

GROUP INCOME PROTECTION

How it Works Product Information Getting A Quote

What is needed to provide a quote?

Introduction

This document outlines the information we need to provide an accurate quote, whether this is for a new policy, an existing policy where a rate guarantee has expired, or a change in basis is being considered.

If any of the information is not supplied, we will either request this before producing a quote or we will make considered assumptions, which will be noted within the quote.

We require the following information so we can produce your quote(s).

Notes

This is what we need for most quotes. If the risk is special or unusual we may require additional information.

A minimum of five lives are needed to be able to provide a quote. If there are less than five lives we may be able to provide a quote via our CLASS system which only requires two lives to be insured.

Company information and benefit basis

We will need the following information:

- what the company does
- who is to be insured at the start of the policy
- the proposed eligibility for new members, including minimum and maximum ages allowed for those joining
- the age at which cover is to end
- benefits basis required, including escalation, deferred period and claim payment period
- definition of incapacity (if this is not provided we will assume that our 'Standard' definition is required)
- pension scheme take up rate, if benefits or membership are linked in any way to a pension scheme
- whether premiums are to be paid monthly or annually
- the level of commission to be paid, if applicable

Notes

Further information on some of above can be found in the Document Areas titled 'Who Can be Covered' & When and 'What Are 'The Options For Cover?'

More detailed information may be requested if a quote is accepted.

Individual member information

In all circumstances we require at least the following information in electronic format (Excel preferred):

- date of birth
- gender
- salary
- occupation
- post code of normal place of work

Notes

All salaries should be advised in pounds sterling.

If more than 100 lives are insured a percentage split of occupations can be provided.

Up-to-date data may be required for accounting purposes if a quote is accepted.

Business travel

For those insured, details of any proposed business travel in the next 12 months outside of the EU or North America is required. Please provide:

- countries to be visited
- expected frequency of visits
- expected duration

Notes

If future business travel cannot be provided we require detail of the previous 12 months.

Further information required is detailed on the next page.



Canada Life™
Group Insurance

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Medical underwriting decisions for currently insured policies

We require details of anyone who has been underwritten. The information needed is as follows:

- final underwriting decision i.e. standard rates, premium loading, exclusion(s) applied, declined or postponed. The monetary value of any premium loadings and full details of any exclusions should also be provided
- the level of benefit accepted at standard rates
- the level of benefit subject to the adverse terms

Notes

Copies of the terms offered will be required should a quote be accepted.

Example Claims Experience Membership information

Period	Numbers Insured	Total Salary
1/1/11	1,241	78,475,746
1/1/12	1,139	77,472,741
1/1/13	1,150	90,470,574
1/1/14	1,174	92,741,548
1/1/15	1,093	91,475,147

Claims experience for currently insured policies

If cover is already provided we require the following information for each of the last five years:

- numbers of lives insured
- total salary roll
- number of claims

and for each claimant:

- date of birth
- gender
- date first absent
- current monthly or annual benefits being paid (please confirm which has been advised)
- reason for absence

You should also include any claims which are still being assessed and anyone who is absent from work due to illness or disability.

Notes

An example of the information required is shown below.

Please let us know if any further claims occur.

This information is not required if the scheme is already insured by us.

Individuals absent from work

If the policy is already insured, anyone who is unable to satisfy the terms of our 'actively at work' (AAW) should be detailed in the individual claims information, even if claim payments have not commenced.

If the policy is not currently insured we require for each individual:

- date of birth and gender
- date our AAW definition was not satisfied
- why the AAW condition is not met (please provide as much information as possible)
- expected date AAW definition will be satisfied, if known
- salary and benefit, if not shown on the individual member data supplied. These should be based on the increases allowed for someone who is absent, see document '[Cover For An Individual Who Is Absent From Work](#)' for further information

Example Claims Experience Individual Claims Information

	Claim 1	Claim 2
Gender	M	F
Date of Birth	21/12/67	16/11/55
Date first absent	1/11/13	13/7/14
Current benefit (monthly/annual)	1,625.17 monthly	11,748.96 monthly
Reason for absence	Stress	Cancer

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Up to date Information

Depending on how far in advance our quote is provided, up to date information may be requested.

Actively at work (AAW)

Means an employee:

- is present at their place of work
- has not received any medical advice to refrain from work
- is mentally and physically capable of fully performing the normal regular duties associated with the job they are engaged to do
- is working their normal contracted number of hours, either at their normal place of business or at a place that the business requires

Contact us

Please do not hesitate to contact:

- your Account Manager
- our Customer Contact Centre

If you have any questions or if you think that the risk is unusual or non-standard.

Canada Life Customer Contact Centre

Telephone: 0345 223 8000
Email: groupcsc@canadalife.co.uk
Fax: 01707 671180



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Our forms are available to download from our website: www.canadalife.co.uk/group

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HIW/GIP/GAQ/PI/B2/0516