- **2.** Section 2 is amended by striking out the words "who is at least 3 years old on 30 September of the year of reference and" after the word "child".
- **3.** Section 6 is amended by substituting the words "child under 5 years old on 30 September of the year of reference" for the words "3 or 4-year old child" in the first paragraph.

4. Section 6.1 is amended

- (1) by substituting "30 September" for "1 October" in the first paragraph; and
- (2) by substituting the words ", per year of reference, included in the school calendar" for the words "spread from 1 September to 30 June per year of reference" after "200 days" in subparagraph 1 of the first paragraph.
- **5.** Section 11.1 is amended by substituting "30 September" for "1 October".

6. Section 12 is amended

- (1) by substituting "30 September" for "1 October" in subparagraph 4 of the second paragraph; and
- (2) by substituting "30 September" for "1 October" in the third paragraph.
- **7.** Section 13 is amended by substituting the words "specifying the birth date of the child" for the words "establishing the child's age on 30 September of the year of reference" in the second paragraph.
- **8.** The following is added after section 26:
- **"26.1.** Insofar as they concern a child who is under 2 years old on 30 September of the year of reference, the provisions of this Regulation come into force on 1 September 2000.".
- **9.** This Regulation comes into force on 1 September 1999, except paragraph 2 of section 4, which comes into force on the fifteenth day following the date of its publication in the *Gazette officielle du Québec*.

Gouvernement du Québec

O.C. 830-99, 7 July 1999

An Act respecting the distribution of financial products and services (1998, c. 37)

Pursuit of activities as a representative

Regulation respecting the pursuit of activities as a representative

WHEREAS under sections 196, 202, 211 and 213 of the Act respecting the distribution of financial products and services (1998, c. 37), the Bureau des services financiers may make regulations on the matters listed therein;

WHEREAS under those sections, the Bureau made the Regulation respecting the pursuit of activities as a representative:

WHEREAS in accordance with sections 10 and 11 of the Regulations Act (R.S.Q., c. R-18.1), the draft Regulation was published in the *Gazette officielle du Québec* of 12 May 1999, with a notice that it could be submitted to the Government for approval upon the expiry of a 45-day period following that publication;

WHEREAS it is expedient to approve the Regulation with amendments;

IT IS ORDERED, therefore, upon the recommendation of the Minister of State for the Economy and Finance and Minister of Finance:

THAT the Regulation respecting the pursuit of activities as a representative, attached to this Order in Council, be approved.

MICHEL NOËL DE TILLY, Clerk of the Conseil exécutif

Regulation respecting the pursuit of activities as a representative

An Act respecting the distribution of financial products and services (1998, c. 37, ss. 196, 202, par. 1, subparagraphs (1) to (4), and ss. 211 and 213)

DIVISION I

SCOPE OF APPLICATION

1. The provisions of this Regulation govern the pursuit of the activities of the representatives referred to in section 1 of the Act respecting the distribution of financial products and services (1998, c. 37), except for securities representatives, to whom only the provisions of Division VI apply.

DIVISION II

INCOMPATIBLE OCCUPATIONS

- **2.** The following activities and occupations are incompatible with the pursuit of activities as a representative:
 - (1) performing the duties of a judge;
 - (2) performing the duties of a police officer;
 - (3) carrying on the profession of bankruptcy trustee;
- (4) the exercise of a health-care profession governed by the Professional Code (R.S.Q., c. C-26);
 - (5) the exercise of the profession of lawyer or notary;
- (6) the exercise of the profession of chartered accountant, chartered management accountant, certified general accountant, or chartered administrator;
- (7) the exercise of the occupation of real estate broker or real estate agent, except in connection with brokerage activities relating to loans secured by immovable hypothec;
- (8) the management of a union, other than a union formed of representatives, or the management of a professional association, or employment by any such organisation.

Notwithstanding the first paragraph, the exercise of activities or professions referred to in subparagraphs (5) and (6) are not incompatible with the activities of a claims adjuster or financial planner.

- **3.** The following occupations are incompatible with the pursuit of activities as a damage insurance agent or damage insurance broker or a claims adjuster:
- (1) vendor, lessor or repairer of road vehicles, offroad vehicles or boats;
- (2) vendor, lessor or repairer of equipment, movable property or household items;
- (3) contractor, as that term is defined in section 7 of the Building Act (R.S.Q., c. B-1.1);
- (4) supplier of services or goods which could be required at the time of an insurance loss.

DIVISION III

CONDITIONS AND RESTRICTIONS GOVERNING THE PURSUIT OF ACTIVITIES

- **4.** During the period of validity of his certificate, a representative must comply with the following conditions governing the pursuit of activities:
- (1) he must devote his time primarily to activities as representative, to administrative activities in a firm or an independent partnership or to other activities relating to the field of financial services;
- (2) he must forthwith deposit in a separate account held by him or by the firm or independent partnership on whose behalf he acts, as the case may be, all amounts collected or received on behalf of another person in the pursuit of his activities.
- **5.** No representative may, in pursuing activities, take part directly or indirectly in a contest or a promotion providing non-pecuniary benefits, as an incentive to promote or sell a product that does not meet the specific needs of his clients, with the exception of benefits or property of low value.

Notwithstanding the first paragraph, a representative may be reimbursed by a legal person or a third party for the direct costs incurred by attending a conference or a convention, provided that the main purpose of the conference or convention is to provide training on activities governed by the Act respecting the distribution of financial products and services.

The first paragraph does not apply to a contest or promotion that was announced prior to October 1, 1999.

6. A representative in insurance of persons must, before completing an insurance proposal, analyse the insurance needs with the purchaser or the insured, the

existing policies or contracts held by such purchaser or the insured, the features thereof, the name of the issuing insurers, and all other necessary elements such as the income, financial situation, number of dependents, and personal and family obligations of the purchaser or the insured. The representative must record all such information in writing.

7. No damage insurance agent may pursue the activities of a damage insurance broker.

No damage insurance broker may pursue the activities of a damage insurance agent.

- **8.** No financial planner may render financial planning services in such capacity unless he has first entered into a written agreement with the client which, as a minimum, specifies the following:
 - (1) the nature and scope of the mandate;
- (2) an estimate of his remuneration and of the number of hours required to complete the mandate;
- (3) all the sectors or classes of sectors in which he is authorized to act and a description of the financial products and services that are likely to be offered by the financial planner;
- (4) the client's signature, attesting to the acceptance of the mandate.

No agreement entered into under the first paragraph may oblige the client to purchase a financial product or service offered by the financial planner.

9. The financial planner must prepare a written financial planning report and forward it to his client.

DIVISION IV

REPRESENTATION AND CLIENT SOLICITATION

- **10.** Upon first meeting a client, a representative must give the client a written document, such as a business card, which indicates the following:
 - (1) the representative's name;
- (2) the representative's business addresses, business telephone numbers and facsimile number, if any;
 - (3) the titles the representative is authorized to use;
- (4) the sectors or classes of sectors in which the representative is authorized to act as indicated in his certificate, unless the titles he uses are representative thereof;

- (5) the name of the firm or independent partnership on whose behalf the representative pursues activities;
- **11.** The document referred to in section 10 may also include the following:
- (1) the names of the representative's partners, if they pursue activities on behalf of an independent partnership;
- (2) the representative's residential address and telephone numbers, electronic mail and mailing addresses;
 - (3) the representative's education and qualifications;
- (4) the representative's years of experience in each sector in which he pursues activities;
- (5) the description of the products and services offered by the representative.
- **12.** Where a representative does not meet a client personally, he must verbally disclose the items set out in subparagraphs (1), and (3) to (5) of section 10.

Upon request by the client, the representative must give the client the document referred to in section 10 when he first sends other documents.

- **13.** Where a representative uses statistics in his written representations, he must indicate the source thereof.
- **14.** A representative must refrain from engaging in any client solicitation or representation that:
- (1) states the representative's income or financial performance;
- (2) appears to promise results that the representative is unable to obtain;
- (3) uses a visual image or phrase that is likely to cause confusion, such as a trade mark, slogan or symbol.
- **15.** Except in representations directed exclusively at other damage insurance brokers, a damage insurance broker may not, in any manner whatsoever, make representations on behalf of an outside insurer or to the effect that the damage insurance broker can obtain the insurance damage product of an outside insurer.

DIVISION VPRODUCT INFORMATION

16. Where a representative in insurance of persons sells to a client an individual insurance of persons prod-

uct or an individual annuity, including an endowment contract, the representative must give to the client a document, printed in at least 10-point Bookman Old Style font or its equivalent, indicating the following:

- (1) whether the insurance costs payable under the contract are guaranteed and, where applicable, for how long, and whether such amounts may fluctuate;
- (2) whether the return on the amounts invested through the insurance product is guaranteed or not;
- (3) whether the face amount of the insurance is guaranteed or may fluctuate;
 - (4) any specific exclusions contained in the contract;
- (5) if a surrender fee or a penalty is payable if the contract is surrendered;
- (6) if the purpose of the transaction is to terminate or replace another life insurance product.

DIVISION VIPROFESSIONAL LIABILITY INSURANCE

- **17.** The insurance contract covering the professional liability of a representative acting on behalf of, but not employed by, a firm must provide for the following:
- (1) a minimum coverage amount of \$500,000 per claim and \$1,000,000 per year;
- (2) that any deductible amount stipulated in the contract may not exceed \$5,000;
 - (3) express stipulations to the effect that:
- (a) coverage is provided for liability arising from the fault, errors, negligence, or omissions committed by the representative in pursuing activities as a representative, or arising from the fault, errors, negligence, or omissions committed by the representative's mandataries, employees or trainees in the performance of their duties, regardless of whether or not such persons are still so engaged on the date of the claim;
- (b) the coverage provided in respect of the activities of the representative during the period for which the contract is in effect extends beyond the period of insurance provided for therein for a further term of 5 years from the date the representative ceases to pursue activities, irrespective of whether or not he is still alive;
- (c) the insurer must advise the Bureau of its intention not to renew the contract or to terminate the contract 30 days prior to the date of non-renewal or termination;

- (d) the insurer must notify the Bureau upon receiving from the representative notice of non-renewal or termination of an insurance contract;
- (e) the insurer must notify the Bureau upon receiving any claim under the contract, regardless of whether the insurer decides to honour the claim.

DIVISION VII

POLICY REPLACEMENTS

18. The provisions of this Division apply to all representatives in insurance of persons who replace individual life insurance contracts, including serious or critical-illness insurance contracts.

The provisions also apply to representatives in insurance of persons who secure the adhesion of a person to a group insurance contract, and where that adhesion is likely to result in the termination, cancellation or reduction of benefits of an individual insurance policy.

Notwithstanding the first paragraph, the provisions of this Division do not apply to a representative in insurance of persons who intends to replace an annuity of an insurer, including an endowment contract.

- **19.** An amendment made to an existing contract shall not be regarded as a replacement contemplated in this Division.
- **20.** A representative must endeavour to ensure that all insurance contracts are maintained in effect, unless the replacement of the contract is justified as being in the interest of the purchaser or the insured; the representative in insurance of persons who replaces the contract must demonstrate that the replacement is so justified.
- **21.** No representative in insurance of persons may encourage an insured or a purchaser who is not the insured, to cancel, cause to lapse or abandon one insurance contract in favour of another insurance contract, unless he complies with the replacement procedure set out in section 22.
- **22.** Where the purchase of an insurance contract is likely to result in termination, cancellation or reduction in benefits of another insurance contract, the representative must:
- (1) undertake a complete analysis of the needs of the insured or the policyholder, in accordance with section 6;
- (2) complete, at the same time as the insurance proposal, the form sold by the Bureau provided in Schedule I

or Schedule II if it is in the interests of the insured or the policyholder to replace one contract with another;

- (3) give the form, once completed, to the insured or the policyholder and explain the form to such insured or policyholder by comparing the features of the current contracts with those of the proposed contract and by describing the advantages and disadvantages of the replacement;
- (4) send the completed form to the head offices of the insurers who issued the contracts likely to be cancelled, by any means providing proof of the date of sending, within five working days of the signing of the insurance proposal;
- (5) send a copy of the completed form, within the time limit prescribed in subparagraph (4), to the insurer with whom the representative in insurance of persons intends to place the new contract.
- **23.** Where a replaced product is not the same type as that offered, the representative must send his client a product replacement notice answering the following questions:
- (1) How does the current contract fail to meet the client's needs?
- (2) How will the proposed product better meet the client's needs?
- (3) What disadvantages will the replacement involve for the client?
- **24.** No representative may prevent an insurer who issued a contract that is likely to be replaced from contacting the insured or the policyholder with a view to dissuading such insured or policyholder from replacing the contract or with a view to offering an equivalent contract.
- **25.** The replacement procedure provided for in section 22 also applies, adapted as required, to the replacement of the following:
 - (1) a signed insurance proposal for which:
- (a) the mode premium has been paid in full, in cash or by cheque;
- (b) the signatory of the proposal has given either a bank authorization or written authorization for deduction from salary or a written authorization to transfer funds from one policy issued by an insurer to another policy issued by the same insurer;

- (2) a signed insurance proposal providing for temporary coverage of not more than one year, for which the temporary insurance premium has been paid.
- **26.** The replacement procedure provided for in section 22 does not apply to the replacement of an insurance proposal for which the premium has been fully paid but where the medical examination was not conducted within the period stipulated on the conditional receipt.
- **27.** Where an insurer is prepared to issue a contract in accordance with the terms and conditions of the insurance proposal, but subject to payment of an additional premium, the representative must follow the replacement procedure before he obtains a similar contract without any additional or extra premium from another insurer.

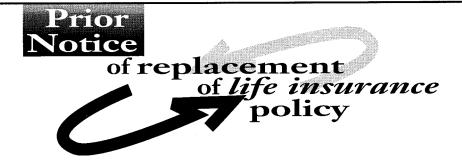
DIVISION VIII

DAMAGE INSURANCE BROKER OR AGENT ACTING AS CLAIMS ADJUSTER

- **28.** A damage insurance broker or agent is authorized to act as a claims adjuster pursuant to section 46 of the Act and must:
- (1) comply with the rules governing the activities of a claims adjuster, adapted as required;
- (2) disclose, in writing, to each person with whom he transacts business the type of remuneration he receives for services rendered as a claims adjuster.
- **29.** This Regulation comes into force on October 1, 1999.

SCHEDULE I

(s. 22, par. 2)



Important notice for the consumer

This prior notice:

- must be completed and signed in cases where, on the recommendation of your insurance representative, you intend to replace your current life insurance policy;
- * will be used to notify your current insurer of a possible policy cancellation;
- must be signed on the same day as the new application for insurance (insurance proposal);
- will not cancel your existing policy;
- * is not a contract.

You may withdraw your application for insurance at any time before the new policy is issued. In addition, most insurance companies allow an additional 10-day period, after the policy is issued, to allow you to examine it thoroughly. During this period, you may cancel the policy without incurring a penalty.

As you read through this form, you should ask yourself the following questions:

- Was a written analysis of my insurance needs completed before this insurance proposal was made? Do I have a copy of the analysis? Insurance representatives in insurance of persons must take your current and future needs into account, along with your objectives and financial situation, before suggesting the replacement of your current policy.
- Are the premiums for the new policy higher or lower than the old premiums? A new life insurance policy of the same type as your old policy could cost you more, since you are older.
- Will I lose any tax benefits? For example, some tax benefits may be lost if you replace a life insurance policy acquired before December 2, 1982.
- Have any steps been taken to maintain or amend my current life insurance policy? It is generally possible, and preferable, to opt for a change to an existing policy rather than to replace it.



Bureau des services financiers

140, Grande-Allée Est, bureau 300 Québec (Québec) G1R 5M8 Telephone : 418.525.6273 1.877.525.6273 Fax : 418.525.9512

How to use the form "Prior notice of policy replacement"

This form consists of three separate booklets, which will be completed in three

copies to be given to: copy 1 - the policyholder;

copy 2 - the current insurer; copy 3 - the new insurer.

An explanatory guide is included for the benefit of consumers.

Step 1 - Completing the form

Complete each booklet, writing on Copy 1 - Policyholder (green copy). **Write** in capitals, using a ball-point pen.

Step 2 - Before signing the form

The Prior Notice of Replacement may be completed in advance by the representative in insurance of persons, who must then go over it point by point with the client, before the client signs. The client's signature does not constitute a request to terminate the current policy. The prior notice must in all cases be signed on the same day as the application for life insurance.

Step 3 - Copies

Detach Copy 2 - Current Insurer (yellow copy) from each section. Your insurance representative will make sure it reaches your current insurer within five days of being signed.

Proceed in the same manner for Copy 3 - New Insurer (blue copy).

The representative must make a photocopy of the Prior Notice of Replacement, duly completed, for his record.

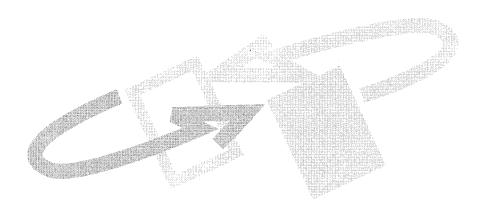
The remaining parts of the form are the property of the policyholder.

This form was prepared by the Conseil des assurances de personnes and is used by the Bureau des services financiers. It is compulsory that the form be filled out whenever a policy is to be replaced.

The Bureau des services financiers was established by the Act respecting the distribution of financial products and services; its mission is to protect the public by overseeing the application of the Act and the regulations under it, which govern the activities of certificate holders, firms, independent representatives and independent partnerships.



- 1- General Information
 - a- Guide
 - b- Table
- 2- Coverage provided
 - a- Guide
 - b- Table





1 - General Information

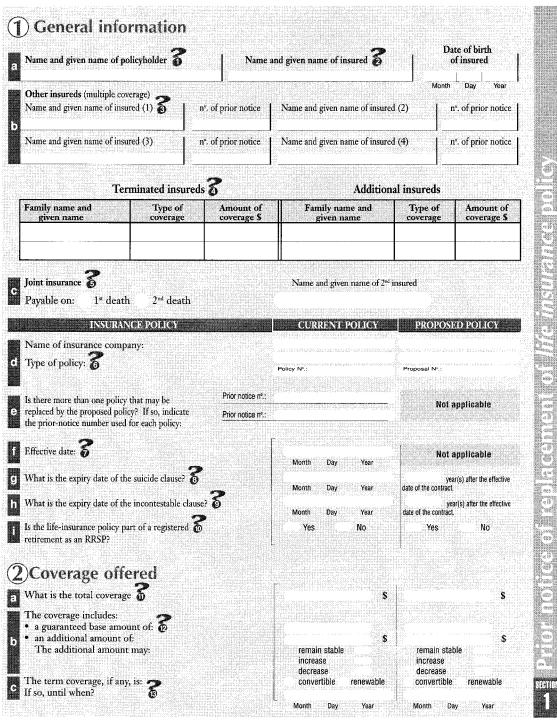
- The life insurance **policyholder** is the person who makes all the decisions concerning the policy and who, in general, pays the premiums.
- In most cases, the policyholder is also the **insured**, but in some cases the policyholder and the insured may be two separate persons.
- The other insureds are the individuals covered by the same policy, such as family members or business partners.
- The **terminated insureds** are the insured insureds who will no longer be covered under the new policy, and the **additional insureds** are the individuals who will be added to the new policy.
- Joint insurance is a single policy that covers two individuals, where the death benefit is payable following the death of the first or the second individual, depending on the option chosen.
- The main policy types are term life, whole life, universal life, and 100-year-term life.
- The effective date is the date on which the policy takes effect once the proposal is accepted by the insurance company.
- The suicide clause: if death results from suicide and occurs within two years of the effective date of the policy, the insurer will not, in general, pay the death benefit.
- The incontestability clause: if death occurs within two years after the policy comes into effect, the insurer may refuse to pay the death benefit if incomplete or inaccurate information on the insured's health and lifestyle were given or if information was omitted. The insurer may, in all cases, refuse to pay the death benefit if it is proven that the insured committed intentional fraud.
- A registered policy: if you cash in the amounts that accumulate under an insurance policy that is part of a registered retirement savings plan(RRSP), you will have to pay income tax.

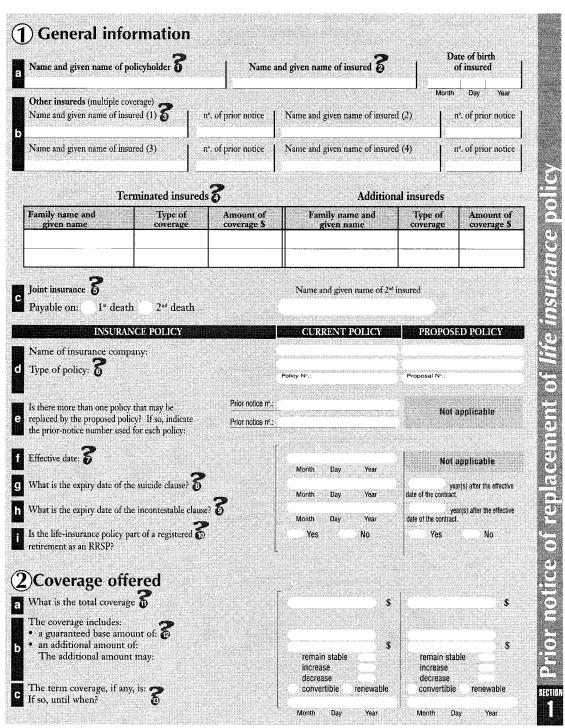
2 - Coverage provided

- The **total coverage** is the amount that will be paid to the beneficiary following the **0** death of the insured.
- The coverage may consist of a guaranteed base amount plus an additional amount or endorsement that may increase, decrease, remain stable or terminate at a specific time.
- **Renewable term insurance** means a policy that may be renewed on the dates specified in the policy. See part 4f of this form for the premiums applicable for renewal.
 - Convertible term insurance means term insurance that may be converted into permanent insurance without having to prove insurability.

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Other insureds (multiple coverage) Name and given name of insured (1)	n°, of prior notice	Name and given name of insured	Month Day Year (2) n°. of prior notice
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Terminated insu	nreds 7	Addition	ıl insureds
Family name and Type of given name coverage		Family name and given name	Type of Amount of coverage \$
Joint insurance 3 Payable on: 1* death 2 ^{ad} deat	ch	Name and given name of 2 ²⁰ i	nsured
INSURANCE POLICY		CURRENT POLICY	PROPOSED POLICY
Name of insurance company: Type of policy:		Policy N°:	Proposal N*.:
Is there more than one policy that may be replaced by the proposed policy? If so, indicate	Prior notice nº.: te Prior notice nº.:		Not applicable
the prior-notice number used for each policy:			
Effective date:		Month Day Year	Not applicable
Effective date: 3 What is the expiry date of the suicide clause?	~	Month Day Year Month Day Year	year(s) after the effective date of the contract.
Effective date:	clause?		year(s) after the effective
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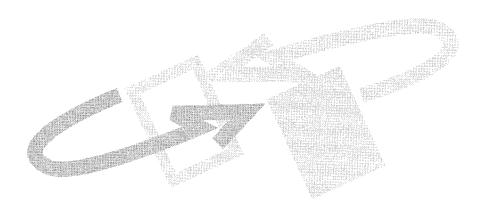






Section 2

- 2- Coverage provided (cont'd)
- 3- Premiums
 - a- Guide
 - b- Table
- 4- Cash surrender values, participation and savings
 - 4.1 Guaranteed Values
 - a- Guide
 - b- Table





2 - Coverage provided (cont'd)

- Paid-up life insurance: the accumulated cash surrender value of your policy eliminates the need to pay premiums, although you remain insured for a lesser amount until your death.
- **Extended life insurance**: the accumulated cash surrender values in of your policy may enable you to stop paying premiums and remain insured for the same amount but for a certain number of years only.
- Additional coverage is provided by the options you may or may not choose or not to add to your life insurance policy. Some of the most popular are: an insurability gua rantee that allows the amount of life-insurance to be increased, according to the conditions of the policy, without providing proof of good health; premium exemption, which releases a policyholder (or an insured) who becomes disabled from the requirement to pay premiums; accidental death or dismemberment, which provides for the payment of an additional amount in the event of accidental death, or the payment of a lump-sum amount in the event of dismemberment.

3 - Premiums

- The **total annual premium** is the amount you pay each year for your life insurance policy.
- The instalment period may be monthly, quarterly or annual. An annual premium that has already been paid is not generally refundable.
- An additional premium is an additional amount that is added to the normal rate because the risk is greater; it can be temporary or permanent.
- An **exclusion** is a state or condition for which the insured is not covered; it can be temporary or permanent.
- A guaranteed premium will remain the same, or will increase only at certain times specified in the policy.
- The guaranteed payment period determines how many years the policy-holder will have to pay premiums.
- The **minimum premium** consists of the cost of the insurance, taxes, and administration fees required for the payment of the life-insurance policy.
- The difference between the **minimum premium** and the premium actually paid constitutes the savings element in universal life insurance.

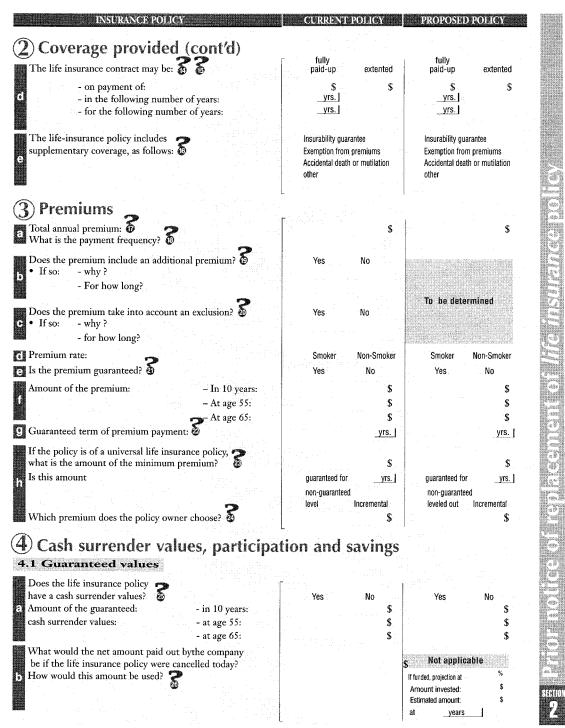
4 - Cash surrender values, participation and savings

4.1 Guaranteed Values

- The cash surrender values of a life insurance policy are the amount of savings guaranteed by the policy. These values are not generally paid out in addition to the death benefit. However, you may borrow against the cash surrender value by paying interest, or obtain the entire cash surrender value when the contract is cancelled.
- The **net amount** is the total of the values that will be paid if the policy is terminated. The stated amount takes into account all the deductions that will be applied (reimbursement of loans, taxes, administration costs, etc.). This amount may be used for personal needs, to pay the premiums on a new policy, or as an investment. If the amount is invested, the rate used to calculate the estimated value must be realistic and market-based.

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INSURANCE POLICY	CURRENT POLICY	PROPOSED POLICY
② Coverage provided (cont'd)		
The life insurance contract may be: 👸 👸	fully paid-up extented	fully paid-up extented
on payment of: - in the following number of years: - for the following number of years:	\$ \$ yis. yis.	\$ 1 Vis. I Vis. I
The life-insurance policy includes supplementary coverage, as follows:	Insurability guarantee Exemption from premiums Accidental death or mutilation other	Insurability guarantee Exemption from premiums Accidental death or mutilation other
3) Premiums		
a Total annual premium: 6 What is the payment frequency? 6	<b>S</b>	<b>S</b>
Does the premium include an additional premium?  • If so: - why? - For how long?	Yes No	
Does the premium take into account an exclusion?   • If so: - why?  - for how long?	Yes No	To be defermined
The Premium rate:	Smoker Non-Smoker	Smoker Non-Smoker
Is the premium guaranteed?	Yes No	Yes No
Amount of the premium:  - In 10 years:  - At age 55:		S. S
At age 65:	\$	**************************************
Guaranteed term of premium payment:	<u>.yrs.</u> ]	yrs.
If the policy is of a universal life insurance policy,		
what is the amount of the minimum premium?	\$ guaranteed for yrs.	\$ guaranteed for yrs.
	non-guaranteed	non-guaranteed
Which premium does the policy owner choose?	level Incremental	leveled out Incremental
y men premain does the poncy (wher choose: 23	<b>S</b>	\$
D Cash surrender values, participa	tion and savings	
1.1 Guaranteed values		
Does the life insurance policy have a cash surrender values?	Yes No	Yes No
Amount of the guaranteed: - in 10 years: cash surrender values: - at age 55: - at age 65:	Secretary of the second secretary of the second secretary of the second	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$
What would the net amount paid out bythe company be if the life insurance policy were cancelled today?		§ Not applicable
How would this amount be used?	200 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 -	If funded, projection at % Amount invested: \$ Estimated amount: \$
		at years
1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	arang pagaang KERP wat Sigh	45. A - SEIDILM (FERNICH LA 191



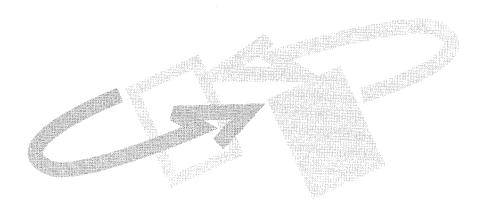
COPY 2 - PRESENT INSURER PAGE **2** of 3 0000000

INSURANCE POLICY	CURRENT POLICY	PROPOSED POLICY
Coverage provided (cont'd)		
The life insurance contract may be: 2 3	fully paid-up extented	fully paid-up extented
<ul> <li>on payment of</li> <li>in the following number of years;</li> <li>for the following number of years;</li> </ul>	\$ \$ 	\$ \$ <u>yrs.</u> ] <u>yrs.</u> ]
The life-insurance policy includes supplementary coverage, as follows:	Insurability guarantee Exemption from premiums Accidental death or mutilation other	Insurability guarantee Exemption from premiums Accidental death or mutilation other
Premiums		
Total annual premium: <b>5</b> What is the payment frequency? <b>6</b>	5	\$ \$
Does the premium include an additional premium?  • If so: - why? - For how long?	Yes No	
Does the premium take into account an exclusion?  • If so: - why? - for how long?	Yes No	To be determined
Premium rate:	Smoker Non-Smoker	Smoker Non-Smoker
Is the premium guaranteed?	Yes No	Yes No
Amount of the premium: — In 10 years:	S	\$ \$
– At age 55:	\$	\$
— At age 65: Guaranteed term of premium payment:	\$ yrs.	\$ yrs.
If the policy is of a universal life insurance policy,		
what is the amount of the minimum premium?	\$	5747871
Is this amount	guaranteed for <u>yrs.</u> ] non-guaranteed	guaranteed for yrs. non-guaranteed
Which premium does the policy owner choose?	level Incremental \$	leveled out Incremental
Cash surrender values, participa	tion and savings	
I Guaranteed values		
Does the life insurance policy 🤿	F	
have a cash surrender values?	Yes No	Yes No
Amount of the guaranteed: - in 10 years:  cash surrender values: - at age 55:  - at age 65:	\$   \$   \$	\$ \$ \$
What would the net amount paid out bythe company be if the life insurance policy were cancelled today? How would this amount be used?		Not applicable
		If funded, projection at 76 Amount invested: \$ Estimated amount: \$ at years



# **Section 3**

- 4- Cash surrender values, participation and savings (cont'd)
  - 4.2 Guaranteed Values
    - a- Guide
    - b- Table
- 5- Reasons for replacement
  - a- Guide
  - b- Table
- 6- Signature and dates
  - a- Guide
  - b- Table



# CONSUMER'S GUIDE



# 4 - Cash surrender values, participation and savings

## 4.2 Non-Guaranteed amounts

- Participation in profits: a participating life insurance policy entitles the policyholder to part of the profits generated by the insurance company. The participation is never guaranteed. It can be used to reduce the premium or take out additional life insurance, or it can be cashed in or otherwise used.
- Projections are forecasts of future returns. They are not guaranteed.
- Additional life insurance is the amount of additional life insurance purchased using the participation.
- The investment amount is an estimate of the amount accumulated under the policy.
- The total death benefit is the total coverage as indicated in point 11, to which the amounts estimated in (c) and/or (d) are added, where applicable.

# 5- Reason for policy replacement

Remember that it is generally possible, and preferable, to amend an existing policy rather than replace it.

# 6- Signatures and dates

- The policyholder must enter his reasons for replacing the life insurance policy. If the representative is a trainee, the prior notice of policy replacement must be authorized by the person supervising the trainee's activities, namely the training supervisor.
- The entire form belongs to the policyholder, with the exception of the copies for the insurers involved.

Cash surrender values, participation		on and savings (cont'd)			DISCOURS AT GREEK
	articipati	on and	savings (	conta)	
2 Non-guaranteed amounts Will there be any participation in the company If so, how will the participation be used?	's profits? 🎖	Yes	No	Yes	No -
If the policy is a universal life-insurance policy, is					A. J. (Eller) A. J. (Eller)
savings fund payable in addition to the death be What is the rate used for the illustration?	penefit?	Yes	No %	Yes	No %
Additional life insurance:	Present Pr	oposed Pro	esent Proposed	Present	Proposed
6	at age	55	at age 65	at ag	e 75
Savings fund available under the universal life insurance policy:	\$	\$	\$	s s	
Savings fund available under the universal life insurance policy:	\$	\$	\$	s s	2012/11/11/2011
Total death benefits an	s	s	S	s s	
	distribution in a	onnection with	th the policy rep	lacement?	tages and
there any other relevant information that sho		onnection wi	h the policy rep	acement?	
s there any other relevant information that sho Signatures and dates					
EFORE SIGNING THIS FORM lake sure that it was filled out entirely in you lake sure you keep your current life insura	our presence or	has been exp	slained to you p	oint by point.	
s there any other relevant information that sho Signatures and dates EFFORE SIGNING THIS FORM lake sure that it was filled out entirely in you	t? our presence or nce policy until	has been exp the new poli	plained to you p	oint by point.	
s there any other relevant information that sho Signatures and dates EFORE SIGNING THIS FORM lake sure that it was filled out entirely in ya- lake sure you keep your current life insura- emember that it is your responsibility, as a roduct you are offered; it is the responsibility.	our presence or nee policy until consumer, to a ity of the repres	has been exp the new poli	plained to you p	oint by point. to understand	l the eded to
Signatures and dates  Signatures and dates  EFORE SIGNING THIS FORM  lake sure that it was filled out entirely in yalake sure you keep your current life insurate emember that it is your responsibility, as a roduct you are offered; it is the responsibility ou do so.  PRESENTATIVE family name given n	our presence or nee policy until consumer, to a ity of the repres	has been exp the new poli sk all the que sentative to d	plained to you p cy is in force, stions required isclose all the in Telephone n°.	to understant	I the eded to
s there any other relevant information that shows the state of the sta	our presence or nee policy until consumer, to a ity of the repres	has been exp the new poli sk all the que sentative to d	slained to you p cy is in force, stions required isclose all the i	oint by point. to understand	I the eded to
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Signatures and dates  Signatures and dates  EFORE SIGNING THIS FORM  lake sure that it was filled out entirely in yalake sure you keep your current life insurate emember that it is your responsibility, as a roduct you are offered; it is the responsibility ou do so.  PRESENTATIVE family name given n	our presence or nee policy until consumer, to a ity of the repres	has been exp the new poli sk all the que centative to d nature	plained to you pey is in force, stions required isclose all the in Telephone n°,	to understand formation ne  Certific  Certific	I the eded to are n'.
Signatures and dates  Signatures and dates  EFORE SIGNING THIS FORM  lake sure that it was filled out entirely in ya  lake sure you keep your current life insura  emember that it is your responsibility, as a  roduct you are offered; it is the responsibility you do so.  EPRESENTATIVE family name given n  ANNING SUPERVISOR family name given n	our presence or nee policy until consumer, to a ity of the repres	has been exp the new poli sk all the que centative to d nature	plained to you pey is in force, stions required isclose all the in Telephone n°,	to understand formation ne  Certific  Certific	I the eded to are n'.

4.2 Non-guaranteed amount  Will there be any participation in the co  If so, how will the participation be used?	ompany's pro	ofits? Yes	No	Yes	No
If the policy is a universal life-insurance po savings fund payable in addition to the What is the rate used for the illustration	olicy, is the ac death benefi		No %	Yes	No %
Additional life insurance:	P	resent Proposed	Present Proposed	Present   F	Proposed 75
Savings fund available under the universal life insurance policy.	8	\$ \$	s	s s	s
Savings fund available under the universal life insurance policy:	8	\$ \$	\$	\$ \$	\$
Total death benefits 🕡		s s	\$	s s	\$
Reasons for replacent In what way does the proposed contract disadvantages of the policy replacements.  Is there any other relevant information to the contract of the policy replacements.	t meet the r				ages and
In what way does the proposed contract disadvantages of the policy replacements are the policy replacements. Is there any other relevant information to	t meet the r				ages and
In what way does the proposed contract disadvantages of the policy replacement	t meet the r				ages and
In what way does the proposed contract disadvantages of the policy replacements.  Is there any other relevant information to the second dates before SIGNING THIS FOR Make sure that it was filled out entired.	t meet the r that should  ORM:	be given in connection	n with the policy rep	lacement?	ages and
In what way does the proposed contract disadvantages of the policy replacements.  Is there any other relevant information to the second dates.  Signatures and dates.  BEFORE SIGNING THIS FOR Make sure that it was filled out entired Make sure you keep your current life.	t meet the r that should  ORM:	be given in connection  presence or has been policy until the new	n with the policy rep n explained to you policy is in force.	lacement?	
In what way does the proposed contract disadvantages of the policy replacements.  Is there any other relevant information to the second dates are signing this formation of the second dates.  BEFORE SIGNING THIS FORMARE sure that it was filled out entired.	that should one of the control of th	be given in connection  oresence or has been policy until the new sumer, to ask all the	n with the policy rep n explained to you policy is in force.	lacement?  point by point.  I to understand	the
In what way does the proposed contract disadvantages of the policy replacements.  Is there any other relevant information to the second dates.  BEFORE SIGNING THIS FOR Make sure that it was filled out entire. Make sure you keep your current life. Remember that it is your responsibility product you are offered; it is the responsibility.	that should one of the control of th	be given in connection  oresence or has been policy until the newn sumer, to ask all the fine the representative	n with the policy rep n explained to you policy is in force.	lacement?  point by point.  I to understand nformation new	the eded to

o, how will the participation be used?	's profits? 🙋 Yes	No	Yes No	
o, now will the participation be used?  the policy is a universal life-insurance policy, is  yings fund payable in addition to the death later is the rate used for the illustration?	[18] [18] [18] [18] [18] [18] [18] [18]	No %	Yes No	D %
Additional life insurance:	Present Proposed	Present Proposed	Present Propos	ed
Savings fund available under the universal life insurance policy:	at age 55 \$	at age 65	at age 75	\$
Savings fund available under the universal life insurance policy:	S S	\$	s s	\$
Total death benefits 👸	s s	\$	s s	
what way does the proposed contract meet advantages of the policy replacement?	the needs of the policy-ho			\$
what way does the proposed contract meet advantages of the policy replacement?  there any other relevant information that sh	the needs of the policy-ho			\$ ind
what way does the proposed contract meet advantages of the policy replacement?  there any other relevant information that sh	the needs of the policy-ho			\$ ind
Reasons for replacemen what way does the proposed contract meet sadvantages of the policy replacement?  there any other relevant information that sh  Signatures and dates  FFORE SIGNING THIS FORM ske sure that it was filled out entirely in y	the needs of the policy-ho ould be given in connectio	n with the policy rep	lacement?	\$ ind
what way does the proposed contract meet sadvantages of the policy replacement?  there any other relevant information that sh  Signatures and dates	the needs of the policy-ho ould be given in connectio  1: cour presence or has been ince policy until the new a consumer, to ask all the	n with the policy rep n explained to you, policy is in force.	lacement?  soint by point.	
what way does the proposed contract meet sadvantages of the policy replacement?  there any other relevant information that she signatures and dates  EFORE SIGNING THIS FORM ake sure that it was filled out entirely in yake sure you keep your current life insurmember that it is your responsibility, as oduct you are offered; it is the responsibility, as	ould be given in connection  1:  Your presence or has been the consumer, to ask all the lity of the representative	n with the policy rep n explained to you, policy is in force.	lacement?  soint by point.	I D

# **SCHEDULE II**

(s. 22, par. 2)

PRIOR NOTICE OF REPLACEMENT OF AN IN (please print)	DIVIDUAL DISABILITY INSU	JRANCE CONTRACT
Name of insured:		
Address:		
Date of birth of insured:///	/ear	
Telephone no.:		
	REPLACED CONTRACT	PROPOSED CONTRACT
Company:		
Policy no.:		
Waiting period:		
Duration of coverage:		
Amount of benefit:	\$	
Amount of premium:	\$	
REASON FOR REPLACEMENT		
How does the current contract fail to meet the c	elient's needs?	

## IMPORTANT NOTICE FOR CLIENT

2. How will the proposed contract better meet the client's needs?

3. Will the replacement involve any disadvantages for the client? If so, list them below.

It is of the utmost importance, before signing this form, that you read all the information appearing on the reverse side of the client's copy.

#### SIGNATURE:

I hereby acknowledge	e that I have r	received a cop	y of this notic	e, duly cor	npleted, and	that a copy of	the notice v	vill be
sent to the mentioned	companies.							

Date:	
Signature (in	sured):
Name of repr	resentative (block letters):
Signature of	representative:
Telephone: _	
1. White:	copy of the policyholder
2. Yellow:	copy of the current insurer
3. Pink:	copy of the new insurer
4. Gold:	copy of the representative

## IMPORTANT NOTICE FOR THE INSURED

- 1. This notice is intended to inform and protect you as you consider the possibility of amending your disability insurance policy. The change you are considering may require the issue of a new disability insurance policy, or the cancellation of your current policy.
- 2. The contract to be replaced should not be terminated before the proposed contract is issued and in force in accordance with your instructions.
- 3. The following facts may influence your decision to replace or not to replace your current contract:
- (a) the clause providing for the incontestability of the policy after two years is not generally transferred from one contract to another. The validity of the new policy may, in some cases, be challenged in a situation where the old contract would have been incontestable.
- (b) if your insurability has changed, a new policy may cost more and include more restrictions. You should not amend or cancel your current insurance contract without verifying your insurability.
- (c) the new contract may not cover certain health problems which you may have contracted before it was issued and which may be covered by the replaced contract.

Please take these factors into account when you examine the prior notice of replacement.

### PROCEDURES TO BE FOLLOWED BY THE REPRESENTATIVE

This document contains information required by the Bureau des services financiers when a disability insurance contract is replaced. It must be used whenever a contract is replaced.

- 1. Once the form has been duly completed, using a ball-point pen only, and signed by the insured, you must, using registered or certified mail and within five days of the signature of the proposal:
- (a) send the yellow copy to the head office of the insurer that issued the replaced contract;
- (b) send the pink copy to the head office of the insurer issuing the new contract.

2. The white copy must be given to the insured, and the gold copy must be kept for your records.

# COMPARATIVE CHART (write in capital letters)

(write in capital letters)				
Data sheet prepared for:insurec	 1	by:	intermed	liary
Date:				,
	Replace	ed contract	Propose	ed contract
Company				
Policy number				
Characteristics of contracts				
Amount of benefit		\$		\$
Compensation period				
In case of accident				
In case of sickness				
Elimination period				
Rehabilitation coverage	yes	no	yes	no
Occupation coverage	yes	no	yes	no
Period of occupation coverage				
Renewal	guarant.	not guarant.	guarant.	not guarant.
Rescindable	yes	no	yes	no
Exclusion of pre-existing sickness	yes	no	yes	no
Premiums	variable guarant.	level not guarant.	variable guarant.	level not guarant.
At present		\$		\$
In 5 years		\$		\$
In 10 years		\$		\$
Waiver of premiums	yes	no	yes	no
Exclusion riders	yes If yes, list to section belo	no hem in the comments	yes If yes, list the section belo	no em in the comments w
INTEGRATION OF BENEFIT PROVISION With government plans	yes	no	yes	no
With other contracts	yes	no	yes	no
ADJUSTMENT OF BENEFITS	yes	no	yes	no
Rate	min	may lev	min	may lev

Partial disability	Replaced contract		Proposed contract	
	yes	no	yes	no
Maximum period of compensation				
PARTIAL LOSS OF EARNINGS	yes	no	yes	no
Maximum period of compensation				
INCREASE OF BENEFIT Option to increase benefit without				
evidence of insurability	yes	no	yes	no
Amount		\$		\$
Date of options				
Possibility to exercise options during disability	yes	no	yes	no
Accidental death and dismemberment	yes Amount	no \$	yes Amount	no \$

COMMENTS: Write in this section any other item comparing or contrasting the replaced contract(s) with the proposed contract.

2981

Gouvernement du Québec

# O.C. 831-99, 7 July 1999

An Act respecting the distribution of financial products and services (1998, c. 37)

## Fonds d'indemnisation des services financiers — Eligibility of a claim submitted

Regulation respecting the eligibility of a claim submitted to the Fonds d'indemnisation des services financiers

WHEREAS under subparagraph 4 of the first paragraph of section 228 of the Act respecting the distribution of financial products and services (1998, c. 37), the Bureau des services financiers shall, by regulation, determine the conditions governing the eligibility of a claim presented to the Fonds d'indemnisation des services financiers and the maximum amount of compensation that may be paid;

WHEREAS under that section, the Bureau made the Regulation respecting the eligibility of a claim submitted to the Fonds d'indemnisation des services financiers;

WHEREAS in accordance with sections 10 and 11 of the Regulations Act (R.S.Q., c. R-18.1), the draft Regulation was published in the *Gazette officielle du Québec* of 12 May 1999, with a notice that it could be submitted to the Government for approval upon the expiry of a 45-day period following that publication;

WHEREAS it is expedient to approve the Regulation, with amendments;

IT IS ORDERED, therefore, upon the recommendation of the Minister of State for the Economy and Finance and Minister of Finance: