

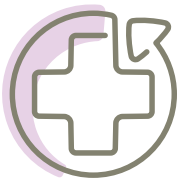
Critical illness and
disability insurance

A look
at living
benefits
claims

canada *life*™

A look at Canada Life critical illness insurance claims

An unexpected diagnosis can complicate your family's financial planning. **LifeAdvance™ critical illness insurance** coverage* can provide a one-time, lump-sum payment if you experience a covered critical condition.¹ Use the money how you want and keep your finances on track while you focus on recovery.



We paid **\$48 million**
in claims in 2020.²

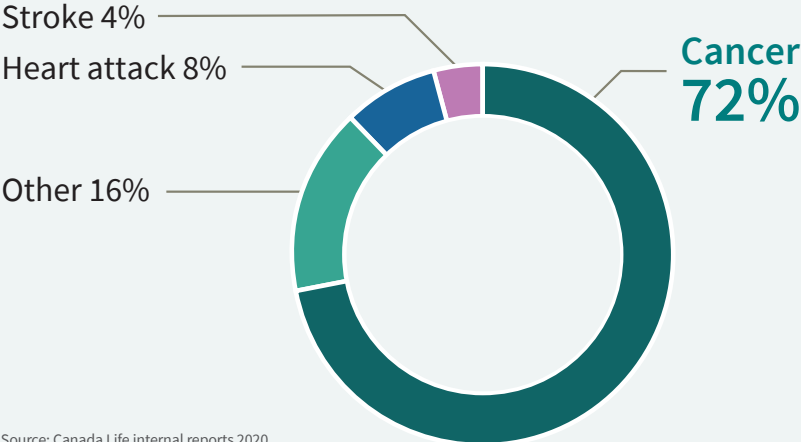
Cancer, heart attack and stroke
represent **84%** of critical illness
insurance claims.²

*All references to Canada Life™ LifeAdvance and Child LifeAdvance policies include Great-West Life Oasis and Child Oasis policy plans.

A close-up photograph of a woman with curly hair hugging a man from behind. Her eyes are closed and she has a gentle smile. Her hands are clasped together over the man's chest. The man is wearing a blue and white striped shirt. The background is a plain, light-colored wall.

Are you
prepared?

Most common claims



Source: Canada Life internal reports 2020

88-1880

Serious, life-changing illnesses are often unexpected. You may not think a critical illness will happen to you, but it can happen to anyone, at any age.

Here are examples of some of the claims we paid in 2020:

Age	Occupation	Years policy in force	Condition	Amount	Decision days*
52	Production worker	23	Heart attack	\$50,000	36
66	Executive	15	Cancer - stomach	\$100,000	5
64	Radiologist	16	Cancer - lymphoma	\$250,000	9
64	Dentist	16	Coronary artery bypass graft	\$50,000	8
58	Lab technician	17	Aortic surgery	\$50,000	12
10	Child	10	Benign brain tumour	\$50,000	10
68	Restaurant owner	19	Cancer - uterine	\$100,000	7
54	Physician	15	Stroke	\$150,000	28
46	Bookkeeper	13	Multiple sclerosis	\$50,000	11
56	Homemaker	11	Cancer – endometrial	\$200,000	7

*Decision days includes the time we wait for any outstanding information requested to assess the claim

The protection you need – when you need it most

How can you use the money?



Replace your income while you take time off work to recover



Pay for medical and wellness expenses not covered by your provincial health-care plan



Supplement your household income if your spouse needs to take time off work to support you or family members



Seek alternative care or out-of-country treatment



Parking costs or transportation to and from treatment

A critical illness can be emotionally and physically draining for you and your family.

Our policy also has services to help you cope:

- LifeWorks™ (formerly Shepell) provides counselling and support services.
- Teladoc Medical Experts (formerly Best Doctors™) gives you access to a second opinion on your diagnosis and treatment, should it be required.

Note: Canada Life is not obligated to provide the services of LifeWorks or Teladoc Medical Experts and may change or cancel access to these services at any time without notice.



For each critical illness full claim payout, a **\$500 donation** is made to the charity of your choice.³

A look at disability insurance claims

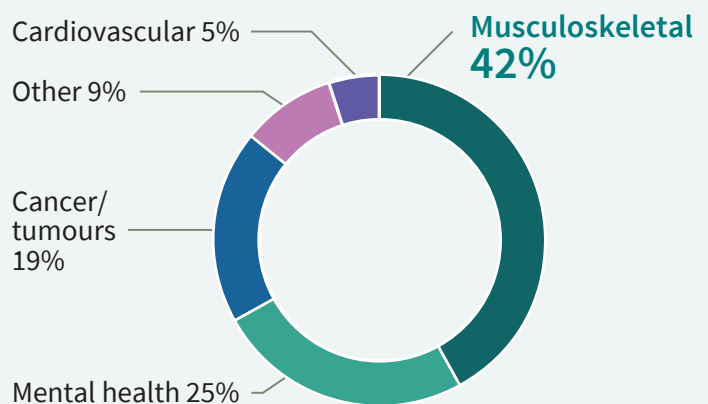


Did you know?

More than three-quarters of active disability claims involve musculoskeletal injuries (such as fractures, falls, dislocations and sprains), mental health (like depression and anxiety) and cancer. This chart shows the causes of disability insurance claims paid by Canada Life based on active claims in 2020.

Canada Life paid over **\$172 million** in individual disability insurance claims in 2020.

Most common causes of claims



Source: Canada Life internal reports - all new disability insurance claims paid in 2020.

Our personal approach makes the difference

Through the experience and expertise of our claims specialists, Canada Life is committed to paying eligible claims quickly and accurately. Our claims specialists provide outstanding customer service, treating all clients with dignity and processing claims efficiently.

Examples of ongoing disability claims we paid in 2020:

Age at claim	Occupation	Cause of disability	Length of time receiving benefits	Waiting period (days)	Monthly income benefit	Total amount paid since claim submitted†
34	Veterinarian*	Allergies	3 years, 4 months	61	\$4,700	\$188,000
61	Tow truck driver*	Lumbar fracture	18 years, 5 months	121	\$400	\$88,400
60	Fitness personal trainer	Quadriplegia	2 years, 5 months	31	\$4,000	\$116,000
58	Hairdresser	Loss of vision	2 years, 2 months	121	\$1,240	\$32,240
52	Carpenter	Bipolar disorder	5 years, 10 months	91	\$1,500	\$105,000
29	Painter	Gastrointestinal tract disorder	5 years, 5 months	61	\$4,000	\$260,000
39	Lawyer	Major depression	1 year, 3 months	91	14,675	\$220,125
39	Physician - obstetrician/ gynecologist	Severe complications of COVID-19	2 months	91	\$7,500	\$15,000
41	Dentist	Cervical spondylitis/ stenosis	6 years, 5 months partial disability	61	\$1,250	\$96,250 partial disability
55	Prosthetics technician	Parkinson's disease	2 years, 2 months	91	\$4,810	\$125,060
59	Carpenter	Lung cancer	3 years, 5 months	91	\$1,000	\$41,000

*Claimant has own occupation and receiving full benefits while working at another occupation

† Approximate amount, not including any indexing.

Can a disability or critical illness insurance claim be denied?

For critical illness insurance, claims that don't meet our definition of a critical condition or aren't on a list of critical illnesses we cover, won't be accepted. Definitions and a list of conditions are outlined in your policy.

When it comes to disability insurance, claims may be denied because the medical evidence doesn't support the claim.

For more information about how
Canada Life and its products may fit
your needs, talk to your advisor.



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¹ As defined in the policy, and, if applicable, satisfy the survival period (usually 30 days)

² Canada Life internal reports 2020

³ The charitable donation is applicable for LifeAdvance and Child LifeAdvance policies only. The Canada Life Assurance Company is not obligated to provide this service and may change or cancel this service at any time without notice.

The statistics provided in this brochure have been developed by the identified sources and are not based on the definitions of critical illnesses contained in the LifeAdvance policy. They are provided for general information only.

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LifeWorks is a trade name of LifeWorks Inc.