



**360°** | GROUP  
INSURANCE

## Your Group Insurance Plan

**EDUCATIONAL INSTITUTIONS PARTICIPATING IN THE  
GROUP INSURANCE PLAN, REPRESENTED BY THE  
CENTRE COLLÉGIAL DES SERVICES REGROUPÉS (CCSR)**

**Policy no. N004**

Proud Partner of



**HEART &  
STROKE  
FOUNDATION**



**Desjardins  
Insurance**

LIFE • HEALTH • RETIREMENT

Cooperating in building the future

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GROUP INSURANCE PLAN, REPRESENTED BY THE  
CENTRE COLLÉGIAL DES SERVICES REGROUPÉS (CCSR)**

**Policy no. N004**

**Insurer: Desjardins Financial Security Life Assurance Company**

**This document is an integral part of the Insurance Certificate. It is a summary of your Group Insurance Policy. Only the Group Insurance Policy may be used to settle legal matters.**

**This electronic version of the booklet has been updated on January 1, 2015. Please be advised that this electronic version is updated more frequently than the printed copy of your booklet. Therefore, there may be discrepancies between the paper and electronic copies.**

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## **IMPORTANT**

**In the event of a medical emergency or hospitalization in the United States only, you must immediately contact "Sigma Assistel" Voyage Assistance service at the following number:**

**1 800 465-6390**

## **OVERVIEW**

If a participant incurs expenses for himself as a result of an accident, illness or pregnancy, he is entitled to reimbursement of incurred eligible expenses, subject to the conditions of the GENERAL PROVISIONS and the following:

**The reimbursement amount for each participant is limited to a lifetime maximum of \$500,000.**

Eligible expenses under this plan are expenses incurred for services or appliances recommended by a physician and which are necessary to treat the participant. Appliances must be purchased and services dispensed while this contract is in force. Expenses incurred for eligible appliances and services must conform to the reasonable and customary standards of the concerned health professions normal practice.

Incurred expenses for health professionals services are eligible provided the specialist is a member in good standing of his professional association or, if such organization does not exist, provided the pertinent professional association is recognized by the insurer. The health professional must not ordinarily reside in the participant's home or be related to him by birth or marriage. Except for a physician or nurse in a hospital, only one treatment or visit per day, by the same professional, is eligible for a participant.

## DESCRIPTION OF BENEFITS

### DRUGS

Eligible charges for drugs are reimbursed at a rate of 90% after deducting a co-pay of \$5 per prescribed drug. The maximum payable amount is \$15,000 per policy year, excluding drugs received while hospitalized.

#### a) **Drugs**

Drugs that are necessary for treatment, including oral and injection contraceptives and morning-after pill, that are available only on prescription from a physician or a dental surgeon (code "PR," "C" or "N" in the Compendium of Pharmaceuticals and Specialities) and dispensed by a pharmacist or by a physician if there is no pharmacist.

Also eligible are drugs available on prescription that are necessary for the treatment of certain pathological conditions, excluding homeopathic preparations, and for which the therapeutic indication suggested by the manufacturer in the Compendium of Pharmaceuticals and Specialities is directly linked to the treatment of cardiac problems, pulmonary problems, diabetes, arthritis, Parkinson's disease, epilepsy, cystic fibrosis or glaucoma.

Drugs prescribed during a treatment must not exceed a 1-month supply.

Certain drugs prescribed by a physician are not payable, such as the following:

- i) over-the-counter products;
- ii) vitamins, minerals;
- iii) smoking cessation aids;
- iv) cosmetics and beauty-care products;
- v) drugs or substances used on a preventive basis;

- vi) drugs which are experimental in nature or obtained under the *Programme fédéral de médicaments d'urgence*;
- vii) so-called natural products and homeopathic preparations;
- viii) food supplements used to supplement or complement a diet;
- ix) sunscreens;
- x) drugs used in fertility treatment, for artificial insemination or for in vitro fertilization;
- xi) growth hormone;
- xii) sclerosing injections.

**b) Intra-uterine devices**

Expenses incurred for intra-uterine devices are eligible for reimbursement.

## **BASIC COVERAGE**

### **Reimbursement**

Eligible expenses under the basic coverage are payable in full, with no deductible.

#### **a) Hospital Expenses**

Expenses incurred for a hospital stay, up to the maximum of the public ward rate, based on the schedule of fees for foreign citizen, including all relevant medical charges and up to 60 days per illness or injury per policy year.

Expenses incurred for hospital treatment on an outpatient basis.

#### **b) Physicians**

Physician or surgeon's fees, up to the amount set by the *Fédération des médecins omnipraticiens du Québec* fee schedule for its members with regards to foreign non-residents.

#### **c) Psychiatry**

Expenses incurred for a hospital stay in a psychiatric unit, up to the maximum of the public ward rate, based on the schedule of fees for foreign citizen, including all relevant medical charges and up to 40 days per episode.

If there is no hospitalization, consultation expenses incurred for the treatment of psychiatric troubles, up to a maximum of \$5,000 per participant per policy year.

#### **d) Maternity**

Reasonable charges for pregnancy or any complication related thereto, or for childbirth, including caesarean section and hospital charges for the nursery.



Charges for a therapeutic abortion performed by a licensed physician.

If the participant was not covered under a similar benefit in Canada during the year preceding her enrolment, charges related to pregnancy are eligible only if the normal delivery is due more than 30 weeks following her enrolment.

This exclusion does not apply in the case of a miscarriage or premature delivery following a conception that occurred six weeks before or after the enrolment date.

**e) Nursing care and convalescent centre**

Reasonable and customary charges for the services of a graduate nurse who does not ordinarily reside with the participant and who is not a member of participant's immediate family. Services must be prescribed by a physician or a duly licensed surgeon. Charges are limited to \$200 per day and a maximum of 60 days per injury, illness or accident per participant, per policy year.

Charges for convalescent centre must not exceed the daily rate and the \$200 maximum per day for the public ward in a hospital. Care must be provided in the home of the participant for the sole purposes of replacing a hospital stay and is limited to 30 days per injury, illness or accident per participant per policy year.

**f) Ambulance**

Reasonable and customary charges for transportation by a licensed ambulance from the place of the accident or illness to the nearest hospital if the participant's medical condition does not permit to use another mean of transportation.

**g) Dental care due to an accident**

Expenses incurred for treatment of injury to natural and healthy teeth by a dentist or dental surgeon within 180 days of the accident, up to a maximum of \$2,000 per participant per policy year.

**h) Renal dialysis**

Medical and hospital expenses incurred for renal dialysis, up to a lifetime maximum of \$10,000 per participant.

**i) Human immunodeficiency virus (HIV)**

Expenses incurred for the treatment of HIV infection, with or without symptom, of acquired immunodeficiency syndrome (AIDS), of AIDS-related complex (ARC) or HIV presence, up to a lifetime maximum of \$10,000 per participant.

**j) Anaesthetic**

Anaesthetic, up to \$50 per visit, and relevant physician fees for its administration during a surgery that is performed or not in the hospital.

**k) Out of Canada**

Reasonable and customary medical expenses incurred by the participant during a stay outside Canada will be payable provided that a physician recommended **emergency treatment** for sudden and unexpected injury or illness which occurs during a trip of no more than:

- 14 days;
- 120 days in a country where an internship recognized by the educational institution is offered and to which he is participating, excluding the United States.

If the stay out of Canada exceeds the maximum duration, the participant's coverage is interrupted until his return to Canada and will be reinstated upon return.

Eligible emergency medical expenses during a stay outside Canada include:

- Charges made for a stay in a public ward and for services and supply provided by the hospital;
- Medical care given by a physician or a duly licensed surgeon;
- Medical care received on an outpatient basis;
- Drugs available only on prescription of a physician;
- Transportation by ambulance, if the medical condition warrants it;
- Any other service or supply necessary from a medical point of view and usually eligible under the policy coverage.

Coverage for any health related problem other than accidental that has already been diagnosed will only apply once per stay outside Canada.

All exclusions, restrictions and deductibles under the basic and extended health care coverages apply to expenses incurred by the participant while staying outside Canada.

**In case of medical emergency or hospitalization, before initiating any expenses, you must immediately contact the "Sigma Assistel" Voyage Assistance service by calling the numbers indicated in paragraph 1) below. To be in breach of that obligation can limit the reimbursement amount to \$50,000 for expenses incurred in the United States, if the Participant or a relation was able to contact the "Sigma Assistel" Voyage Assistance service and did not do it.**

**l) "Sigma Assistel" Voyage Assistance service**

If a participant incurs expenses as a result of an illness or accident in Canada or if he incurs expenses for emergency treatment of an injury or sudden and unexpected illness outside Canada, the participant can contact our "Sigma Assistel" Voyage Assistance service at any time. "Sigma Assistel" will take the necessary steps to provide the following services, if needed:

- i) 24-hour toll-free telephone assistance;
- ii) referral to physicians or health-care facilities;
- iii) assistance for hospital admission;
- iv) cash advances to the hospital when required by the facility, as provided for in the contract;
- v) repatriation of the insured to his country of residence, as soon as his state of health permits it, as provided for in the contract;
- vi) establishing and staying in contact with the insurer;
- vii) handling arrangements in the event of death, as provided for in the contract;
- viii) sending medical assistance and drugs to an insured who is too far from health care facilities to be transported there;
- ix) translation services for emergency calls;
- x) transmission of urgent messages to close friends or family in case of emergency;
- xi) information prior to departure concerning passports, visas and vaccinations required in the country of destination.

Travel assistance is provided by "Sigma Assistel" 24 hours a day, year round. Here are the phone numbers to dial depending on the source of the call:

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<b>Calls from</b>	<b>Dial</b>
Montreal area	(514) 875-9170
Canada and United States	1 800 465-6390 (toll-free)
Elsewhere (excluding North and South America)	overseas code + 800 29485399 (toll-free)
Anywhere Worldwide	(514) 875-9170 (collect call)

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**m) Repatriation in case of complex and continuing medical care**

If the diagnostic shows that the participant's health condition requires complex and continuing medical care, whether or not a long-term hospitalization is necessary, reasonable and customary charges for participant's repatriation in his country of permanent residence by a proper mean of transportation. The repatriation is subject to the participant's attending physician and the insurer's medical consultant approvals.

The health condition of a participant who attempted suicide is deemed to require complex and continuing medical care.

In the case the participant does not comply with the insurer's decision to repatriate him in his country of permanent residence, the insurance terminates at the proposed repatriation date.

**n) Repatriation in case of death**

In the case of death of the participant, the insurer will reimburse the cost of preparing and returning the body of the deceased to his country of permanent residence, including ambulance fees and charges made for the stay in the morgue, up to \$10,000. The family can choose the option of a reimbursement of the cremation charges and/or burial of the participant where the death occurred, up to \$5,000. The cost of the coffin or urn is not reimbursed.

## **EXTENDED HEALTH CARE COVERAGE**

### **Reimbursement**

Eligible expenses under the Extended Health Care Coverage are payable at a rate of 80%, with no deductible. Furthermore, for benefits a) to h) below, a global maximum reimbursement of \$1,000 per participant, per policy year is applicable for all these specialists.

#### **a) Physiotherapist**

Reasonable and customary charges for physiotherapy treatments dispensed by a licensed physiotherapist, up to \$500 per participant per policy year.

#### **b) Chiropractor**

Reasonable and customary charges made by a certified chiropractor, including x-rays for treatment purposes, up to \$500 per participant per policy year.

#### **c) Osteopath**

Reasonable and customary charges made by a certified osteopath, including diagnostic x-rays and laboratory tests, up to \$500 per participant per policy year.

#### **d) Podiatrist**

Reasonable and customary charges made by a podiatrist, including diagnostic x-rays and laboratory tests, up to \$500 per participant per policy year.

#### **e) Psychologist**

Reasonable and customary charges incurred for the services of a licensed psychologist, up to \$500 per participant per policy year.

**f) Occupational therapist**

Reasonable and customary charges incurred for the services of a certified occupational therapist, including diagnostic x-rays and laboratory tests, up to \$500 per participant per policy year.

**g) Acupuncturist**

Reasonable and customary charges incurred for the services of a licensed acupuncturist, up to \$500 per participant per policy year.

**h) Dietician**

Reasonable and customary charges incurred for the services of a dietician in case of diabetes, up to \$500 per participant per policy year.

**i) Eye examination**

Expenses incurred for eye exams by a licensed optometrist or ophthalmologist, up to one exam per participant per policy year.

**j) X-rays and laboratory tests**

Reasonable and customary charges for diagnostic X-rays and laboratory tests.

Prior approval from the insurer is mandatory for any **specific** blood test or X-ray (such as scanner, computerized axial tomography, MRI examination and mammography). Such approval can be obtained by contacting the client services.

**k) Other supplies and services**

Current expenses for rental of light weight health appliances, upon prior approval from the insurer, such as crutches, plasters, splints, canes, arm supports, trusses, orthopaedic supplies, walkers as well as conventional wheelchairs.



Such appliances must be prescribed by the attending physician and necessary from a medical point of view. Rental fees must not exceed the purchase price.

Reasonable and customary charges incurred for whole blood, blood plasma and oxygen, including the rental equipment for its administration.

## **EXCLUSIONS**

No reimbursement is made for expenses incurred directly or indirectly for the following:

- a) hearing aids, glasses, contact lenses, dental prostheses or artificial limbs;
- b) flight aboard any aircraft except solely as a passenger in a public carrier licensed for carriage of passengers for gain or hire;
- c) any annual medical checkup (routine or not) except a consultation for birth control;
- d) medical exam required by a third party, including medical exams for immigration purposes, telephone consultations with a physician, experimental drugs, preventive medications or vaccines;
- e) elective treatment or surgery;
- f) cosmetic or plastic surgery;
- g) treatment, surgery or dental procedure, subject to the provisions applicable in case of accident;
- h) civil or foreign war, acts committed by foreign enemies, hostilities (declared or not), rebellion, revolution, insurrection or military power;

- i) committing, or attempting to commit an illegal act or criminal offence;
- j) organ transplantation;
- k) treatment considered as experimental in nature and that is not of common use as per Canadian Medical Association;
- l) treatment in a rehabilitation centre, a convalescent home or travel for health reasons, except for the provisions applicable to convalescent centre;
- m) speech therapy treatments;
- n) dietary services, except for diabetes cases;
- o) naturopathy or massage therapy services;
- p) treatment or surgical procedure while travelling, if the purpose of the trip is to receive medical or hospital services, even if the trip is made on recommendation of a physician;
- q) any treatment or hospitalization related to a relapse of an illness for which the participant has been repatriated;
- r) drugs, hormones, products and injections used in the treatment of obesity;
- s) products and drugs used for the treatment of sexual dysfunctions;
- t) detoxification.

## **PRE-EXISTING CONDITIONS**

Charges incurred for an illness or an injury for which symptoms appeared before the effective date of insurance are eligible, up to a lifetime maximum of \$20,000 per participant.

This limit does not apply if the participant has not received medical treatment, consultation, care, medical services or medication during the 3-month period prior to the effective date of insurance or during a period of 12 consecutive months following the effective date of insurance.

Furthermore, asthma, epilepsy and diabetes are not considered as pre-existing conditions.

For students enrolled in a particular education program for a less than 12 months period, the \$20,000 pre-existing conditions limit is reduced in proportion with the number of months used to calculate the premium divided by 12. Furthermore, if the particular education program is for less than 12 months period, asthma, epilepsy and diabetes are considered to be pre-existing conditions.

## **GENERAL PROVISIONS**

### **DEFINITIONS**

Accident: an unintentional, sudden, fortuitous and unforeseeable event due exclusively to an external cause of violent nature that inflicts, directly and independently of any other cause, bodily injuries.

Emergency: situation when an immediate medical treatment is required to ease pain or an acute suffering as a result of an illness or unforeseeable and unexpected injury.

Foreign student: for the purpose of health and hospitalization insurances, a student enrolled at an educational institution participating in the group insurance plan and who is not a Canadian citizen or a permanent resident. However, a student who is a Canadian citizen, who lives outside Canada and comes back to Quebec to study without residing in Quebec on a permanent basis, is considered as a foreign student under the group insurance plan.

Hospital: any hospital that is designated as such by law and is intended to provide hospital care and services. The hospital must be approved and covered under a provincial hospital insurance act (outside Canada, any hospital with a similar status).

Illness: any health deterioration or bodily disorder certified by a physician, including pregnancy and any complication thereto or for childbirth, including caesarean section and hospital charges for the nursery. This definition also includes therapeutic abortion performed by a licensed physician.

Injury: bodily injury for which a medical treatment is necessary.

Participant: a foreign student entitled to insurance.

Particular education program: a certified education program not leading to a diploma.

Physician: any legally qualified medical practitioner lawfully entitled to practice medicine.

Policyholder: educational institutions participating in the group insurance plan, represented by the Centre collégial des services regroupés (CCSR).

Policy year: 12-month period from August 1<sup>st</sup> to July 31<sup>st</sup> of the following year.

## **ELIGIBILITY**

Any foreign student enrolled or deemed to be enrolled at a participant education institution is eligible for insurance.

## **PARTICIPATION**

Participation is compulsory for any eligible foreign student.

However, any eligible foreign student is exempted from participating if he proves to the satisfaction of the college institution that he was granted health or hospitalization insurance as a recipient of a scholarship from an organization or if he proves his protection by the *Régie de l'assurance maladie du Québec* under a health and income security reciprocal agreement.

## **EFFECTIVE DATE OF COVERAGE**

The effective date of coverage is that indicated on the application form provided by the educational institution. However, for a new student who holds a letter confirming his admission at an educational institution, the insurance will be effective on the latest of the following dates:

- a) the 1<sup>st</sup> of the month preceding the beginning of the first session at the cegep or private college;
- b) the date the student arrives in Canada.

For students enrolled in a particular education program, the coverage is effective 15 days before the program begins.

## **EXTENT OF PROTECTION**

The participant's protection is effective in Canada, 24 hours a day. The protection is also effective while the student temporarily stays out of Canada.

## **PARTICULAR EDUCATION PROGRAM**

For foreign students enrolled in a particular education program offered by an educational institution participating in the group insurance plan, the coverage is effective 15 days before the program begins and ceases 15 days after the end of the program.

## **TERMINATION OF INSURANCE**

Insurance of a participant ceases on the earliest of the following dates:

- a) the date the period covered by the premiums paid to the insurer for the participant expires;
- b) the date the foreign student is eligible to a government health care plan in Canada;
- c) the date the foreign student is no longer enrolled in an educational institution participating in the group insurance plan;
- d) the date coinciding with the 15<sup>th</sup> day of a stay in the United States or in any country other than Canada, regardless of the purpose of the trip;

- e) the date coinciding with the 121<sup>st</sup> day of a stay outside Canada in a country where he is participating to an internship recognized by the college institution (except in the United States where the stays have to be limited to 14 days as mentioned in paragraph d) above);
- f) the date the foreign student permanently leaves Canada;
- g) the repatriation date proposed by the insurer when the participant refuses the insurer's decision to repatriate him in his country of permanent residence, as indicated in the DESCRIPTION OF BENEFITS;
- h) for students enrolled in a particular education program, 15 days after the end of the program;
- i) the first day of the month following the participant's 65th birthday;
- j) the date on which the contract terminates.

However, for cases mentioned in paragraph d) and e) above, insurance will be reinstated upon return in Canada.

In case of withdrawal during the session, coverage will cease 15 days after the enrolment of the participant at the cegep or private college has terminated, even if the expiration date indicated on the insurance card is later.

### **EXTENSION OF BENEFITS FOR STUDENTS ENROLLED IN A COLLEGIAL OR UNIVERSITY EDUCATION PROGRAM**

When a student is enrolled in a Canadian university education program or in another Quebec collegial educational institution, insurance terminates on the effective date of the new insurance or not later than August 15. To be entitled to this extension of benefits, the student must make a request to the Insurer and provide a certificate of admission in a Canadian university or in a Quebec collegial educational institution.

## **EXTENSION OF BENEFITS IN CASE OF HOSPITALIZATION UPON TERMINATION OF INSURANCE**

If the participant is confined to a hospital on the date his insurance terminates, eligible expenses incurred as a result of such confinement are payable up to the number of days provided for under this policy.

## **COORDINATION OF BENEFITS**

If the participant is insured under another insurance plan or any other social law effective in his province of residence, and is therefore entitled to receive a reimbursement for expenses that are payable under this policy, the insurer's responsibility under this policy is limited to the unpaid balance of eligible expenses. Benefits payable under any other insurance plan include benefits the participant would have been entitled to receive if a claim had been submitted.

## **CLAIMS**

The settlement of claims depends on the analysis of the information provided by the claimant on the claim form. Accurate information ensures the prompt settlement of a claim. Insurance claim forms are available at the insurer's head office and from the group insurance administrator of the cegep or private college where the student enrolled.

All benefits are payable in Canadian currency to the participant. However, when the claim is about an unpaid account of eligible expenses, benefits are paid to the supplier of the services.

**The insurer is not liable for claims submitted more than 12 months after the event that gives rise to the claim occurred.**



Duly completed claim forms along with the receipted original invoice must be returned to:

**DESJARDINS FINANCIAL SECURITY  
LIFE ASSURANCE COMPANY  
C.P. 3950  
Lévis (Québec)  
G6V 8C6**

## **CLIENT SERVICES**

For additional information regarding insurance coverages, insurance claims or hospitalization claims, the participant can contact our client services between 8 a.m. and 5 p.m., Monday through Friday at the following numbers:

Quebec area: (418) 838-7580  
Other areas (toll-free): 1 866 838-7580

You can also contact us by electronic mail at the following address:  
**[groupservice@dfs.ca](mailto:groupservice@dfs.ca)**

## NUMBERS IN CASE OF EMERGENCY

Beyond opening hours, in case of medical emergency or hospitalization, you can contact our "Sigma Assistel" Voyage Assistance service, 24 hours a day, year round, at the following numbers:

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<b>Calls from</b>	<b>Dial</b>
Montreal area	(514) 875-9170
Canada and United States	1 800 465-6390 (toll-free)
Elsewhere (excluding North and South America)	overseas code + 800 29485399 (toll-free)
Anywhere Worldwide (collect call)	(514) 875-9170

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## HEALTH ASSISTANCE SERVICE

Health Assistance service is a confidential telephone service enabling you to speak with health care professionals and to obtain information on health, nutrition, physical fitness, immunization, childcare, lifestyle, availability of local resources, etc. This service is offered to you 24 hours a day, year round, at the following numbers:

Montreal area: (514) 875-2632  
Other areas (toll-free): 1 877 875-2632

## **ACCESS TO THE BOOKLET ON THE INTERNET**

You can consult this booklet on our internet site at the following address: [www.dfs.ca](http://www.dfs.ca). To access, follow these steps:

1. In Groups and Businesses section, click the «Consult my File» button.
2. If it is your first visit, click the «To Register» button and follow the instructions.
3. If you already registered, enter your User ID and password and click the «Confirm» button.
4. In the I want information section, click on «Information on the Plan» button.
5. Click on the «Detailed description» hyperlink.

# Our Commitment to Our Plan Members

As one of our valued Plan Members, you are entitled to our attention and respect. We make it a point to be available to provide you with any assistance you may require. You can rely on our knowledgeable team that is committed to settling your claims objectively and diligently, thereby delivering the kind of service you have come to expect.

At Desjardins Insurance, the needs of the Plan Members are at the heart of the organization. Your financial security is vital to us and, as such, we will provide financial support in the event of illness, an accident or death.

Please accept this brochure which summarizes our financial obligations toward you.

[desjardinslifeinsurance.com](http://desjardinslifeinsurance.com)



**Desjardins**  
**Insurance**

**LIFE • HEALTH • RETIREMENT**

Cooperating in building the future

Desjardins Insurance refers to Desjardins  
Financial Security Life Assurance Company.

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