

## Dental (1)

Benefit Details	Your Plan's Coverage
Waiting Period (2)	none
Deductible (3)	None
Dental Fee Guide	<p>Current Fee Guide for General Practitioners for your Province of Residence</p> <p>If you reside in Alberta, the current Fee Guide is considered to be the 1997 Alberta Dental Association Fee Guide for General Practitioners plus inflationary adjustment as determined by Manulife Financial</p>
Coverage ends	At the earlier of age 75 or your retirement
Combined Maximum applies to: Level I (5) Level II	\$1,500 per calendar year (4)
<p>Level I - Basic Services (6)</p> <p>Includes items such as:</p> <ul style="list-style-type: none"> <li>• complete oral exam, one per 2 calendar years</li> <li>• full-mouth x-rays, one per 2 calendar years</li> <li>• one unit of light scaling and one unit of polishing once every 6 months, or prophylaxis once every 6 months, when the service is performed in Quebec</li> <li>• bitewing x-rays, two films, once every 6 months</li> <li>• recall exams, and fluoride treatments, once every 6 months (fluoride treatments are a covered expense for dependant children under 19 years of age)</li> <li>• routine diagnostic and laboratory procedures</li> <li>• fillings, retentive pins and pit and fissure sealants. Replacement fillings are covered provided:               <ul style="list-style-type: none"> <li>- the existing filling is at least 12 months old and must be replaced either due to significant breakdown of the existing filling or recurrent decay, or</li> <li>- the existing filling is amalgam and there is medical evidence indicating that the patient is allergic to amalgam</li> </ul> </li> </ul>	<p>80% to a combined maximum of \$1,500 per calendar year (6)</p>

<ul style="list-style-type: none"> <li>• pre-fabricated full coverage restorations (metal and plastic)</li> <li>• space maintainers (appliances placed for orthodontic purposes are not covered)</li> <li>• minor surgical procedures and post surgical care</li> <li>• extractions (including impacted and residual roots)</li> <li>• consultations, anaesthesia, and conscious sedation</li> <li>• denture repairs, relines and rebases, only if the expense is incurred later than 3 months after the date of the initial placement of the denture</li> <li>• injection of antibiotic drugs when administered by a Dentist in conjunction with dental surgery</li> </ul>	
<p>Level II - Supplementary Services <b>(5)</b></p> <p>Includes items such as:</p> <ul style="list-style-type: none"> <li>• surgical procedures not included in Level I (excluding implant surgery)</li> <li>• periodontal services for treatment of diseases of the gums and other supporting tissue of the teeth, including: <ul style="list-style-type: none"> <li>- scaling not covered under Level I, and root planing, up to a combined maximum of 6 units per calendar year(s) ;</li> <li>- provisional splinting; and</li> <li>- occlusal equilibration, up to a maximum of 8 units per calendar year(s)</li> </ul> </li> <li>• endodontic services which include root canals and therapy, root amputation, apexifications and periapical services</li> <li>• root canals and therapy are limited to one initial treatment plus one re-treatment per tooth per lifetime</li> <li>• re-treatment is covered only if the expense is incurred more than 12 months after the initial treatment</li> </ul>	<p>80% to a combined maximum of \$1,500 per calendar year <b>(6)</b></p>
<p><u>Exclusions</u> <b>(7)</b></p> <p>No Dental Care benefits will be payable for expenses resulting from:</p> <ul style="list-style-type: none"> <li>• self-inflicted injuries</li> <li>• war, insurrection, the hostile actions of any armed forces or participation in a riot or civil commotion</li> <li>• the committing of or the attempt to commit an assault or criminal offence</li> </ul>	

- *injuries sustained while operating a motor vehicle while under the influence of any intoxicant, including alcohol*
- *dental care which is cosmetic, unless required because of an accidental injury which occurred while the patient was insured under this benefit*
- *anti-snoring or sleep apnea devices*
- *broken dental appointments, third party examinations, travel to and from appointments, or completion of claim forms*
- *services which are payable by any government plan*
- *services or supplies provided by an employer's medical or dental department*
- *services or supplies for which no charge would normally be made in the absence of insurance*
- *treatment rendered for a full mouth reconstruction, for a vertical dimension or for a correction of temporomandibular joint dysfunction*
- *replacement of removable dental appliances which have been lost, mislaid or stolen*
- *laboratory fees which exceed reasonable and customary charges*
- *services or supplies which are performed or provided by the insured person, an immediate family member or a person who lives with the insured person*
- *implants, or any services rendered in conjunction with implants*
- *treatment which is not generally recognized by the dental profession as an effective, appropriate and essential form of treatment for the dental condition*
- *services or supplies which are not specified as a covered expense under this benefit*

*If you anticipate charges for any treatment to exceed \$500, please submit a pre-treatment plan before receiving the service so you can understand what portion your plan may cover.*

*Your plan will pay benefits for the least expensive course of treatment when there are two or more courses of treatment covered that would produce professionally adequate results for a given condition. Manulife's professional dental consultant will aid in evaluating the various courses of treatment available to determine which is professionally adequate.*

*If you apply for coverage for Dental insurance for yourself or your dependants late, Late Dental Application insurance will be limited to \$125 for you and \$125 for each of your dependants for the first 12 months of coverage.*

*All claims must be submitted within 12 months after the date the expense was incurred. However, upon termination of your insurance, all claims must be submitted no later than 90 days from the termination date.*

## Extended Health Care Benefit (8)

This benefit has many components that extend your coverage to a wide variety of health care providers and services. Under the broad category there may be co-insurances, deductibles, maximums and limitations that apply to specific components of the coverage.

Benefit Details	Your Plan's Coverage
Waiting Period	none
Maximum	Unlimited
Deductible (10)	Nil
Co-insurance (9)	100% for Hospital Care, Vision, Drugs, Medical Services & Supplies, Professional Services
Coverage Ends	At the earlier of age 75 or your retirement

### Exclusions

No Extended Health Care benefits are payable for expenses related to:

(not applicable to Health Service Navigator®)

- self-inflicted injuries
- war, insurrection, the hostile actions of any armed forces or participation in a riot or civil commotion
- committing or attempting to commit an assault or criminal offence
- injuries sustained while operating a motor vehicle while under the influence of any intoxicant, including alcohol
- an illness or injury for which benefits are payable under any government plan or workers' compensation
- charges for periodic check-ups, broken appointments, third party examinations, travel for health purposes, or completion of claim forms
- services or supplies provided by an employer's medical or dental department
- services or supplies for which no charge would normally be made in the absence of insurance
- services and supplies where reimbursement would have been made under a government-sponsored plan, in the absence of insurance
- services or supplies which are not permitted by law to be paid
- services or supplies which are required for recreation or sports
- services or supplies which would have been payable by the Provincial Plan if proper application had been made
- medical treatment which is not usual or customary, or is experimental or investigational in nature
- medical or surgical care which is cosmetic
- services or supplies which are performed or provided by the insured person, an immediate family member or a person who lives with the insured person

- *services or supplies which are provided while confined in a hospital on an in-patient basis*
- *services or supplies which are not specified as a covered expense under this benefit*

*All claims must be submitted within 12 months after the date the expense was incurred. However, upon termination of your insurance, all claims must be submitted no later than 90 days from the termination date.*

EHC - Drugs	
100% Co-insurance	
Benefit Details	Your Plan's Coverage
<p>Prescription Drugs with <b>Generic Substitution</b></p> <p>Includes the following drug classes:</p> <ul style="list-style-type: none"> <li>oral contraceptives <b>(11)</b></li> <li>life-sustaining drugs</li> <li>preventive vaccines and medicines (oral or injected)</li> <li>injectable medications (charges made by a practitioner or physician to administer injectable medications are not covered)</li> <li>standard syringes, needles and diagnostic aids, required for the treatment of diabetes</li> </ul> <p>No coverage for / excludes:</p> <ul style="list-style-type: none"> <li>fertility drugs <b>(12)</b></li> <li>anti-smoking drugs</li> <li>anti-obesity drugs</li> <li>sexual dysfunction drugs</li> <li>drugs, which are intended to be administered in a hospital on an in-patient or out-patient basis and are not intended for a patient's use at home</li> <li>cotton swabs, rubbing alcohol, automatic jet injectors and similar equipment used in the treatment of diabetes</li> <li>charges to administer serums, vaccines &amp; injectable drugs</li> <li>experimental or investigational drugs not approved or broadly accepted and recognized by the Canadian medical profession as an effective, appropriate and essential treatment of a sickness or injury, in accordance with Canadian medical standards</li> <li>natural health products (products with a NPN)</li> </ul>	<p>\$2.00 per prescription drug deductible <b>(10)</b></p> <p><b>(13)</b></p> <p><i>No Substitution Prescriptions - If your prescription contains a written direction from your physician or dentist that the prescribed drug is not to be substituted with another product and the drug is a covered expense under this benefit, then the full cost of the prescribed product is covered.</i></p> <p><i>There is a limitation on quantity of drugs that can be dispensed and claimed at one time, to the lesser of:</i></p> <p><i>a) the quantity prescribed by the Physician or Dentist; or</i></p> <p><i>b) a 34 day supply; or</i></p> <p><i>c) up to a 100 day supply may be payable in long term therapy where the larger quantity is recommended as appropriate by the Physician and the Pharmacist.</i></p> <p><i>If you are a Quebec resident, your plan's coverage will coordinate with RAMQ.</i></p>

**EHC - Vision (14)**

100% Co-insurance

Benefit Details	Your Plan's Coverage
<p>(15)</p> <p>Prescription Glasses, Contact Lenses, Laser Eye Surgery, Eye Exams, Visual Training</p>	<p>\$200 per 2 calendar year(s) for prescription glasses, elective contact lenses , repairs and elective laser vision correction procedures</p> <p>If contact lenses are required to treat a severe condition, or if vision in the better eye can be improved to a 20/40 level with contact lenses but not with glasses, the maximum payable will be \$200 during any 2 calendar year(s)</p> <p>Eye Exams - once per 2 calendar year(s)</p> <p>Visual Training - \$200 per lifetime</p> <p><i>Find out about <b>discounts</b> available to you through Manulife Financial's relationship with Preferred Vision Services (PVS).</i></p>

## EHC - Health Care Professionals (Professional Services) (16)

100% Co-insurance

Benefit Details	Your Plan's Coverage
<p>(17)</p> <p>Services provided by the following licensed practitioners:</p> <p>Chiropractor, Osteopath, Podiatrist/Chiropodist, Massage Therapist, Naturopath, Speech Therapist, Physiotherapist, Psychologist, Acupuncturist</p>	<p>\$350 per calendar year(s) for Chiropractor</p> <p>\$350 per calendar year(s) for Osteopath</p> <p>\$350 per calendar year(s) for Podiatrist/Chiropodist</p> <p>\$350 per calendar year(s) for Massage Therapist</p> <p>\$350 per calendar year(s) for Naturopath</p> <p>\$350 per calendar year(s) for Speech Therapist</p> <p>\$350 per calendar year(s) for Physiotherapist</p> <p>\$350 per calendar year(s) for Psychologist</p> <p>\$350 per calendar year(s) for Acupuncturist</p> <p>The maximum for each specialty includes one x-ray (\$25 maximum) per calendar year. (18)</p> <p><i>Expenses for some of these professional services may be payable in part by provincial plans. Coverage for the balance of such expenses prior to reaching the provincial plan maximum may be prohibited by provincial legislation. In those provinces, expenses under this benefit program are payable after the Provincial Plan's maximum for the benefit year has been paid.</i></p> <p><i>Recommendation by a physician for Professional Services is not required.</i></p>

<b>EHC - Medical Supplies and Services (19)</b>	
100% <b>Co-insurance</b> (unless otherwise stated)	
For all medical equipment and supplies, coverage is limited to the cost of the device or item that adequately meets the patient's fundamental medical needs.	
<b>Benefit Details</b>	<b>Your Plan's Coverage</b>
<b>Private Duty Nursing Services (20)</b>	\$10,000 per calendar year(s)
<p>Provided by a registered nurse or registered nursing assistant who has completed an approved medications training program</p> <p>Excludes:</p> <ul style="list-style-type: none"> <li>• custodial care, homemaking duties or supervision</li> <li>• services performed by a nurse practitioner who is an immediate family member or who lives with the patient</li> <li>• services performed while confined to a hospital, nursing home or other similar institution</li> <li>• services that could be performed by a person with lesser qualifications, a relative, a friend or a member of the patient's household</li> </ul>	<p><i>Submit a detailed treatment plan estimate before Private Duty Nursing services begin so we can advise you of what benefit may be provided.</i></p>
<b>Hearing Aids (21)</b>	\$500 per 5 calendar year(s)
	<i>Includes cost, installation, repair and maintenance of Hearing Aids (including charges for batteries)</i>
<b>Orthopaedic Shoes/Orthotics (22)</b>	<p>\$150 per calendar year(s) for Stock-item Orthopaedic Shoes</p> <p>Custom Made Shoes which are required because of a medical abnormality that, based on medical evidence, cannot be accommodated in a stock-item orthopaedic shoe or a modified stock-item orthopaedic shoe, up to a maximum of 1 pair per calendar year (must be constructed by a certified</p>

	<p>orthopaedic footwear specialist)</p> <p>\$400 per 3 calendar year(s) for Custom Made Orthotic Foot Appliances</p> <p><i>Must be recommended by a physician or podiatrist.</i></p>
<p><b>Medical Equipment (23)</b></p> <p>Includes items such as:</p> <ul style="list-style-type: none"> <li>• ambulance (licensed including air ambulance, provided in province of residence)</li> <li>• mobility equipment (crutches, canes, walkers, wheelchairs)</li> <li>• manual hospital beds</li> <li>• respiratory and oxygen equipment</li> <li>• other equipment usually found only in hospitals</li> <li>• non-dental external prostheses</li> <li>• braces (other than foot braces), trusses, collars, leg orthosis, casts and splints</li> <li>• ileostomy, colostomy and incontinence supplies</li> <li>• medicated dressings and burn garments</li> <li>• oxygen</li> <li>• charges for the treatment required as a result of an injury to natural teeth or jaw</li> <li>• surgical brassieres</li> <li>• wigs and hairpieces for temporary hair loss associated with medical treatment</li> </ul>	<p>4 per calendar year for surgical brassieres</p> <p>\$250 per lifetime for wigs and hairpieces</p> <p><i>Medical equipment dispensed by a hospital is not an eligible expense.</i></p> <p><i>In the province of Quebec, microscopic and other similar diagnostic tests and services rendered in a licensed laboratory are included.</i></p> <p><i>Accidental dental treatment must be provided within 12 months of the accident. Injuries sustained while biting or chewing are not covered.</i></p>
<p><b>Surgical Stockings</b></p>	<p>\$400 per calendar year</p>

<b>EHC - Hospital (24)</b>	
100% Co-insurance	
<b>Benefit Details</b>	<b>Your Plan's Coverage</b>
General or Rehabilitation hospitals	<ul style="list-style-type: none"> <li>• in a Semi-Private Room</li> <li>• in excess of the hospital's public ward charge</li> </ul>
	<i>Manulife Financial will coordinate payment after any provincial plan coverage has first been applied.</i>

## EHC - Medical and Non-Medical Travel Emergencies (25)

Benefit Details	Your Plan's Coverage
<p>Emergency medical coverage</p> <p>Conditions:</p> <ul style="list-style-type: none"> <li>Coverage is for immediate medical treatment required for: <ul style="list-style-type: none"> <li>a sudden, unexpected injury or a new medical condition which occurs while an insured person is travelling outside of their province of residence; or</li> <li>a specific medical problem or chronic condition that was diagnosed but medically stable prior to departure.</li> </ul> </li> <li>Coverage is available for medical emergencies related to pregnancy as long as travel is completed at least 4 weeks before the due date.</li> <li>Valid Government Health Insurance Plan (GHP) coverage is required for you and your dependants.</li> </ul>	<p>100% with a lifetime maximum of \$5,000,000</p> <p>Coverage is limited to 60 days per trip. (26)</p> <p>(27) Stable means in the 90 days before departure, the insured person has not:</p> <ul style="list-style-type: none"> <li>been treated or tested for any new symptoms or conditions;</li> <li>had an increase or worsening of any existing symptoms;</li> <li>changed treatments or medications (other than normal adjustments for ongoing care);</li> <li>been admitted to the hospital for treatment of the condition.</li> </ul> <p>Coverage is not available if you (or your dependant) have scheduled non-routine appointments, tests or treatments for the condition or an undiagnosed condition.</p> <p>A medical emergency ends when the attending physician feels that, based on the medical evidence, a patient is stable enough to return to their home province or territory.</p> <p><i>You are typically responsible for payment of medical expenses amounting to less than \$200 CDN. When you return from your trip, you can submit a claim to be reimbursed for those expenses through the normal claim submission process.</i></p> <p><i>For charges over \$200 CDN, contact the service partner shown on your benefits card as soon as possible to arrange for payment directly to the treating physician or facility.</i></p>
<p>Non-Emergency medical coverage</p> <p>Conditions:</p> <ul style="list-style-type: none"> <li>recommendation by a practicing physician in Canada is required</li> <li>suggests that you submit a detailed</li> </ul>	<p>50% with a maximum of \$3,000 every 3 calendar year(s)</p>

<p>treatment plan with cost estimates before treatment begins. You will then be advised of any benefit that will be provided.</p>	
<p>Emergency Travel Assistance</p> <p>Including:</p> <ul style="list-style-type: none"> <li>• 24 hour access to multi-lingual service representatives</li> <li>• referral to local medical care and treatment monitoring</li> <li>• payment of medical bills, medical transportation, return home of dependant children, visit by a family member, trip interruption/delay coverage, support through convalescence after hospital discharge, identification and/or return of a deceased traveller, meals and accommodation, vehicle return, pre-trip advice on passport, visa, vaccination and inoculation requirements for a destination, assistance in replacing lost documents and tickets, referral to legal assistance in your foreign destination, telephone interpretation service, emergency message service, and</li> <li>• after-hours medical advice phone support</li> </ul>	<p>100% with all maximums below stated in Canadian Funds.</p> <p>\$1,000 for return of vehicle</p> <p>\$2,000 for meals and accommodations</p> <p>\$5,000 for return of deceased</p> <p><i>See <a href="http://www.manulife.ca/groupbenefits/travel">www.manulife.ca/groupbenefits/travel</a> for additional information, a list of phone numbers for frequent Canadian travel destinations and for participating countries.</i></p>

## Health for Life® - Resources to help you and your family maintain overall good health and wellness (28)

Benefit Details	Your Plan's Coverage
<p>Your plan also includes access to services and information you and your family can use to live healthier lives. You can access these services on the Plan Member Secure Site.</p>	
<h3>Health eLinks® - Online resources for better health</h3>	
<p>Take the first step toward healthier living through online tools and resources such as:</p> <p>Health Risk Assessment</p> <p>Health Library, including:</p> <ul style="list-style-type: none"> <li>• Conditions database</li> <li>• Medications database</li> <li>• Tests and procedures database</li> <li>• Health features</li> <li>• Personal Health Improvement Program</li> </ul>	<p>Included and available on the Plan Member Secure Site</p>

## Counselling Services [Workplace Advisor] (29)

<p>Your plan also includes access to services and information you will use to help you live a healthier life. You can access these services on the Plan Member Secure Site.</p>	
Benefit Details	Your Plan's Coverage
<p>Short term counselling for you and any dependents for a wide range of issues from psychological problems to addictions, and from family and marital concerns to nutritional counselling for example.</p> <p>Online self-help courses on a variety of topics including but not limited to:</p> <ul style="list-style-type: none"> <li>• Embracing Workplace Change</li> <li>• Taking Control of Stress / Taking Control of Your Mood</li> <li>• Taking Control of Job Loss / Taking Control of Your Career</li> <li>• Taking Control of Alcohol Use</li> <li>• Foundations of Effective Parenting</li> <li>• Resolving Conflict in Intimate Relationships</li> </ul> <p>Database to search for childcare or eldercare resources in your area</p>	<p>Approximately 4 to 6 hours of short-term counselling for an unlimited number of issues.</p> <p>You can receive counselling by phone, online or in person.</p> <hr/> <p><b><i>To access counselling services online:</i></b></p> <p><i>Visit the Plan Member Secure Site</i></p> <p><b><i>To access any of the Workplace advisor services by phone:</i></b></p> <p><i>Call 1-866-644-0326 to reach a representative any time, 24 hours a day.</i></p> <p><i>If you use a TTY/TDD device, call 1-888-384-1152.</i></p>
<p>Personalized information and tools that are selected by counselling professionals with your best interests in mind.</p>	

## Health Service Navigator® (30)

Whether you or a family member have been diagnosed with a critical or chronic health condition, or you are simply curious about the services available in your area, Health Service Navigator® points you to agencies or resources that may be able to provide the information you need, including:

- tips and tools you can use to navigate through the Canadian health care landscape
- a national physician search database
- provincial health plan information
- health, medical condition, treatment plan options and medication information you can trust, and
- a second medical opinion service for times when you may want to double check a serious medical diagnosis you, your spouse or your child has received

With the exception of the second opinion service (which is available by phone only), Health Service Navigator tools are all available for you or your spouse or children any time on the Plan Member Secure Site.

## Long-Term Disability (34)

Benefit Details	Your Plan's Coverage
Waiting Period	none
Benefit Amount	66.7% of monthly basic earnings to a maximum of \$5,000
Qualifying Period	119 days
Definition of Disability	<p>Totally Disabled means a restriction or lack of ability due to an illness or injury which prevents you from performing the essential duties of:</p> <ul style="list-style-type: none"> <li>• your own occupation, during the Qualifying Period and the 2 years immediately following the Qualifying Period</li> <li>• any occupation for which you are qualified, or may reasonably become qualified, by training, education or experience, after the 2 years specified above</li> </ul>
	<p><i>The availability of work will not be considered by Manulife Financial in assessing your disability.</i></p> <p><i>If you must hold a government permit or license to perform the duties of your job, you will not be considered Totally Disabled solely because your permit or license has been withdrawn or not renewed.</i></p>
Maximum Benefit Period	<p>to age 65 for Total Disability Benefits</p> <p>2 years, but not beyond age 65, for Partial Disability Benefits</p>
Non-Evidence Limit	\$1,200
Termination	age 65 less the Qualifying Period, or your retirement, whichever is earlier
Tax Status	<p>The tax position of any payments you receive under this benefit depends on whether you or your employer pays the cost of the benefit.</p> <p>If your employer pays any portion of the premium for this benefit, then any payments you receive will be taxable. If you pay the full cost of the benefit, then any disability benefit payments you receive will be non-taxable.</p>

Waiver of Premium	The premium for your Long Term Disability benefit will be waived during any period you are entitled to receive Long Term Disability benefit payments.
Entitlement	<p>To be entitled to disability benefits, you must meet the following criteria:</p> <ul style="list-style-type: none"> <li>• you must be continuously Totally Disabled throughout the Qualifying Period. If you cease to be Totally Disabled during this period and then become disabled again within 3 weeks due to the same or related illness or injury, your Qualifying Period will be extended by the number of days during which you ceased to be Totally Disabled</li> <li>• Manulife Financial must receive medical evidence documenting how your illness or injury causes restrictions or lack of ability, such that you are prevented from performing the essential duties of: <ul style="list-style-type: none"> <li>- your own occupation, during the Qualifying Period and the following 2 years, and</li> <li>- any occupation for which you are qualified, or may reasonably become qualified, by training, education or experience, after the 2 years specified above</li> </ul> </li> <li>• you must be receiving from a physician, regular, ongoing care and treatment appropriate for your disabling condition, as determined by Manulife Financial</li> </ul> <p>At any time, Manulife Financial may require you to submit to a medical, psychiatric, psychological, functional, educational and/or vocational examination or evaluation by an examiner selected by Manulife Financial.</p>
Exclusions	<p><i>No benefits are payable for any disability related to:</i></p> <ul style="list-style-type: none"> <li>• self-inflicted injuries or illnesses</li> <li>• war, insurrection, the hostile actions of any armed forces or participation in a riot or civil commotion</li> <li>• medical or surgical care which is not medically necessary</li> <li>• the committing of or the attempt to commit an assault or criminal offence</li> <li>• injuries sustained while operating a motor vehicle while under the influence of any</li> </ul>

	<p>intoxicant, including alcohol</p> <ul style="list-style-type: none"> <li>• abuse of addictive substances, including drugs and alcohol, unless you are actively participating and co-operating in an in-patient medical treatment program for substance abuse which has been approved by Manulife Financial</li> <li>• a Pre-Existing Condition which causes disability within the first 12 months of your Long Term Disability coverage. A Pre-Existing Condition is any injury or illness (whether diagnosed or not) for which you were treated or attended by a physician, or for which drugs were prescribed, within 90 days prior to the effective date of your coverage</li> </ul>
<p>Periods for which you are not entitled to benefits</p> <p><i>(Unless your employer is required to provide coverage because of legislation, regulation, or by law)</i></p>	<p>When you are:</p> <ul style="list-style-type: none"> <li>• not receiving from a physician, regular, ongoing care and treatment appropriate for your disabling condition, as determined by Manulife Financial</li> <li>• receiving EI (Employment Insurance) maternity or parental benefits</li> <li>• on lay off</li> <li>• on leave of absence</li> <li>• receiving earnings or payments from 'any' employer</li> <li>• receiving benefits under an employer sponsored salary continuance plan</li> <li>• working in any occupation, except as provided for under the Partial Disability Benefit provision</li> <li>• incarcerated</li> </ul>
<p>Amount of Disability Benefit Payable</p>	<p>The amount of disability benefit payable to you is the Benefit Amount shown above reduced by any amount you receive or are entitled to receive from the following sources for the same or related disability:</p> <ul style="list-style-type: none"> <li>• Workers' Compensation or similar coverage</li> <li>• Canada or Quebec Pension Plans</li> <li>• any government motor vehicle automobile insurance plan or policy, unless prohibited by law</li> </ul> <p>If necessary, the amount of your benefit will be further reduced so that your total amount from all sources does not exceed 85% of your pre-disability gross earnings (net earnings, if your benefit is non-</p>

	<p>taxable). All sources include those sources stated above and:</p> <p>a) any amount you receive or are entitled to receive from:</p> <ul style="list-style-type: none"> <li>• any group, association or franchise plan</li> <li>• any retirement or pension plan</li> <li>• earnings or payments from any employer, including severance payments and vacation pay</li> <li>• self-employment</li> <li>• any government plan, excluding Employment Insurance Benefits</li> </ul> <p>b) any amount of Canada or Quebec Pension Plan benefits which another member of your family receives or is entitled to receive by reason of your disability</p> <p>Once benefits become payable, the amount of your benefit will not be affected by any subsequent cost of living increase in benefits you are receiving from other sources.</p>
<p>Rules we use to calculate your benefit</p>	<p>Manulife Financial will apply the following rules in determining your disability benefit:</p> <ul style="list-style-type: none"> <li>• benefits payable from other sources which began before the commencement of your current Disability will not be taken into account</li> <li>• benefits payable from other sources will not be adjusted to take into account any difference between the tax status of those benefits and the benefit payable by Manulife Financial</li> <li>• subsequent changes in benefits from other sources, other than cost of living increases, will be taken into consideration and a new benefit amount may be established</li> <li>• benefits payable under individual disability income insurance will not be taken into account</li> <li>• for benefits payable other than on a monthly basis, a monthly equivalent of such benefit will be estimated by Manulife Financial</li> <li>• if you do not apply for a benefit for which you are eligible, the amount of such benefit will be estimated by Manulife Financial and assumed to be paid</li> </ul>
<p>Subrogation</p>	<p>If your disability is caused by another person and</p>

	<p>you have a legal right to recover damages, Manulife Financial will request that you complete a subrogation reimbursement agreement when you submit your Long Term Disability claim.</p> <p><i>On settlement or judgment of your legal action, you will be required to reimburse Manulife Financial those amounts you recover which, when added to the disability benefits that Manulife Financial paid to you, exceed 100% of your lost income.</i></p>
<p>Termination of Payments</p>	<p>Your disability benefit payments will cease on the earliest of:</p> <ul style="list-style-type: none"> <li>• the date you cease to be Totally Disabled, as defined under this benefit, except as provided for under the Partial Disability Benefit</li> <li>• the date you do not supply Manulife Financial with appropriate medical evidence documenting how your illness or injury causes restrictions or lack of ability such that you are prevented from performing the essential duties of: <ul style="list-style-type: none"> <li>- your own occupation, during the Qualifying Period and the following 2 years, and</li> <li>- any occupation for which you are qualified, or may reasonably become qualified, by training, education or experience, after the 2 years specified above</li> </ul> </li> </ul> <p>If you are receiving a partial disability benefit, benefits will cease on the date you do not supply Manulife Financial with appropriate medical evidence documenting how your illness or injury limits you to returning to work in a reduced capacity, as defined under the Partial Disability Benefit.</p> <ul style="list-style-type: none"> <li>• the date you do not attend an examination by an examiner selected by Manulife Financial</li> <li>• the date on which benefits have been paid up to the Maximum Benefit Period for this benefit</li> <li>• the date of your death</li> </ul>
<p>Recurrent Disability</p>	<p>If you become Totally Disabled again from the same or related causes within 6 months from the end of the period for which benefits were paid, Manulife</p>

	<p>Financial will treat the disability as a continuation of your previous disability.</p> <p>You will not be required to satisfy any applicable Qualifying Period again. The benefit payable to you will be based on your earnings as at the date of your previous disability. Benefits for all such recurrent disabilities will not be paid for a combined period longer than the Maximum Benefit Period for this benefit.</p> <p>If the same disability recurs more than 6 months after the end of the period for which benefits were paid, such disability will be considered a separate disability.</p> <p>Two disabilities which are due to unrelated causes are considered separate disabilities if they are separated by a return to work of at least one day.</p>
<p>Partial Disability Benefit</p>	<p>If you become Partially Disabled after qualifying for Disability Benefits, Manulife Financial will pay a Partial Disability Benefit, as outlined below.</p> <p><i>Definition of Partially Disabled</i></p> <p>During a period of 2 years following the Qualifying Period, you will be considered Partially Disabled if you are able to work in your own occupation but, due to your disability, you can only do so in a reduced capacity such that your pre-disability earnings are reduced by 15% or more.</p> <p>After this period, you will be considered Partially Disabled if, due to your disability, you can only work in a reduced capacity in any occupation such that your pre-disability earnings are reduced by 15% or more.</p>
<p>Amount of Partial Disability Benefit Payable</p>	<p>The amount of the partial disability benefit payable to you is determined as follows:</p> <ul style="list-style-type: none"> <li>• your disability benefit (see Amount of Disability Benefit Payable) reduced by 50% of your employment income, if you return to work, or</li> <li>• 50% of your disability benefit, if you do not return to work</li> </ul> <p>If necessary, this amount will be reduced so that your total income from all sources does not exceed 85% of your pre-disability earnings. To account for inflation, each January your pre-disability earnings will be adjusted by the change in the Consumer Price Index for the preceding year.</p>
<p>Re-Employment Subsidy Benefit</p>	<p>If, after you qualify for disability benefits, you are</p>

	<p>unable to return to your previous job because of your disability, but you do return to alternate employment, Manulife Financial will subsidize your employer during the first 3 months of your employment.</p> <p>The amount of the subsidy benefit will be the lesser of:</p> <ul style="list-style-type: none"> <li>• 50% of your first 3 months' earnings, or</li> <li>• an amount equal to your Long Term Disability benefit for one month</li> </ul> <p>The benefit is payable to your employer after you have worked for 3 continuous months.</p>
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**Submitting Claims:** Please contact your Plan Administrator 6 to 8 weeks prior to the end of your Qualifying Period. Manulife Financial will contact you to discuss details of your Long Term Disability coverage.

**Payments:** Disability benefit payments will be made monthly in arrears. Any payment for a period of less than one month will be made at a daily rate of one-thirtieth of your monthly benefit amount.

**Vocational Rehabilitation Expense Benefit**

If, while receiving disability benefits, you become involved in vocational rehabilitation approved by Manulife Financial, expenses reasonably associated with your rehabilitation will be payable by Manulife Financial, provided:

- the expenses have been pre-approved by Manulife Financial
- the charges are reasonable, and are not payable through any other source

Expenses which will be considered under this benefit are:

- rehabilitation assessment, including work capacity assessment and placement assistance
- vocational counselling, re-training or education, and non-medical rehabilitation devices

## Life Insurance (31)

<p><i>You may also wish to consider supplementing this coverage by purchasing any available FollowMe, Optional or Personal Benefits coverage available for your plan.</i></p>	
Benefit Details	Your Plan's Coverage
<p><i>For you as the employee</i></p>	
Waiting Period	none
Benefit Amount	1 times your annual earnings, to a maximum of \$300,000 (32)
Non-Evidence Limit (33)	\$100,000
Reduction and Termination Age	Your benefit amount reduces by 50% at age 65 and further reduces to \$5,000 if applicable at age 70 and terminates at age 75 or retirement, whichever is earlier
Qualifying Period for Waiver of Premium	119 days
Waiver of Premium	<p>If you become Totally Disabled while insured and prior to age 65 and meet the Waiver of Premium Entitlement Criteria, your Life Insurance will continue without payment of premium.</p> <p>Totally Disabled means a restriction or lack of ability due to an illness or injury which prevents you from performing the essential duties of:</p> <ul style="list-style-type: none"> <li>• your own occupation, during the Qualifying Period and the 2 years immediately following the Qualifying Period</li> <li>• any occupation for which you are qualified, or may reasonably become qualified by training, education or experience, after the 2 years specified above</li> </ul> <p>The availability of work will not be considered by Manulife Financial in assessing your disability.</p> <p>If you must hold a government permit or licence to perform the duties of your job, you will not be considered Totally Disabled solely because your permit or licence has been withdrawn or not renewed.</p>
Conversion Privilege	If your Group Benefits terminate or reduce, you may be eligible to convert your Life Insurance to an individual policy, without needing to provide medical evidence. Your application for the individual policy along with the first monthly

	<p>premium must be received by Manulife Financial within 31 days of the termination or reduction of your Life Insurance. If you die during this 31-day period, the amount of Life Insurance available for conversion will be paid to your beneficiary or estate, even if you didn't apply for conversion.</p> <p>See the <b>conversion option</b> details in the Individual plan options section.</p>
<i>For your spouse and your dependants</i>	
Waiting Period	none
Benefit Amount	\$10,000 for your spouse and \$5,000 for each dependant child
Termination Age	The earlier of Plan member's age 70 or retirement
Qualifying Period for Waiver of Premium	119 days
Waiver of Premium	If you become Totally Disabled while insured and prior to age 65 and meet the Waiver of Premium Entitlement Criteria, your Life Insurance will continue without payment of premium.
Conversion Privilege	<p>If your spouse's Life insurance terminates, you may be eligible to convert the terminated insurance to an individual policy, without medical evidence. Your spouse's application for the individual policy, along with the first monthly premium, must be received by Manulife Financial within 31 days of the termination date.</p> <p>See the <b>conversion option</b> details in the Individual plan options section.</p>
<p>Your beneficiary or estate must <b>submit a claim</b> within 90 days of the date of death. He or she can obtain the necessary paperwork from your plan sponsor. Claims for Waiver of Premium must be submitted within 180 days of the end of the qualifying period.</p> <p>If you are terminally ill and not expected to live more than 24 months, and you require financial assistance, you may qualify for a Compassionate Assistance loan.</p> <p>You have the right to designate and/or change a beneficiary, subject to governing law. The necessary forms are available from your Plan Administrator.</p> <p>You should review your beneficiary designation to be sure that it reflects your current intent.</p>	

## Survivor Benefit

Benefit Details	Your Plan's Coverage
<p>If you die while your dependants are insured under the program, Manulife Financial will continue coverage for some benefits without payment of premium:</p> <ul style="list-style-type: none"><li>• Extended Health Care</li><li>• Dental Care</li></ul>	<p>Coverage will continue until the earliest of:</p> <ul style="list-style-type: none"><li>• the date your dependant is no longer a dependant</li><li>• the date similar coverage is obtained elsewhere</li><li>• the date which is 24 months from your death or</li><li>• the date the Group Policy terminates</li></ul>

## Accidental Death and Dismemberment Insurance

<p>The amount payable for each loss is a percentage of the Accidental Death and Dismemberment benefit amount which was in effect for you on the date of your injury.</p>	
<p> </p>	
Benefit Details	Your Plan's Coverage
Waiting Period	none
Benefit Amount	1 times your annual earnings, to a maximum of \$300,000
Non-Evidence Limit	\$100,000
Reduction and Termination Age	Your benefit amount reduces by 50% at age 65 and terminates at age 70 or retirement, whichever is earlier
<p>Covered losses must:</p> <ul style="list-style-type: none"> <li>• be as a direct result of the accidental injury</li> <li>• have occurred within 365 days from the date of the accidental injury</li> <li>• be total and irreversible or irrecoverable</li> </ul> <p>Exclusions:</p> <p>No Accidental Death &amp; Dismemberment benefits will be payable if the loss results from any of the following:</p> <ul style="list-style-type: none"> <li>• suicide or self-inflicted injuries</li> <li>• war or insurrection, the hostile actions of any armed forces, or participation in a riot or civil commotion</li> <li>• an infection (except <b>pyogenic infections</b> from an accidental cut or wound), illness or disease, or the medical treatment of any illness or disease, or bodily or mental infirmity</li> <li>• riding in, boarding or leaving, or descending from, any aircraft as a pilot, operator or member of the crew</li> <li>• riding in, boarding or leaving, or descending from, any aircraft which is owned, operated or leased by or on behalf</li> </ul>	<ul style="list-style-type: none"> <li>• Loss of Life - 100%</li> <li>• Loss of or Loss of Use of Both Hands or Both Feet - 100%</li> <li>• Loss of Sight of Both Eyes - 100%</li> <li>• Loss of One Hand and One Foot - 100%</li> <li>• Loss of One Hand and Sight of One Eye - 100%</li> <li>• Loss of One Foot and Sight of One Eye - 100%</li> <li>• Loss of Hearing in Both Ears and Speech - 100%</li> <li>• Loss of or Loss of Use of One Arm or One Leg - 75%</li> <li>• Loss of or Loss of Use of One Hand or One Foot - 66 2/3%</li> <li>• Loss of sight of One Eye - 66 2/3%</li> <li>• Loss of Speech or Hearing in Both Ears - 66 2/3%</li> <li>• Loss of Thumb and Index Finger or at least Four Fingers of One Hand - 33 1/3%</li> <li>• Loss of All Toes of One Foot - 25%</li> <li>• Loss of Hearing in each Ear - 25%</li> <li>• Hemiplegia, Paraplegia or Quadriplegia - 200%</li> </ul>

<p>of your employer</p> <ul style="list-style-type: none"> <li>• committing or attempting to commit an assault or criminal offence</li> <li>• injuries sustained while operating a motor vehicle while under the influence of any intoxicant, including alcohol</li> </ul>	<p><i>In the case of loss of speech or hearing, or loss of use of an arm, hand or leg, the loss must be continuous for 12 months and determined to be permanent, after which time the benefit is payable.</i></p> <p><i>Only one percentage, the largest, will be paid for multiple losses to the same limb due to any one accident. No more than 100% will be paid for all losses due to any one accidental injury, except in the case of hemiplegia, paraplegia or quadriplegia, where the total amount paid will not exceed 200% (provided the benefit is paid while you are living).</i></p>
<p>Exposure and Disappearance</p>	<p>If a loss occurs due to unavoidable exposure to the elements, after a conveyance in which you were travelling made a forced landing, or was lost, wrecked, stranded or sank, a benefit will be payable for that loss. The amount payable will be determined in accordance with the covered loss list.</p> <p>If you disappear after a conveyance in which you were travelling made a forced landing, or was lost, wrecked, stranded or sank, a benefit for loss of life will be payable if your body is not found within 365 days after the incident occurred.</p>
<p>Waiver of Premium</p>	<p>If your Employee Life Insurance premium is waived because you are totally disabled, the premium for this benefit will also be waived. Accidental Death and Dismemberment Waiver of Premium ends if this plan terminates.</p>
<p><i>Claims must be submitted within 90 days of the date of injury or death. Necessary paperwork is available from your plan sponsor. Claims for Waiver of Premium must be submitted within 180 days of the end of the qualifying period.</i></p> <p><i>You have the right to designate and/or change a beneficiary, subject to governing law. The necessary forms are available from your Plan Administrator.</i></p> <p><i>You should review your beneficiary designation to be sure that it reflects your current intent.</i></p>	

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## **Individual plan options available to purchase if you are leaving the plan**

When your group coverage ends, your relationship with Manulife doesn't have to stop there. You have the option to purchase your own personal plans.

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## Conversion Option

Some core coverage benefits (Life, Optional Life, Critical Illness, Optional Critical Illness) give you the option to purchase individual coverage when your group benefits terminate or reduce, without needing to provide medical evidence. Your application for the individual policy along with the first monthly premium must be received by Manulife Financial within 31 days of the termination or reduction of your coverage. Other specific conditions for coverage may be noted in each benefit information section of this document.

For more information on the conversion privilege, please see your Plan Administrator. Provincial differences may exist.

## FollowMe™ Health

The FollowMe Health plan is specially designed for those whose group health coverage has recently or will soon come to an end. FollowMe Health allows you to continue enjoying health and dental benefits without completion of a medical questionnaire, so there's no need to worry about interruption of coverage for you or your loved ones.

If you apply within 60 days of your loss of group health and dental benefits, you will qualify without having to complete a medical questionnaire.

With four different plans and levels of coverage to choose from, you're certain to find the FollowMe Health plan that meets your needs.

*To find out more, request a brochure, get a quote, apply online or print an application, go to [www.coverme.com](http://www.coverme.com) or call 1-877-COVER ME® (1-877-268-3763)*

# Definitions

Explanation of some of the terms used in this document

## Co-insurance

The way the cost of a service is shared between you and your plan. It exists in addition to any deductibles. So for example, an 80% co-insurance means that after the deductible has been satisfied, your plan will cover up to 80% of the bill and you would pay the rest.

## Co-payment

The fixed amount that you must pay towards the cost of a service each time you use your plan. Most often, co-payments exist in situations where a claim is settled at point of sale. For instance, you might see a drug benefit with a \$2.00 co-pay amount. Regardless of the cost of the prescription being filled, you are required to pay \$2.00.

## Dependant

Your Spouse or Child who is insured under the Provincial Plan.

## Spouse

- your legal spouse, or a person continuously living with you in a role like that of a marriage partner

## Child

- your natural or adopted child, or stepchild, who is:
  - unmarried
  - under the age stated below:
    - for Dental coverage - under age 21, or under age 25 if a full-time student;
    - for Extended Health Care coverage - under age 21, or under age 25 if a full-time student
    - for other coverages (if applicable) - under age 21, or under age 25 if a full-time student;
  - not employed on a full-time basis
  - not eligible for insurance as an employee under this or any other Group Benefit Program
- a child who is incapacitated on the date he or she reaches the age when insurance would normally terminate will continue to be an eligible dependant. However, the child must have been insured under this Benefit Program immediately prior to that date
- a child is considered incapacitated if he or she is incapable of engaging in any substantially gainful activity and is dependant on the employee for support, maintenance and care, due to a mental or physical disability. Manulife Financial may require written proof of the child's condition as often as may reasonably be necessary
- a stepchild must be living with you to be eligible
- a newborn child shall become eligible from the moment of birth
- birth is defined as the complete live delivery of a child from its mother

## Drugs