

Please follow the steps in this guide to apply for disability benefits.

This guide explains how to apply for Long Term Disability benefits. It contains the forms you must complete to notify Canada Life of your claim, and explains what will happen after you have submitted that notice. Completion of these forms does not automatically entitle you to benefits.

If you have any questions about your claim, a representative in your Disability Management Services Office will be happy to answer them.

STEP ONE - EMPLOYEE STATEMENT AND CONSENT FORM

The completed employee statement provides us with general information about you and your medical details and provides Canada Life with notice of your disability claim.

A consent form is included with your employee statement. Your signature on the consent form is necessary as it gives us permission to obtain additional information from your employer, other insurers, your doctor, hospitals, or other care providers to help us review your claim.

We may share personal information, like your functional abilities, restrictions or limitations with your employer when discussing your return to work. We may share medical information, like your diagnosis, test results, or medical reports with your plan administrator Planner, union, or Occupational Health Services for the purpose outlined in the consent form.

STEP TWO - ATTENDING PHYSICIAN STATEMENT FORM

Ask your doctor to complete the attending physician statement form that is most appropriate to your claimed condition. If you have undergone any tests or seen any specialists, please ensure that your physician includes copies of the results and/or the reports.

EMPLOYER STATEMENT

Your employer will send an employer statement to Canada Life on your behalf. This statement confirms your coverage, job information, monthly earnings and other information necessary to assess and administer your disability claim.

OUR RESPONSIBILITY

We will begin our review of your disability claim when we receive your employee statement, consent, and attending physician statement via your plan administrator Planner. At that time, a Canada Life representative will contact you to let you know what you can expect throughout the claim process and to obtain any further information that may be required.

To begin the claim submission process, you must complete the Employee Statement and the consent form. Please have your doctor complete a physician's statement. These forms should be submitted no later than eight weeks before the end of the waiting period.

Benefits may be denied if these forms are submitted later than the notice period in your group contract.

NOTE: Canada Life takes the submission of fraudulent claims seriously and will verify the accuracy of the information given in support of your claim.

I certify that the information given on this claim form is true, correct, and complete to the best of my knowledge.

Your Employer's Name: _____

Your Plan Number: **57402** Employee ID Number: _____

YOUR INFORMATION

First Name: _____ Middle Initial: _____ Last Name: _____

Gender: Male Female Undisclosed Other

Date of Birth: _____ Social Insurance Number: _____

Home Address: _____

City / Town: _____ Province / Territory: _____ Postal Code: _____

Is your mailing address the same as above? Yes No If no, please provide mailing address.

Mailing Address: _____

City / Town: _____ Province / Territory: _____ Postal Code: _____

Location where you work: City / Town: _____ Province / Territory: _____

Home Phone: _____ Confidential

Cell Phone: _____ Confidential

Work Phone: _____ Ext: _____ Confidential

Email Address: _____

Your Social Insurance Number is required as your disability benefit may be subject to income tax deductions.

Check the Confidential box if you authorize us to leave a message containing personal information about your claim at that number. Otherwise, we will only leave a personal message with callback information at that number.

Enter your email address if you would like Canada Life to communicate with you by secure email about your disability claim.

CLAIM INFORMATION

Your last day of work: _____ (mm/dd/yy) Your first day unable to work: _____ (mm/dd/yy)

During your absence, have you performed any other work? No Yes Describe: _____

Have you returned to work?

Yes When did you return to work? _____ (mm/dd/yy)

Have you returned to (select all that apply): Regular duties and hours Modified duties Modified hours

No When do you expect to return to work: _____ (mm/dd/yy) **OR** Unknown **OR** I'm not planning to return

What is the nature of the medical condition that is/was preventing you from working?

Is your condition work related? No Yes

CLAIM INFORMATION (con't)

Is your condition the result of an accident? No Yes If yes, answer the following questions:

When did the accident occur? _____ (mm/dd/yy)

Provide details of the accident _____

Was the accident a motor vehicle accident? No Yes In what province did your accident occur? _____

Were you admitted to a hospital? No Yes Hospital Name: _____

Date admitted: _____ (mm/dd/yy) Date discharged: _____ (mm/dd/yy) **OR** Still hospitalized

Have you had surgery since being off work, or is surgery planned? No Yes

Date of surgery: _____ Type of surgery: _____

Is recovery from your surgery the only medical condition keeping you from working? No Yes Unknown

Please provide the following information of your health care provider related to this claim:

Primary Physician: _____ Specialty: _____

Address: _____ Phone Number: _____

Do you have other health care providers related to this claim? No Yes If yes, provide details.

Provider Name: _____ Specialty: _____

Address: _____ Phone Number: _____

Provider Name: _____ Specialty: _____

Address: _____ Phone Number: _____

INCOME DECLARATION AND REIMBURSEMENT AGREEMENT

I understand that:

- I am required to apply for disability benefits that I or another member of my family might become entitled to receive because of my disability, and that I may be asked by Canada Life to reapply or appeal decisions refusing my application(s) where considered appropriate.
- during the time it takes for my application for these other disability benefits to be accepted, or my entitlement to any other reportable income to be reviewed, Canada Life will continue paying me amounts equivalent to the disability benefit payments I am eligible to receive under the Group Plan, provided I continue to be eligible for these disability benefit payments under the Group Plan (the "Advance"). The terms "other disability benefits" and "other reportable income" refer to any of the types of disability benefits and other income mentioned under the Offset, All Source Maximum, Coordination of Benefits and Subrogation and Right of Recovery provisions under the Group Plan, as well as any other amounts, including damages for loss of income, that I may receive or become entitled to receive as a result of my disability.
- if I am entitled to receive disability benefits or any other reportable income, this may result in an overpayment ("Overpayment") that I will be required to pay back to Canada Life. I specifically give up my rights under any law that qualifies the Advance, the Overpayment, the other disability benefits, or any other reportable income, as property exempt from seizure.
- Canada Life may reduce my disability benefit payments by the amount of other disability benefits or other reportable income that I receive or become entitled to.

I agree to:

- notify Canada Life within 15 days of receipt of other disability benefit payments or any other reportable income.
- repay Canada Life within the time frame Canada Life advises me of after I am notified of the Overpayment amount or within a longer period if Canada Life agrees in writing. I understand that if the Overpayment is not repaid when due, Canada Life may take all necessary steps to recover the Overpayment, including withholding the payment of, or recovering the Overpayment from, any benefits payable under the Group Plan.

FINANCIAL INFORMATION

Have you applied for, or are you receiving any income either as a result of your disability or otherwise (please check no or yes)?

- Canada Pension Plan/Quebec Pension Plan or Worker's Compensation Board Benefits (or similar benefits). No Yes
- Any other income? Examples: automobile accident benefits, employer sponsored STD or sick leave benefits, Employment Insurance benefits, retirement or pension plan income. No Yes.

If you answered yes, attach a copy of the initial benefits statement for each type of other income.

- Self employment or other employment income. No Yes.

If you answered yes, attach a copy of your pay/salary details.

All of the income described above is referred to as "reportable income".

If you have any of the following coverage with Canada Life or London Life, please select all that apply:

- Individual Disability Insurance Plan# _____
- Individual Life Insurance Plan# _____
- Creditor/Loan Insurance Plan# _____
- Critical Illness Insurance Plan# _____
- Guaranteed Standard Issue Plan# _____

Note: If you have Guaranteed Standard Issue coverage with Canada Life this form will be used as notice of claim for that coverage as well.

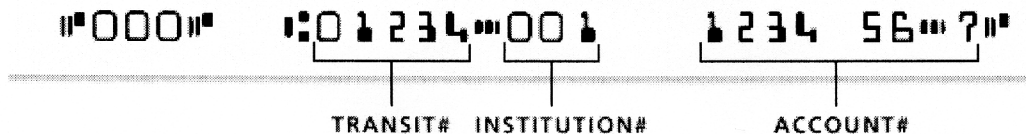
DIRECT DEPOSIT



Provide your banking information or attach a void cheque where you want your disability benefits to be deposited to. If space is left blank, previously provided banking information for other benefits under this group plan (i.e. Healthcare or Dentalcare) will be used for any disability income benefits payable.

Name of bank/credit union: _____

Transit number: Institution number: Account number:



DECLARATION

- I declare the information I've entered is accurate. I understand and agree to the terms in the Income Declaration and Reimbursement Agreement section. I also acknowledge that I need to print, sign, and submit my Consent Form to Canada Life.

Signature: _____ Today's date: _____

Your consent

Before we can process your claim for benefits, you must read this agreement and sign in the *signature* box below.



Sharing your personal information

We collect, use and disclose your personal information to:

- investigate and assess your claim
- administer your claim and the group benefits plan
- work out a rehabilitation plan to get you back to work
- audit the assessment of the claim.
- manage internal data for analytics purposes

We may also use your social insurance number for income tax reporting and as an identification number if this is required in the administration of your benefits.

We may collect and exchange your personal information with these persons or groups when relevant and necessary for the purposes above:

- Healthcare and rehabilitation providers
- Insurance and reinsurance companies
- The plan administrator Plannera, which will receive a copy of all claim forms
- The plan administrator Plannera for claims processing purposes
- Administrators of government benefits and of other benefit programs
- Your employer, plan sponsor and the plan administrator Plannera, or rehabilitation provider retained by the plan administrator for the purpose of discussing return to work planning
- Your employer's occupational health services
- Your union representative and Plannera for the purpose of any arbitration or appeal processes
- Service providers and other organizations working with us, or on behalf of the other parties mentioned above. We may use service providers outside Canada.
- An auditor authorized by us, your employer, plan sponsor or their agent

If I request a copy of my claim file, I acknowledge that the copy of my file will be distributed to me through Plannera.

By signing below, you confirm that:

- You have read, understand and agree with the contents of this form and authorize us to collect and disclose your personal information.
- Except for audit purposes, your authorization is valid for the duration of your claim or until you cancel it in writing.
- All statements you have made about your claim are true and complete
- A photocopy or electronic copy of this authorization is as valid as the original.

Your group plan number 57402	Print your name	Telephone number
Employee ID Number	Email Address	<i>Enter your email address if you would like Canada Life to communicate with you by secure email about your Disability Services claim.</i>
Your signature 		Date (mm/dd/yyyy)



Protecting your privacy

We take your privacy seriously. We keep all your personal information in a confidential file in our offices, or the offices of an organization we've authorized. The only persons with access to the information are:

- people working at Canada Life and those we've authorized, who need the information to do their jobs and manage your claim
- those whom you've given access
- those authorized by law both within Canada and in any other jurisdiction where information is held.

For a copy of our Privacy Guidelines see canadalife.com or you can write to Canada Life's Chief Compliance Officer.