible to enrol for loss of employment insurance on your loan or lease if, as of the “Effective Date of Insurance” shown on your insurance enrolment: 	No additional step.

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	<ul style="list-style-type: none"> a) you have also enrolled for life insurance on your loan or lease; b) you are employed and have been continuously working at your principal occupation for a minimum of 20 hours per week for 12 consecutive months; and c) you have not personally received formal or informal notice of the impending loss of your employment. <p>Note: If you are self-employed, a seasonal employee or an elected government official, you are not eligible to enrol for loss of employment insurance.</p> <p>3. Critical Illness: You are eligible to enrol for critical illness insurance on your loan or lease if, as of the “Effective Date of Insurance” shown on your insurance enrolment:</p> <ul style="list-style-type: none"> a) you have also enrolled for life insurance on your loan or lease; and b) you have not made a claim for a critical illness insurance benefit under any creditor’s group insurance policy or certificate of insurance issued by Co-operators Life. <p>Note: The amount of critical illness insurance coverage for which you enrol must be the same as the amount of life insurance for which you enrol.</p>	
4	Complete the required fields in the Dealer Resource Centre (DRC) and press “purchase”	No additional step.
5	Health Questionnaire – <i>to be completed only if:</i>	No additional step.

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	<ul style="list-style-type: none"> The loan amount is greater than \$100,000; or The applicant's age is greater than 65 <p>The questions pop up automatically in the DRC. Business Managers should ask the customer to sign the health questionnaire and file the signed form with loan documentation.</p>	
6	Complete and print insurance application form (printed directly from the DRC)	No additional step.
7	Customer signs application form	No additional step.
8		Sign Declaration and Consent form , which includes: <ul style="list-style-type: none"> Acknowledgement that they have been presented with the Distribution Guide Acknowledgement that they received the Product Guide, certificate of insurance and enrolment form (if they purchased the coverage) Confirmation of the dealer commission rate Give a copy of declaration and consent form to the customer
9	Give a copy of the application form, checklist, health questionnaire and Product Guide to the customer. The Product Guide is not automatically printed by the DRC and must be ordered from RPG or printed from the DRC Sales Tools.	No additional step.