

The purpose of this fact sheet is to inform you of your rights.
It does not relieve the insurer or the distributor of their obligations to you.

LET'S TALK INSURANCE!

Name of distributor: Royal Bank of Canada

Name of insurer: Sun Life Assurance Company of Canada

Name of insurance product: Business Loan Insurance Plan – Life and Accidental Dismemberment Insurance for Sole and Joint Owners – Electronic Insurance Application



IT'S YOUR CHOICE

You are never required to purchase insurance:

- that is offered by your distributor;
- from a person who is assigned to you; or
- to obtain a better interest rate or any other benefit.

Even if you are required to be insured, **you do not have to** purchase the insurance that is being offered. **You can choose** your insurance product and your insurer.



HOW TO CHOOSE

To choose the insurance product that's right for you, we recommend that you read the summary that describes the insurance product and that must be provided to you.



DISTRIBUTOR REMUNERATION

A portion of the amount you pay for the insurance will be paid to the distributor as remuneration.

The distributor **must** tell you when the remuneration exceeds 30% of that amount.



RIGHT TO CANCEL

The Act allows you to rescind an insurance contract, **at no cost**, within 10 days after the purchase of your insurance. However, the insurer may grant you a longer period of time. After that time, fees may apply if you cancel the insurance. **Ask** your distributor about the period of time granted to cancel it **at no cost**.

If the cost of the insurance is added to the financing amount and you cancel the insurance, your monthly financing payments might not change. Instead, the refund could be used **to shorten the financing period**. **Ask your distributor for details**.

The *Autorité des marchés financiers* can provide you with unbiased, objective information.

Visit www.lautorite.qc.ca or call the AMF at 1-877-525-0337.

Reserved for use by the insurer:

This fact sheet cannot be modified

Please note: Subsequent correspondence or other RBC Royal Bank® documents may refer to this Product Summary as the Distribution Guide

Business Loan Insurance Plan Product Summary

Life with Accidental Dismemberment Insurance - Electronic Insurance Application

NAME AND CONTACT INFORMATION FOR THE INSURER AND DISTRIBUTOR

The Business Loan Insurance Plan is creditor's group insurance underwritten by Sun Life Assurance Company of Canada (the "Insurer"). The Group Policyholder is Royal Bank of Canada ("RBC Royal Bank"). Life insurance with Accidental Dismemberment insurance is provided under Group Policy 51000.

Sun Life Assurance Company of Canada
Creditor Insurance Team
227 King Street South
P.O. Box 638, STN Waterloo
Waterloo ON N2J 4B8

Telephone: 1-877-271-8713
Fax: 1-866-923-8353
Email: creditorteam@sunlife.com
Website: www.sunlife.ca
AMF client number: 2000965369

Sun Life Assurance Company of Canada is the insurer of this product, and a member of the Sun Life Financial group of companies.

The Distributor of this insurance is Royal Bank of Canada ("RBC Royal Bank")

Insurance Service Centre
P.O. Box 53, Postal Station A
Mississauga, ON L5A 2Y9

Telephone: 1-800-769-2523
Fax: 1-800-864-6102
Email: isc@rbc.com

NAME AND TYPE OF THIS INSURANCE PRODUCT

INSURANCE PRODUCT NAME: Business Loan Insurance Plan – Life and Accidental Dismemberment for Sole and Joint Owners – Electronic Insurance Application

INSURANCE PRODUCT TYPE: The Autorité des marchés financiers classifies this insurance product as Debtor Life, Health and Employment Insurance

HOW TO READ THIS PRODUCT SUMMARY

This product summary is an overview of the Business Loan Insurance Plan ("Plan") as it applies to insurance underwritten by Sun Life Assurance Company of Canada for eligible business loans with RBC Royal Bank. For full details of life insurance with accidental dismemberment insurance provided to sole and joint owners without answering any health questions, please read the Business Loan Insurance Plan Certificate of Life and Accidental Dismemberment Insurance ("Certificate"), together with the Business Loan Insurance Plan Online Application ("Online Application").

To find this product summary and the Certificate online, go to www.sunlife.ca. Type "product summary" into the search field and click on the hyperlink. When you get to the landing page, select RBC Royal Bank.

Words and terms that appear in **bold italic** throughout this product summary are defined below:

Accident means bodily injury that occurs solely as a direct result of a violent, sudden and unexpected action from an outside force.

Accidental Dismemberment means the loss by **Accident** of an arm, leg, hand or foot by severance through, or above the joint, or the loss of all sight in one or both eyes.

Business means any legal entity that provides a product or service to general consumers for the expectation of profit, while operating in Canada.

Business Loan means a business term loan, revolving loan, or RoyFarm Mortgage with RBC Royal Bank that is identified by an 8-digit loan number and includes any loan segments (identified by a separate 3-digit segment number) opened under the 8-digit loan number.

Eligible means that you, the **Business** and the **Business Loan** meet all necessary criteria to apply for life insurance with **Accidental Dismemberment** insurance under your **Business Loan** without answering any health questions.

Evidence of Insurability means health information the Insurer might require if the amount of your **Insured Loan** increases beyond **\$50,000**, and you wish to increase your amount of insurance.

Insured Loan means the **Business Loan** made to the **Business** by RBC Royal Bank at the time you submitted your Application and for which insurance has been approved.

Insured Person means an individual who is eligible for, has applied for, and has been approved for Business Loan Insurance Plan insurance coverage.

Pre-existing Condition means a condition or health problem for which, in the **12 months** before the effective date of insurance the **Insured Person** received **Treatment**. (**Treatment** means advice, consultation, care, surgery, diagnosis and/or service provided by a physician or other health-care provider. This includes, but is not limited to diagnostic measures, taking pills, injections or other forms of medication prescribed for a health condition.)

Premium means the amount you must pay for insurance for a specific period.

Premium Rate means the unit cost of insurance.

Single Dismemberment means the irrecoverable loss due to **Accident** of a leg, arm, hand, foot or entire sight in one eye. (If you lose your hand or foot along with the arm or leg it was attached to, such combined loss is still considered a **Single Dismemberment**.)

Multiple Dismemberment means the irrecoverable loss due to **Accident** of both legs, arms, hands, feet or entire sight of both eyes, or a combination of any two or more (e.g. one arm and one leg).

Depending on the context in which these terms appear, you and your means, the sole owner or joint owner of the **Business**.

HOW DOES THIS INSURANCE HELP PROTECT MY BUSINESS LOAN?

Life insurance and **Accidental Dismemberment** insurance will reduce or pay off the balance under an **Insured Loan** should the **Insured Person** die or have a permanent loss due to **Accident**.

HOW MUCH INSURANCE IS AVAILABLE FOR MY BUSINESS LOAN?

Under the Business Loan Insurance Plan, if you, your **Business** and your **Business Loan** are **Eligible**, the following amounts of optional creditor's group insurance can be applied for without providing **Evidence of Insurability**.

Insurance type	Benefit	Maximum insurance benefit
Life	Lump sum payment if you die	\$50,000 under your Certificate
Accidental Dismemberment	Lump sum payment if you have an Accidental Dismemberment	per Accident benefit under the Plan <ul style="list-style-type: none">• \$25,000 per Single Dismemberment• \$50,000 per Multiple Dismemberment

You cannot obtain more than a total of \$50,000 of life insurance with accidental dismemberment coverage under the Plan without **Evidence of Insurability**. If you require additional coverage under the Plan you must complete a new application on this or any other loans with RBC Royal Bank. The coverage that you have under the Online Application, as applicable, will apply to the overall Plan maximum of \$1,000,000.

WHICH BUSINESSES AND LOANS ARE ELIGIBLE?

To be **Eligible**, the **Business** must be domiciled and operating in Canada. The **Business Loan** must be:

1. in Canadian dollars,
2. among the following types:
 - RBC Royal Bank Fixed and/or Variable rate term loans and demand loans,
 - Revolving credit facilities by way of RBC Royal Bank prime based loans,
 - RoyFarm Mortgages.

AM I ELIGIBLE TO APPLY?

You are **Eligible** to apply if **on the date of application** you are

- a Canadian resident
- a sole or joint owner of the business
- at least **18** years old and less than **65** years old

HOW DO I APPLY?

If you are applying for an **Eligible Business Loan** through an RBC Royal Bank online platform, you can apply for insurance through the Online Application at the same time you apply for your **Business Loan**.

WHEN DOES MY INSURANCE START?

Insurance applied for through the online platform starts on the date when funds under the original **Insured Loan** amount are advanced. (In the cases of revolving credit facilities, this is the date of the first draw on funds).

The effective date of coverage on any increased amount will be the date those funds are advanced.

HOW MUCH WILL MY INSURANCE COST?

Premium Rates for Life insurance are based on:

- gender,
- answer to the tobacco usage question at time of application,
- age at the date the **Premium** is payable.

In addition to the **Premium Rate** increasing as the **Insured Person** ages, **Premiums** payable for this insurance may go up or down from month-to-month, depending on the average daily outstanding balance for the period covered by your loan account statement.

Quebec sales tax is added to your premium.

See the “Insurance Premium Information” section of the Certificate for **Premium Rates** and sample calculations.

WHAT DOES THE INSURER PAY?

If the **Insured Person’s** claim is approved, the Insurer will pay a benefit to RBC Royal Bank on behalf of the **Business**, up to the applicable maximum.

Insurance Type	Benefit under your Certificate
Life	For all loan types EXCEPT revolving credit facilities: <ul style="list-style-type: none">• the outstanding insured balance as of the date of death For revolving credit facilities, the lesser of: <ul style="list-style-type: none">• the outstanding insured balance as of the date of death; or• the average monthly insured balance for the 12 month period immediately prior to the month of death
Accidental Dismemberment	For a Single Dismemberment the lesser of: <ul style="list-style-type: none">• 50% of the outstanding insured balance as of the date of the irrecoverable loss, or• \$25,000
Accidental Dismemberment	For a Multiple Dismemberment the lesser of: <ul style="list-style-type: none">• the outstanding insured balance as of the date of the irrecoverable loss, or• \$50,000

The Insurer will also pay interest calculated at the loan interest rate(s), to a maximum of 1 year from the date of death or **Accidental Dismemberment**, to the date of payment by the Insurer.

Your insurance benefit may not cover the entire amount owing on all of your insured business loans.

WHAT IF I HAVE AN INSURANCE CLAIM?

You should always make an insurance claim as soon as possible, using the claim form, which can be obtained at the claimant's request, from any RBC Royal Bank branch or by calling the RBC Insurance Service Centre at 1-800-ROYAL 2-3 or 1-800-769-2523.

How long do I have to make a claim?

There is no time limit for making Life insurance claims.

Under the Quebec Civil Code, claimants have **three years** to file a legal action.

For the prompt resolution of an **Accidental Dismemberment** claim, **you** should submit your claim within **90** days of the date of loss.

How long for the Insurer's claim decision and payment?

The Insurer will send you the claim decision in writing within **30** days of receiving all the information required to make it.

If the Insurer approves a claim it will pay the benefit to RBC Royal Bank within **30** days of receiving all information required upon which to make a decision.

Whenever a claim is not approved, the Insurer's written decision will include the reasons for that decision.

What if I want to appeal the Insurer's claim decision?

If the Insurer does not approve your claim, you have **90** days from the date of the Insurer's original claim decision to file an appeal. Your appeal must be in writing and you must include new information that is pertinent to your claim.

You may consult the Autorité des marchés financiers or an independent legal advisor for assistance with your appeal.

WHAT EXCLUSIONS AND LIMITATIONS APPLY TO THIS INSURANCE?

The Insurer will cancel insurance upon discovering that you made a misrepresentation or false declaration, including smoking status, on your application for insurance, or in connection with an insurance claim.

For a full list of exclusions and limitations, please see the "Limitations" and "Exclusions" subsections for each insured benefit in the Certificate. **The following are the most common reasons for the Insurer to deny an insurance claim:**

Life benefit

- Death is a result of suicide within **two** years from the effective date of insurance,

- Death is directly or indirectly caused or contributed to by the **Insured Person's**: operation of a motorized vehicle or vessel while impaired by illegal or illicit drugs or the **Insured Person's** blood alcohol concentration exceeds **80** milligrams of alcohol in **100** millilitres of blood **(0.08)**.

Accidental Dismemberment benefit

- Dismemberment is due to intentional self-inflicted injuries,
- Dismemberment is directly or indirectly caused or contributed to by the **Insured Person's**: operation of a motorized vehicle or vessel while impaired by illegal or illicit drugs or the **Insured Person's** blood alcohol concentration exceeds **80** milligrams of alcohol in **100** millilitres of blood **(0.08)**.

Is there a pre-existing condition limitation and when does it apply?

The limitation for **Pre-existing conditions** under your Certificate will only apply to claims for life insurance benefits when:

- the **Insured Person's** claim occurs within **12** months of the effective date of coverage as described in the "WHEN DOES MY INSURANCE START?" section of this product summary, and
- the **Insured Person's** claim is due to a **Pre-existing condition**.

When will the Insurer limit the benefit?

If an **Insured Person** dies as a result of an **Accident**, only the Life insurance benefit will be payable.

If two or more **Insured Persons** die as a result of the same **Accident**, the maximum Life insurance benefit the Insurer will pay under your business loan is **\$1,000,000**.

WHEN DOES INSURANCE END?

Your insurance ends on the **earliest** of the following dates

- when the **Business** is no longer domiciled or ceases to operate in Canada ,
- you are no longer a Canadian resident,
- the **Insured Loan** is closed,
- the Insurance Service Centre receives from the **Business** a request to cancel insurance,
- the **Insured Loan** is assumed in writing by another person or business,
- all or part of the insurance premium is more than **90** days overdue,
- the Policy is terminated,
- the last day of the month you turn age **70**,
- when you die.

WHEN AND HOW CAN I CANCEL INSURANCE?

This insurance is optional and the **Business** can cancel at any time. Although the *Insurers Act* and the *Act respecting the distribution of financial products and services* allow for a **10** day period to cancel without penalty, the Insurer allows **30** days.

To cancel this insurance:

- Contact the Insurance Service Centre at 1-800-ROYAL-2-3 (1-800-769-2523)
- If cancelling within the first **10** days of signing the insurance contract the **Business** can use the notice of rescission form you were given by the Distributor when you applied for this insurance.

After the **30** day period allowed by the Insurer, there will be no premium refund on cancellation, except where premiums may have been collected in error.

WHO CAN ANSWER MY QUESTIONS ABOUT THIS INSURANCE?

For questions regarding the general administration of this insurance you may contact the Insurance Service Centre at 1-800-ROYAL-2-3 (1-800-769-2523). For questions about underwriting or claims, you may contact the Insurer at 1-877-271-8713.

For more information about the obligations of insurers and distributors, you can contact the Autorité des marchés financiers as follows:

Autorité des marchés financiers
Place de la Cité, Tour Cominar
2640, boul Laurier, 4 étage
Québec QC G1V 5C1

Tel: Québec 418-525-0337
Montreal: 514-395-0337
Toll Free: 1-877-525-0337
Website: www.lautorite.qc.ca

WHERE CAN I FIND THE INSURER'S COMPLAINT RESOLUTION PROCESS?

You can find a summary of the Insurer's complaint processing policy and where a complaint may be filed by going to www.sunlife.ca and typing "complaint" into the search field.



Royal Bank

NOTICE OF RESCISSION OF AN INSURANCE CONTRACT

NOTICE GIVEN BY A DISTRIBUTOR

Section 440 of the Act respecting the distribution of financial products and services (chapter D-9.2)

THE ACT RESPECTING THE DISTRIBUTION OF FINANCIAL PRODUCTS AND SERVICES GIVES YOU IMPORTANT RIGHTS.

The Act allows you to rescind an insurance contract, without penalty, within 10 days of the date on which it is signed. However, the insurer may grant you a longer period.

To rescind the contract, you must give the insurer notice, within that time, by registered mail or any other means that allows you to obtain an acknowledgement of receipt.

Despite the rescission of the insurance contract, the first contract entered into will remain in force. Caution, it is possible that you may lose advantageous conditions as a result of this insurance contract; contact your distributor or consult your contract.

After the expiry of the applicable time, you may rescind the insurance contract at any time; however, penalties may apply.

For further information, contact the Autorité des marchés financiers at 1-877-525-0337 or visit www.lautorite.qc.ca.

NOTICE OF RESCISSION OF AN INSURANCE CONTRACT

To:

Sun Life Assurance Company of Canada
(name of insurer)

Creditor Team, 227 King Street South, P.O. Box 638, STN Waterloo, Waterloo ON N2J 4B8
(address of insurer)

Date: _____
(date of sending of notice)

Pursuant to section 441 of the Act respecting the distribution of financial products and services, I hereby rescind insurance contract no.: 51000.
(number of contract, if indicated)

Entered into on: _____ Entered into on: _____
(date of signature of contract) (date of signature of contract)

In: _____ In: _____
(place of signature of contract) (place of signature of contract)

name of client name of client

signature of client (authorized signor 1) signature of client (authorized signor 2)

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