

COVID-19 Frequently asked questions for credit union members

Canadian Premier understand this is a challenging time for our customers. Our goal is and always has been to support you through difficult times. The following is meant to address general questions regarding our credit protection insurance products. For existing customers, additional information regarding your coverage and benefits is contained in your certificate of insurance. Please read it carefully.

For additional questions or support, you can contact us toll free at 1-800-763-1200 from Monday to Friday between 7:00am and 5:00 pm PT or online at canadianpremier.ca/contact/.

Loans with existing coverage

Q: Does creditor life insurance cover the member if they die due to COVID-19?

A: A claim resulting from death due to COVID-19 will be reviewed as any other death claim. A COVID-19 diagnosis would not preclude a member from purchasing creditor life insurance. However, all terms, conditions and exclusions contained in the certificate of insurance remain applicable. This means that if the member was diagnosed with or treated for COVID-19 within the time period prior to the effective date of coverage specified in the certificate of insurance and the member died due to COVID-19 within the time period after the effective date of coverage specified in the certificate of insurance, then the death benefit would not be payable. The time periods referred to above are typically six, 12 or 18 months. Members should refer to their certificates of insurance for the time period applicable to them.

Q: Does creditor disability insurance cover the member if they become disabled due to COVID-19?

A: A claim resulting from disability due to COVID-19 will be reviewed as any other disability claim. If the member meets the disability requirements specified in the certificate of insurance, then they will be covered. However, all terms, conditions and exclusions contained in the certificate of insurance remain applicable. This means that if the member was diagnosed with or treated for COVID-19 within the time period prior to the effective date of coverage specified in the certificate of insurance and becomes disabled due to COVID-19 within the time period after the effective date of coverage specified in the certificate of insurance, then disability benefits would not be payable. The time periods referred to above are typically six, 12 or 18 months. Members should refer to their certificates of insurance for the time period applicable to them. In addition, to be eligible for the disability benefit the member must be

continuously disabled due to COVID-19 for the duration of the elimination period specified in the certificate of insurance. The elimination period is typically 30 to 60 days.

Q: Some provincial governments are saying that they will not be able to issue death certificates for upwards of 120 days. Can Canadian Premier do anything to expedite claims?

A: Normally, we require a death certificate to process a claim, but we understand these are not normal times. A death certificate should be submitted whenever possible. However, if a claimant finds that there will be an extended delay before a death certificate is available, we may be able to independently verify the insured person's death through other means, such as obituaries, a funeral director's statement, or other public record. Each claim will be reviewed on a case-by-case basis.

We are here to support you during this challenging time. If you feel you are eligible for credit protection insurance benefits through Canadian Premier due to COVID-19, we encourage you to review your certificate of insurance and initiate a claim online through the [submit a question](#) form, for an official review and decision.