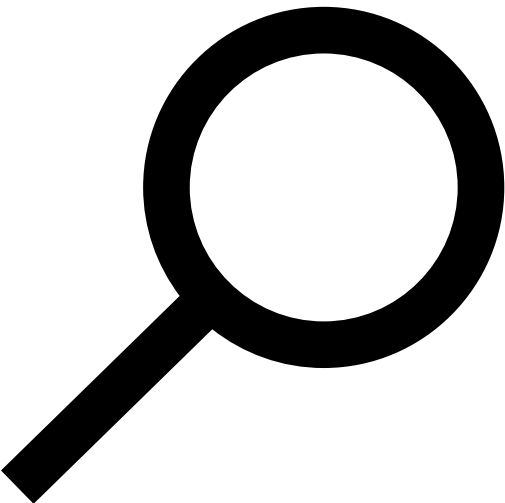


Getting started: FAQ

Get answers to the key questions you may be thinking about before purchasing Life or Critical Illness insurance.

How to navigate

← The side tabs take you to different sections in the document.



These icons help you navigate through:

- ◀ Previous page
- 🏠 Cover page
- ❓ Information & Support
- Next page



Information & Support

In general:

- On the [Government of Canada website](#) ☞
- On the [Canadian Life and Health Insurance Association \(CLHIA\) website](#) ☞
- By talking with friends and family

Manulife Group Benefits:

If you're looking to potentially purchase insurance through your employer

- **Manulife website** – [Group Benefits page](#) ☞ for general information
- **Plan Member site** – Sign in with your [Manulife ID](#) ☞ to review your benefits plan and get more information and support options:
 - Review your coverage in your benefits booklet – *Under 'My benefits', click 'View benefits booklet' for information on your current plan and what's available to you*
 - Phone number for general questions (1-800-268-6195 8am-8pm EST Mon-Fri)
 - Application – *Under 'Forms' and click on 'Find a form'*
 - Enrol through the VB enrolment tool on the Plan Member site

What to consider before purchasing Life or Critical Illness insurance

The questions in this document are meant to give you quick, clear, and easy access to information that can help you determine what coverage is right for you early on in your decision-making process.

What is Life Insurance?

Life insurance can help your family deal with the financial impact that comes with a loss of life. It pays out a one-time tax-free death benefit to the beneficiaries you’ve named under the insurance.

[Learn more](#) 

What is Critical Illness Insurance?

Optional Critical Illness Insurance can help pay for the unexpected costs of getting sick by providing a tax-free lump sum payment if you are diagnosed with a covered illness, such as stroke, heart attack, or life-threatening cancer.

[Learn more](#) 



A note for Group Benefits members before you continue

In this FAQ we will provide you with Group Benefits information in case you're looking for additional coverage to top off what you have from your group plan.

As a valued Group Benefits member you are typically given access, through your employer, to more affordable pricing for Life & Critical Illness Insurance than if you were to purchase a policy on your own.

Continue to the next page to get answers to key questions about Life & Critical Illness Insurance.



General Information

Table of contents



Click numbers
or sections
to navigate

1. [Who or what can help me discover what insurance is right for me?](#)
2. [How do I know if I should purchase insurance through my employer or on my own?](#)
3. [When does it make sense to purchase insurance?](#)
4. [How do I find out how much an insurance policy will cost?](#)
5. [How do I purchase a policy?](#)
6. [Can a Group Benefits policy be moved or converted to an Individual Insurance policy if I leave my company or group plan?](#)
7. [Can I cancel or change my policy if I no longer want it?](#)
8. [What can my insurance money be used for?](#)
9. [Who can be covered under a policy?](#)

What is Life Insurance?

Life insurance can help your family deal with the financial impact that comes with a loss of life. It pays out a one-time cash amount to the beneficiaries you've named under the insurance.

[Learn more](#) 

What is Critical Illness Insurance?

If you're diagnosed with a critical illness such as a life-threatening cancer, heart attack, or stroke, you want to have additional funds to cover your expenses. This insurance is a lump sum cash payment paid to you, the policy holder, which can help you and your family protect your finances.

[Learn more](#) 

Get Pricing & Purchase Information

Manulife Group Benefits

Visit the Plan Member site by signing in with your [Manulife ID](#)  to review your benefits plan and get more information and support options.

[Back to General Information table of contents](#)

1. Who or what can help me discover what insurance is right for me?

- The questions in this Getting Started: FAQ, to get familiar with the basics
- Our [People Like You tool](#)  which provides a variety of relatable scenarios for you to consider when deciding if and what to purchase
- Refer to your rate table to find your Optional Life or Optional Critical illness premiums
- Information found on our [Manulife website](#) 
- Friends and family

[Legal disclaimer page](#)

[Back to General Information table of contents](#)

2. How do I know if I should purchase insurance through my employer?

Steps:

1. First, look through your group plan details to learn more by visiting the Plan Member site – Sign in with your [Manulife ID](#) 
2. If you can't sign in or if you don't know if you have a group plan, call the Group Benefits Contact Centre at (1-800-268-6195 8am-8pm EST Mon-Fri)



[Back to General Information table of contents](#)

3. When does it make sense to purchase insurance?

Consider purchasing coverage as soon as you can, as it is typically cheaper the younger and healthier you are. No one can predict the future and you want to make sure you could be able to help cover expenses like funeral costs, debts, mortgage payments or living costs if something were to happen to you.

Also, something to note, you would only be covered if you purchase a policy prior to a critical illness diagnosis or death (though, depending on your plan, some pre-existing conditions are still covered but that is determined on a case-by-case basis depending on a number of factors).

See [question #12](#) (Life Insurance) and [question #19](#) (Critical Illness Insurance) for more information on pre-existing conditions.

[Back to General Information table of contents](#)

4. How do I find out how much an insurance policy will cost?

There isn't an average or set cost because every policy is priced according to a variety of factors such as (Group plan, age, medical history, smoking status, etc.) though typically, policies purchased from a group plan can be more affordable than what you can find on your own.

Please visit the Information & Support page by clicking on the question mark icon at the top right of the page to learn who to contact to get pricing information.





5. How do I purchase a policy?

- To purchase a policy under your group plan, visit the Plan Member site by signing in with your [Manulife ID](#) and complete the application

If you can't sign in or if you don't know if you have a group plan, call the Group Benefits Contact Centre at (1-800-268-6195 8am-8pm EST Mon-Fri)



6. Can a Group Benefits policy be moved or converted to an Individual Insurance policy if I leave my company or group plan?

Should you change your job, lose your job, or retire there may be options to convert or move your Group Benefits policy:

- To **convert** up to \$200k of your Group Life Insurance policy without providing any medical information to qualify, you would need to apply for a FollowMe™ Life Insurance policy within 31 days of the policy end date. For more information on converting a group policy to an individual policy please reach out to Group Benefits Contact Centre (1-800-268-6195 8am-8pm EST Mon-Fri).
- To **move** your Life or Critical Illness Insurance policy to a Manulife Individual Insurance policy contact [Individual Insurance](#) ☎, or you can move to a policy outside of Manulife.

Note: Converting a policy means you're transferring your existing coverage without having to complete a medical questionnaire. Moving a policy means you are leaving your current policy, opening a new one, and may have to provide medical information.



[Back to General Information table of contents](#)

7. Can I change or cancel my coverage?

Yes, you can change or cancel your coverage at any time.

Exception: If your employer **requires** you to have coverage as part of your Group Benefits policy, you won't be able to change or cancel that coverage. To find out if this applies to you check your benefits booklet by signing in with your [Manulife ID](#) , then under 'My benefits', click 'View benefits booklet' for information on your current plan and what's available to you

[Back to General Information table of contents](#)

8. What can my Life or Critical Illness insurance money be used for?

In short, it can be used toward **anything** you or your beneficiaries want, but some of the most common uses are for things like medical expenses, mortgage payments, family living expenses, debts, etc.

Specifically for Life Insurance:

Funeral costs – The average cost of a funeral with a burial in Canada is \$5,000 - \$10,000. Having a Life Insurance policy can help to cover this cost.

Specifically for Critical Illness Insurance:

Assist with income loss – If you are unable to work due to a critical illness that is covered in your policy, you can use the lump sum payout to help offset your income

[Legal disclaimer page](#)



[Back to General Information table of contents](#)

9. Who can be covered under a policy?

Manulife Group Benefits:

You can insure yourself, your spouse, or your child as part of your group plan as long as:

- The person being insured meets your plan's rules for coverage
- Your employer's plan offers the insurance

Life Insurance

Table of contents



Click numbers
or sections
to navigate

- 10. [What are the different types of Life Insurance?](#)
- 11. [Why would or wouldn't I need Life Insurance?](#)
- 12. [Am I still eligible if I have a pre-existing condition?](#)
- 13. [How much Life Insurance should I consider for me and my family?](#)
- 14. [Will I always pay the same premium amount, or will it increase as I get older?](#)
- 15. [Who can I make a beneficiary?](#)

What is Life Insurance?

Life insurance can help your family deal with the financial impact that comes with a loss of life. It pays out a one-time cash amount to the beneficiaries you've named under the insurance.

[Learn more](#)

Get Pricing & Purchase Information

Manulife Group Benefits

Visit the Plan Member site by signing in with your [Manulife ID](#) to review your benefits plan and get more information and support options.

[Back to Life Insurance table of contents](#)

10. What are the different types of Life Insurance?

Below are the most common types of coverage you can purchase at Manulife.

Manulife Group Benefits:

Mandatory (Basic) Life Insurance

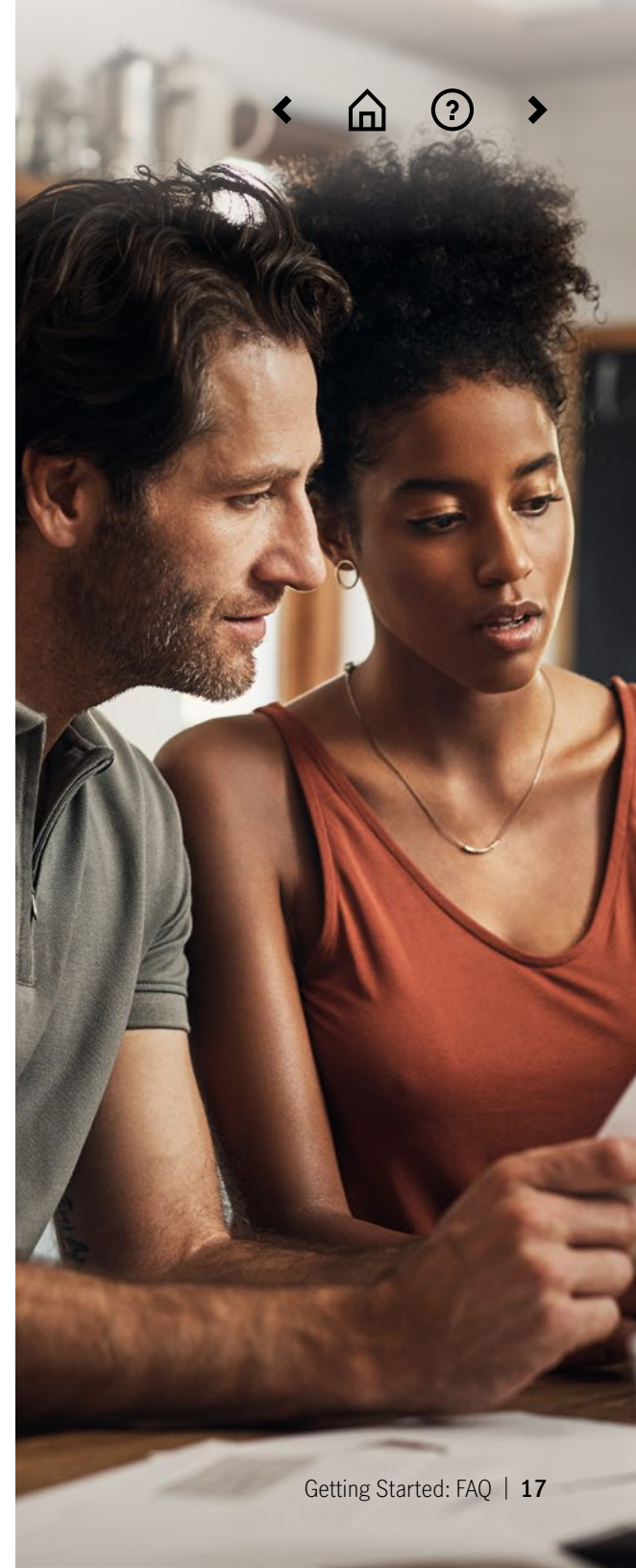
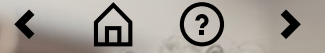
Your employer might offer you Mandatory (Basic) Life Insurance or other types of Life Insurance.

Optional Life Insurance

You can buy this insurance on top of your basic life insurance as part of your Group Benefits if your employer offers it.



Note: If you have questions about your Group Benefits and what's available to you, visit the Plan Member site by signing in with your [Manulife ID](#) to review your plan and available coverage.





11. Why would or wouldn't I need Life Insurance?

To leave funds for your loved ones or causes you care about if something happens to you, so that they can pay for things like:

- Funeral costs
- Medical debts
- Mortgage payments
- Education/Student loans
- To help your family keep their current lifestyle without your income

However, it may **not** be necessary if your loved ones have access to enough money to cover anything that might come up as a result of your passing (see above) or if:

- You have no one you want to leave money to
- You don't have any debts
- You have enough money put aside to cover your funeral expenses





12. Am I still eligible if I have a pre-existing condition?

You could still be eligible, however, if you do have a pre-existing condition:

- There may be some extra paperwork you will need to complete like an Evidence of Insurability form which is a Proof of Health, through an application form and/or through a medical examination, indicating that an individual is eligible for a certain type of coverage
- Some restrictions may apply
- Your beneficiaries would **not** receive payment if your pre-existing condition was contracted or diagnosed within 24 months (2 years) prior to the effective date of your policy



13. How much Life Insurance should I consider for me and my family?

Steps:

1. Think about your annual income, add up all the things it pays for such as mortgage/rent, loans, regular household expenses, education, and other needs
2. Decide how long your family would need the replacement funds to last
3. Then, add up how much coverage you already have. It may be through your employer, a personal insurance plan, or with a creditor like your mortgage company

[Legal disclaimer page](#)



[Back to Life Insurance table of contents](#)

14. Will I always pay the same premium amount, or will it increase as I get older?

Life Insurance is similar to car insurance:

- For rates based on age, it will increase over time
- For flat rates, it will stay the same price over time

Manulife Group Benefits:

The type of rate you have is pre-determined by your employer. Please visit the Plan Member site by signing in with your [Manulife ID](#)  to review your benefits plan and get more information and support options.



15. Who can I make a beneficiary?

You are the one to name your beneficiary and you can name any person or charity you'd like. (Sorry, you can't make your pet a beneficiary, but you can make sure they are taken care of by naming a "Pet Guardian" in your will.)

There are two types of beneficiaries*:

- **Revocable:** Most beneficiaries are Revocable which means you can change who your beneficiary is at any time without getting their consent.
- **Irrevocable:** This type of beneficiary is less common and means if you want to change your beneficiary you will need their consent to do so.
 - In Quebec, if you name your spouse as your beneficiary, the designation is automatically irrevocable unless you specify otherwise or divorce
 - Potentially, a court order could be another example of someone needing to be named an Irrevocable beneficiary

* If your beneficiary is a minor, you will be required to name a trustee to hold the funds until they reach the legal age. If you don't name a beneficiary any money from your Life Insurance will go to your estate. If you have a will your estate will be distributed according to your will, and if you don't have a will, it will follow the succession rules outlined by Canadian law.



Critical Illness Insurance

Table of contents



Click numbers
or sections
to navigate

- 16. [What are the different types of Critical Illness Insurance?](#)
- 17. [Why would or wouldn't I need Critical Illness Insurance?](#)
- 18. [How much Critical Illness Insurance coverage should I consider for me and my family?](#)
- 19. [Am I still eligible if I have a pre-existing condition?](#)
- 20. [What medical diagnoses does Critical Illness Insurance cover?](#)
- 21. [Is it possible that I might get denied Critical Illness Insurance?](#)

What is Critical Illness Insurance?

If you're diagnosed with a critical illness such as a life-threatening cancer, heart attack, or stroke, you want to have enough money to cover your expenses. This insurance is a lump sum cash payment paid to you, the policy holder, which can help you and your family protect your finances.

[Learn more](#)

Get Pricing & Purchase Information

Manulife Group Benefits

Visit the Plan Member site by signing in with your [Manulife ID](#) to review your benefits plan and get more information and support options.

[Back to Critical Illness Insurance table of contents](#)

16. What are the different types of Critical Illness Insurance?

Below are the most common types of coverage you can purchase at Manulife.

Manulife Group Benefits:

Mandatory (Basic) Critical Illness Insurance

Your employer might also offer you Mandatory (Basic) Critical Illness Insurance.

Optional Critical Illness Insurance

You can buy this extra coverage if your employer offers it. Coverage typically starts at \$10,000. Different plans offer different options.



Note: If you have questions about your Group Benefits and what's available to you, visit the Plan Member site by signing in with your [Manulife ID](#) to review your plan and available coverage.





17. Why would or wouldn't I need Critical Illness Insurance?

If you, or someone who is covered under your Critical Illness insurance plan, got diagnosed with a covered illness, being insured could help ease the stress and time-consuming process that comes with trying to find the money to cover things like:

- Medical expenses
- Equipment purchases
- Making accommodations/renovations to your home
- Help offset lost income

However, it may **not** be necessary if you have enough money to cover unexpected costs related to a critical illness diagnosis such as the ones mentioned above.

[Legal disclaimer page](#)





18. How much Critical Illness Insurance coverage should I consider for me and my family?

This is a calculation that will be different for every person, however you will want to consider the total of your monthly, annual, and extra expenses when determining how much coverage is right for you to ensure your lump sum will help cover what's important to you:

- Mortgage payments
- Car payments
- Child/Pet care and/or activities
- Other bills or expenses you have
- Potential medical expenses you might need to pay for

[Legal disclaimer page](#)



19. Am I still eligible if I have a pre-existing condition?

You **would not** be eligible to claim for a pre-existing condition if your pre-existing condition was contracted or diagnosed within 24 months (2 years) before your policy's start date.

This means that if you had the condition before getting your policy, you cannot claim for that specific condition. However, you may still be able to claim for another covered condition if you did not have any signs or symptoms within the first 24 months of purchasing the policy, or if it occurred 24 months after the policy's start date.

Example: You were diagnosed with blindness prior to purchasing your Critical Illness Insurance policy. That would be considered a “pre-existing condition”. After you purchase your Critical Illness Insurance policy you have a heart attack. After determining that your heart attack was not caused by your blindness, the heart attack is considered a new condition and would be covered under your insurance allowing you to file a Critical Illness Insurance claim.

[Legal disclaimer page](#)





20. What medical diagnoses does Critical Illness Insurance cover?

Manulife Group Benefits:

Your group Critical Illness insurance covers 25 illnesses of serious medical conditions like life-threatening cancer, heart attack and stroke. For a full list of covered conditions please visit the Plan Member site by signing in with your [Manulife ID](#)  to review your benefits plan, benefits booklet, and to get more information and support options.



21. Is it possible that I might get denied Critical Illness Insurance?

Manulife Group Benefits:

For policies under the non-evidence limit (NEL)*, anyone can apply and receive coverage, but it doesn't mean your claim will automatically get paid as pre-existing conditions may apply. It will be determined on a case-by-case basis.

If you are applying for coverage over the non-evidence limit (NEL)* you will need to complete an Evidence of Insurability form (a Proof of Health, presented through written statements on an application form and/or through a medical examination, indicating that an individual is eligible for a certain type of coverage) to determine if you are eligible for additional coverage. Depending on your medical history, if it's determined that you don't meet the criteria for additional coverage you could be denied coverage.

NEL amounts vary from group to group. To find out what the NEL amount is for your group, check your benefits booklet by signing in with your [Manulife ID](#) , for information on your current plan and what's available to you.

* Claim approval required for lump-sum payment



The content in this document is meant to provide context and considerations when thinking about adding insurance to your portfolio. It is not meant to be taken as a recommendation and we always suggest you seek the advice from a licensed insurance advisor when making important insurance decisions. Products are offered based on plan availability, conditions, limitations, and exclusions may apply, applications are subject to review, and claims are paid out on approval and are not guaranteed.

Group benefits products and services are provided by The Manufacturers Life Insurance Company. (Manulife). Manulife, Stylized M Design and Manulife & Stylized M Design are trademarks of The Manufacturers Life Insurance Company and are used by it and by its affiliates under license.

© 2024 The Manufacturers Life Insurance Company. All rights reserved. PO Box 2580 Stn B Montreal QC H3B 5C6.