

Group Critical Illness Insurance

Frequently asked questions

1. What is Group Critical Illness Insurance?

Group Critical Illness Insurance provides a one-time, lump-sum benefit that can help you respond to a critical illness event in your own way. With extra financial protection during a difficult period of illness, you're able to spend less time worrying about your finances and more time concentrating on getting well. With critical illness insurance (CII), if you are diagnosed after the effective date of coverage with one of the covered conditions as defined in your booklet, you are eligible to make a claim.

2. Why do I need critical illness insurance?

CII is designed to complement other benefits such as life, extended health care (EHC) and disability insurance (DI). Along with the emotional toll of being diagnosed with a critical illness and the physical strain of recuperation, there are also financial consequences to consider such as:

- child care expenses
- in-home help while you recover
- home or vehicle modifications may be necessary
- out-of-pocket travel expenses may be incurred in order to travel for treatment
- medical expenses that are not covered by either government or private health care plans

While disability insurance provides protection for a portion of your income, it may not adequately provide the financial assistance to cover these additional expenses. CII is designed to provide a lump-sum benefit to help alleviate some of the stress due to the financial burden that may result from a critical illness.

3. Why do I need critical illness insurance if I already have life insurance?

Life insurance is a benefit that is paid out to your beneficiaries when you die. CII is a living benefit, meaning you receive the lump-sum benefit to use how you choose. Your illness does not have to be terminal to receive your lump-sum payment.

4. Why do I need critical illness insurance if I already have extended health care coverage?

Unlike EHC insurance that reimburses a portion of your eligible medical expenses, CII pays a one time, lump-sum benefit that you can spend however you like. You can use the benefit payment in any way you wish – for medical or non-medical purposes.

5. Why do I need critical illness insurance if I already have disability insurance coverage?

CII provides a lump-sum payment regardless of your ability to work. DI is an income replacement benefit, paid monthly over a period of time when you are not able to work due to a disability. DI only provides a portion of your insurable earnings and it may not be adequate to cover the additional expenses you may have in the event of a critical illness.

6. Will my disability insurance benefit amount be reduced when the critical illness insurance benefit is paid out?

DI and CII are different benefits. The CII payment will not reduce your DI benefit amount.

7. What can I use the one-time, lump-sum benefit for?

It's entirely up to you. There are no restrictions on how you can use the money. For example, you can:

- seek alternative treatment
- purchase specialized equipment
- hire a nurse, housekeeper, or child care provider
- fund additional time away from work
- pay down your financial obligations

8. How is the critical illness insurance benefit paid? What if I recover from the illness?

Upon approval of the claim, the CII benefit is paid in full to you via a cheque, in your name. The benefit payment does not depend on your recovery.

9. Can I keep my coverage if I leave my employer?

Yes, the coverage is portable. If you are a resident of Canada, under the age of XX and have not received a benefit payout, you can maintain up to \$100,000 of the Group Critical Illness Insurance coverage by notifying us within 31 days of your group coverage ending.

10. If I am diagnosed with one covered illness, and then I am diagnosed with another, will I be paid for both illnesses?

No. The CII benefit is payable once and for the first covered condition only, at which point your coverage terminates.

11. If the benefit is payable once and for the first covered condition only, what happens to the coverage for me and my spouse?

Assuming you and your spouse both have CII coverage, a one-time, lump-sum benefit will be payable under the following scenarios:

	Employee	Spouse
Scenario 1: The employee suffers a covered critical illness	Claim is paid. Coverage and premium payment end	Coverage and premium payment continue
Scenario 2: Spouse suffers a covered critical illness	Coverage and premium payment continue	Claim is paid. Coverage and premium payment end

12. What do I do if I am diagnosed with a critical illness and I need to make a claim?

Contact Sun Life Assurance Company of Canada, toll-free at 1-866-539-7678, or at 416-408-7390 and a Customer Service Representative will promptly send you a claim form to complete.

13. Is the lump-sum benefit considered taxable income?

No – the lump-sum benefit is considered non-taxable, according to a technical bulletin issued by the Canadian Revenue Agency.

14. How do I apply?

The application process is easy! Simply complete the short application form that you received from your employer and mail it to this address:

Sun Life Assurance Company of Canada
 Medical Underwriting
 PO Box 578 STN Waterloo
 Waterloo ON N2J 4B8

Or fax it to: 519-888-3477

If you need another application, contact your employer or call Sun Life Assurance Company of Canada toll free at 1-866-539-7678 or at 416-408-7390 and ask the Customer Service Representative to send you another CII application form.

15. Where do I get more information?

For more information, or if you have any questions about this insurance, call Sun Life Assurance Company of Canada's Customer Service unit toll-free at 1-866-539-7678 or at 416-408-7390.

16. Can I get critical illness insurance coverage another way?

Yes. However, by choosing coverage through your group benefits plan, you can often get coverage for less than it would cost to buy on your own. Another advantage – if you apply during your group benefits enrolment period – you may be able to get some CII coverage without having to answer any health questions.