



INFORCE ADVISOR GUIDE



Table of Contents

CHANGES

| | |
|-------------------------------|----|
| Address Changes | 01 |
| Agent of Record (AOR) | 02 |
| Beneficiary Change | 03 |
| Cancellations | 05 |
| Name Change | 06 |
| Ownership Changes | 07 |
| Power of Attorney (POA) | 08 |
| Reinstatements/Lapses | 09 |

Short Form Reinstatement

| | |
|-----------------------------|----|
| /Application Request | 11 |
| Inforce Illustrations | 12 |
| Loans | 13 |

PAYMENTS

| | |
|----------------------------|----|
| Banking Changes | 14 |
| Repac Instructions | 15 |
| Credit Card Payments | 16 |
| Return of Payments | 17 |
| Duplicate Policy | 18 |
| Policy Summary | 19 |

RATING CONSIDERATION

| | |
|----------------------------------|----|
| Rating Reconsideration | 20 |
| LIRD/Comparison Disclosure | 21 |

CONVERSIONS

| | |
|-------------------------------------|----|
| Conversions | 22 |
| Child Term Benefit Conversion | 24 |

ASSIGNEES/ASSIGNMENTS

| | |
|------------------------------|----|
| Release of Assignment | 25 |
| Bankruptcy Trustee | 26 |
| Collateral Assignments | 27 |

PLAN CHANGES

| | |
|-------------------------|----|
| Face Amount | 30 |
| Non-Smoker Change | 31 |
| Term Exchange | 33 |

E-SIGNATURE PLATFORMS

| | |
|-----------------------------------|----|
| Accepting E-Signatures | 35 |
| DocuSign/OneSpan/Adobe Sign | 36 |

Contact Information

Canada Protection Plan

Mail: 250 Ferrand Drive, Suite 1100,
Toronto, ON, M3C 3G8

Fax: 416-443-6662

Phone: 1-877-851-9090

Email:

EN: customerservice@cpp.ca

FR: sac@ppcqc.ca

Contracting:

EN: contracting@cpp.ca

FR: misesouscontrat@ppcqc.ca

Foresters Financial

Mail: 789 Don Mills Road,
Toronto, ON, M3C 1T9

Fax: 1-877-329-4631

Phone: 1-800-828-1540

Email:

EN: clientservice@foresters.com

FR: serviceclientele@foresters.com

Contracting:

EN: info@foresters.com

FR: info@foresters.com

Address Change

CHANGES

Canada Protection Plan

Servicing Agent/MGA or policy owner can send email to update address.

Phone call:

Servicing Agent/MGA or policy owner can call to update address.

Mail or fax is accepted.

Foresters Financial

Servicing Agent/MGA or policy owner can send email to update address.

Phone call:

Servicing Agent/MGA or policy owner can call to update address.

Mail or fax is accepted.

ADDITIONAL INFORMATION:

A change of address can be taken over the phone after the caller verification process and can only be changed over the phone if the request is originating from the policy owner, servicing agent or MGA. It can also be changed in writing by sending a letter, signed by the policy owner, by fax, mail or email.



Insured

Receives mail concerning fraternal benefits.



Owner

Receives all other mail such as annual statements.



Payer

Receives information on billing or PAC returns

Agent of Record (AOR) Change

CHANGES

Canada Protection Plan

We can only change AOR on policies that are active.

The Policy Owner is required to sign the AOR form. If the form is signed by the Policy Owner's Power of Attorney, the POA must be authorized on record to make changes to the policy.

Foresters Financial

We can only change AOR on policies that are active.

The Policy Owner is required to sign the AOR form. If the form is signed by the Policy Owner's Power of Attorney, the POA must be authorized on record to make changes to the policy.

NOTE:

At this time, WFG Advisors can only service ADV+ policies.

Beneficiary Changes

CHANGES

Canada Protection Plan

Servicing Agent/MGA or policy owner can send an email to request a **Beneficiary Change Form**.

- Signed Beneficiary Form by the policy owner
- Beneficiary change forms electronically signed in ON, QC, AB, BC, and NB (OneSpan Sign, AdobeSign and DocuSign) can be accepted and we are not to request for a wet signature
- Other provinces such as: Manitoba, Newfoundland and Labrador, Nova Scotia, Prince Edward Island, Saskatchewan still require wet signatures
- Beneficiary Change Form is accepted via Fax, SecureDocs, Email, or Mail
- Letter of Direction is also acceptable as long as it is signed. No witness is required
- POA cannot change beneficiary designation unless it is specifically stipulated on POA documents

Foresters Financial

Servicing Agent/MGA or policy owner can send an email to request a **Beneficiary Change Form**.

- Signed Beneficiary Form by the policy owner
- Beneficiary change forms electronically signed in ON, QC, AB, BC, and NB (OneSpan Sign, AdobeSign and DocuSign) can be accepted and we are not to request for a wet signature
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- Beneficiary Change Form is accepted via Fax, SecureDocs, Email, or Mail
- Letter of Direction is also acceptable as long as it is signed. No witness is required
- POA cannot change beneficiary designation unless it is specifically stipulated on POA documents

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Beneficiary Changes

CHANGES

Canada Protection Plan

- For policies issued in Manitoba only: any beneficiary you designate is revocable. *You cannot designate a beneficiary as irrevocable*

Phone call:

Servicing Agent/MGA or policy owner can call to request for the Beneficiary Change Form to be mailed or emailed to them. CS rep will prepare/send the form.

Foresters Financial

- For policies issued in Manitoba only: any beneficiary you designate is revocable. *You cannot designate a beneficiary as irrevocable*
- Examples of beneficiaries that are NOT acceptable include:
 - Funeral homes
 - Lending institutions, finance companies or private lenders (instead, consider collateral assignments to the lender or creditor of the amount owned by the Owner/Insured)
- In the scenario where there are no dependents (for example, no spouse, children, or parents), we still require a beneficiary; typically, the Estate of the Insured is named as the beneficiary

Phone call:

Servicing Agent/MGA or policy owner can call to request for the Beneficiary Change Form to be mailed or emailed to them. CS rep will prepare/send the form.

Cancellation

CHANGES

Canada Protection Plan

Servicing Agent/MGA or policy owner can send email to request a cancellation. Requirement is a signed cancellation letter from the policy owner, unless there is an irrevocable beneficiary on the policy (then letter must be signed by the irrevocable beneficiary).

Phone call:

Servicing Agent/MGA or policy owner can call to request for a cancellation. CS rep will stop the PAC.

Mail or fax is accepted to also submit the cancellation letter.

Foresters Financial

To surrender a policy or annuity, the following cancellation requirements must be satisfied:

- A signed written request is required to cancel a policy
- Cancellation form is required if CSV is greater than \$150
- If the owner's address has changed within 6 months of the disbursement request and we are mailing a cheque, we require proof of the new address – either a government ID with the updated address or a utility bill showing their name and new address
- We can only process EFT disbursements to the bank account on file and only if that banking information has not changed within the last 6 months

Mail or fax is accepted to also submit the cancellation letter.

Name Change

CHANGES

Canada Protection Plan

Servicing Agent/MGA or policy owner can send email to request a Name Change:

- A letter from the policy owner with their signature on it. Application for Amendment of Name is also accepted
- We require Legal Documentation such as a copy of a Marriage Certificate or Birth Certificate, or copy of Court Decree, or Adoption Papers in order to make the change requested

Phone call:

Servicing Agent or policy owner can call to request for the Application for Amendment of Name to be mailed or emailed to them. CS rep will prepare/send the form.

Mail or fax is accepted to submit the Application for Amendment of Name.

Foresters Financial

Servicing Agent/MGA or policy owner can send email to request a Name Change:

- A letter from the policy owner with their signature on it. Application for Amendment of Name is also accepted
- We require Legal Documentation such as a copy of a Marriage Certificate or Birth Certificate, or copy of Court Decree, or Adoption Papers in order to make the change requested

Phone call:

Servicing Agent or policy owner can call to request for the Application for Amendment of Name to be mailed or emailed to them. CS rep will prepare/send the form.

Mail or fax is accepted to submit the Application for Amendment of Name.

Ownership Changes

CHANGES

Canada Protection Plan

Servicing Agent/MGA or policy owner can send email to request a Transfer of Ownership Form.

1. Transfer of Ownership Form
2. Identity Verification Corporations and Other Entities (IVCOE) form and other supporting documents
3. Bank information if PAC change is required

Phone call:

Servicing Agent/MGA or policy owner can call to request for the Transfer of Ownership Form to be mailed or emailed to them. CS rep will prepare/send the form.

Mail or fax is accepted to submit the Transfer of Ownership Form.

Foresters Financial

Servicing Agent/MGA or policy owner can send email to request a Transfer of Ownership Form.

1. Transfer of Ownership Form
2. Identity Verification Corporations and Other Entities (IVCOE) form and other supporting documents
3. Bank information if PAC change is required

Phone call:

Servicing Agent/MGA or policy owner can call to request for the Transfer of Ownership Form to be mailed or emailed to them. CS rep will prepare/send the form.

Mail or fax is accepted to submit the Transfer of Ownership Form.

Power of Attorney

CHANGES

Canada Protection Plan

Servicing Agent/MGA, policy owner, or a lawyer may send in the Power of Attorney (POA) documentation

- We require the POA papers relating to PROPERTY
- All forms need to be signed, witnessed, and dated by the executors and new owners. The appointment of any new beneficiaries or contingent owners is to be completed by the new policyowner

Mail or fax is accepted to submit the POA documents.

Foresters Financial

Servicing Agent/MGA, policy owner, or a lawyer may send in the Power of Attorney (POA) documentation

- We require the POA papers relating to PROPERTY
- All forms need to be signed, witnessed, and dated by the executors and new owners. The appointment of any new beneficiaries or contingent owners is to be completed by the new policyowner

Mail or fax is accepted to submit the POA documents.

Short Form Reinstatements/Lapses

Lapsed within the first 3 months

CHANGES

Canada Protection Plan

- Short form Application along with the proper completion of the application answering all medical questions
- Payment in the form of a cheque
- Pre-Authorized Cheque (PAC) Plan Authorization and Agreement can be submitted OR we can use the bank account that is on file to resume premiums in arrears, as long as the client is prepared to withdraw all premiums owing
- Subject to Underwriting approval

Foresters Financial

- Certificate must have lapsed
- Must be within 2 years of the paid date
- Not available for policies on Extended term Insurance or that has been changed to Reduce Paid- Up
- We need to have the complete PLN amount in our office and processed before the lapse date or the policy will move to reinstatement requirements
- Short Form Required – 60 to 90 days from the paid to date

ADDITIONAL INFORMATION:

Once a policy has lapsed, reinstatement is an option if the policy owner wishes to continue to receive the benefits of their plan without submitting a new application.

- **Applicable to All Foresters Products**

Long Form Reinstatements/Lapses

Lapsed more than 3 months

CHANGES

Canada Protection Plan

- Long form Application along with the proper completion of the application answering all medical questions
- Payment in the form of a cheque
- Pre-Authorized Cheque (PAC) Plan Authorization and Agreement can be submitted OR we can use the bank account that is on file to resume premiums in arrears, as long as the client is prepared to withdraw all premiums owing
- Subject to Underwriting approval

Foresters Financial

- Long Form required – after 90 days from paid to date

Short Form Reinstatement/Application Request

Canada Protection Plan

- Short form Application along with the proper completion of the application answering all medical questions
- Payment in the form of a cheque
- Pre-Authorized Cheque (PAC) Plan Authorization and Agreement can be submitted OR we can use the bank account that is on file to resume premiums in arrears, as long as the client is prepared to withdraw all premiums owing
- Subject to Underwriting approval

Foresters Financial

- Certificate must have lapsed
- Must be within 2 years of the paid date
- Not available for policies on Extended term Insurance or that has been changed to Reduce Paid- Up
- We need to have the complete PLN amount in our office and processed before the lapse date or the policy will move to reinstatement requirements
- Short From Required – 60 to 90 days from the paid to date

ADDITIONAL INFORMATION:

Once a policy has lapsed reinstatement is an option if the policy owner wishes to continue to receive the benefits of their plan without submitting a new application.

- **Applicable to All Foresters Products**

Inforce Illustrations

Canada Protection Plan

Visit cpp.ca website under Advisor's section (tab) and broker can gain access to the illustrators.

Servicing Agent can also call or email customer service to request for a quote.

Foresters Financial

Letter of direction from member or request from agent via email or phone.

- Changes must meet product eligibility

ADDITIONAL INFORMATION:

Request an inforce illustration to observe the effect of changes done on a policy overtime.

- **Applicable to Universal Products, Advantage Plus**

Loans

Canada Protection Plan

Policy loans are not available on any Canada Protection Plan products.

Foresters Financial

- (Current interest rate is subject to change)
- (Minimum payment of \$25 per month towards the loan)
- Have a minimum of \$100 loanable amount
- Debt cannot exceed equity or policy will lapse
- Loan repayments can be added to any mode of payment whether the policy is on billing or PAC
- If the owner's address has changed within 6 months of the disbursement request and we are mailing a check, we need proof of the new address – either a government ID with the updated address or a utility bill showing their name and new address
- We can only process EFT disbursements to the bank account on file and only if that banking information has not changed within the last 6 months
- A Tax Gain on a loan generally occurs when more money is given than was paid into the policy or a loan remains outstanding when a policy is cancelled
- Death Benefit with Outstanding Loans
- Any death benefit is reduced by the outstanding loan
- Loan interest stops the date of the death (this will be retroactively calculated by claims)

Banking Change/ Updates

PAYMENTS

Canada Protection Plan

Pre-Authorized Cheque (PAC) Plan Authorization and Agreement can be submitted via:

NOTE:

We no longer take banking over the phone or via email for EXTERNAL SERVICING AGENTS/MGAS.

If the email contains a void cheque and PAC form/Banking form, we will accept.

- We MUST obtain a void cheque and/or the bank form provided by the Bank
- Our PAC forms can also be used but a void cheque is required

Foresters Financial

Must submit Foresters Pre-Authorized Cheque (PAC) form and/or a void cheque 7 business days before the next draw date.

NOTE:

The following requirements are needed.

If the email contains a void cheque and/or PAC form/Banking form, we will accept.

Re-PAC Instructions

PAYMENTS

Canada Protection Plan

Servicing Agent/MGA, policy owner, or payor can send an email to provide Re-PAC instructions.

Phone:

Servicing Agent/MGA, policy owner, or payor can call to provide Re-PAC instructions.

Foresters Financial

Servicing Agent/MGA, policy owner, or payor can send an email to provide Re-PAC instructions.

Phone:

Servicing Agent/MGA, policy owner, or payor can call to provide Re-PAC instructions.

Credit Card Payment/ Update/ Decline/ (Moneris)

PAYMENTS

Canada Protection Plan

Credit card information received via email is not accepted.

Phone:

Servicing Agent/MGA, policy owner, or payor can call to provide credit card information and CS rep will update Moneris.

Foresters Financial

Foresters products do not allow credit card payments.

Return of Payments

PAYMENTS

Canada Protection Plan

- Once Payment is returned as an NSF, Billing department will send an email to the Broker advising of the return of premium and also mail out an NSF letter to the policyholder and/or payor on the policy
- Repac instructions will be taken from the Servicing Agent/policyholder if they call CPP or send an email to customer service with the specific repac instructions
- If new banking is being provided by the Servicing Agent/policyholder then we require the PAC form or Bank form from the institution or a void cheque in order to update the banking first before we resume payments
- CPP can do immediate withdrawals for next day if the request comes by phone prior to 5pm (office closure). If an email is sent to the customer service inbox at: customerservice@cpp.ca, then the email will be assigned to a representative and then the rep will follow the directives provided
- CPP's regular repac dates can occur anytime between the 1st to the 28th of each month

Foresters Financial

NSF Returns

- When the policy is on PAC, if on the member's preferred draft date, the payment does not clear the client's account due to non-sufficient funds, the bank will submit a representment for the premium due within 3 to 7 business days
- If this representment does not clear the client's account, Foresters will be notified of non-payment and the client will receive a mail notice of non-payment of premium
- If the policy number is 7 digits – the system will double draw on the next scheduled draw date provided the policy does not go more than 40 days in arrears
- If the policy number is alphanumeric – the system will not double draw on the next scheduled draw date. The member can submit a replacement payment via online banking or call in to request a redraw attempt (either on the 1st, 8th, 15th or 22nd of the month)

Duplicate Policy

POLICY CONTRACTS

Canada Protection Plan

Servicing Agent/MGA or policy owner can send email to customerservice@cpp.ca to request a Policy Summary.

- A signed letter requesting for a Policy Summary or have the Request for Policy Documentation application filled out
- \$25 fee in the form of a cheque indicating the policy number in the memo section of the cheque

Phone call:

Servicing Agent/MGA or policy owner can call to request to have the Request for Policy Documentation application to be mailed out.

Mail the Request for Policy Documentation application or the signed letter, along with the \$25 fee to:

250 Ferrand Drive, Suite 1100, Toronto, ON, M3C 3G8

Foresters Financial

Servicing Agent/MGA or policy owner can send an email to clientservice@foresters.com or serviceclientele@foresters.com to request a duplicate policy.

- \$25 fee in the form of a cheque indicating the policy number in the memo section of the cheque

Phone call:

Servicing Agent/MGA or policy owner can call to request to have the Duplicate Policy Request mailed out or delivered.

Mail the signed Request for a Duplicate Contract along with the \$25 fee to:

789 Don Mill Rd., Toronto, Ontario M4W 1E5

Policy Summary

PAYMENTS

Canada Protection Plan

Servicing Agent/MGA or policy owner can send email to request a Policy Summary.

- A signed letter requesting for a Policy Summary or have the Request for Policy Documentation application filled out

Phone call:

Servicing Agent/MGA or policy owner can call to request to have the Request for Policy Documentation application to be mailed out or the CS rep can advise the caller that a signed letter is sufficient.

Mail the Request for Policy Documentation application or the signed letter.

Foresters Financial

Servicing Agent/MGA or policy owner can send email to request a Policy Summary.

Phone call:

Servicing Agent/MGA or policy owner can call to request to have a policy summary mailed out.

Rating Reconsideration

RATING RECONSIDERATION

Canada Protection Plan

Foresters Financial

Application of Policy Change and / or Reinstatement

- Request sent at least one year after issue
- Submit evidence we consider satisfactory
- Submit a completed non-medical declaration of health for the insured person in a form acceptable to us, as well as other medical evidence we might request, and such form and evidence is satisfactory to us
- We reserve the right to request payment of a fee we set from time to time for underwriting expenses. We will advise you of the amount
- If approved the rating reconsideration will be effective on the monthly processing day following the date we have approved your request. We will adjust the premiums effective on that day, based on the insurance age in effect on the issue date

ADDITIONAL INFORMATION:

To remove rating after issue.

- **Applicable to All Foresters Products**

LIRD/ Comparison Disclosure

RATING RECONSIDERATION

Canada Protection Plan

Servicing Agent/MGA or policy owner can send email to submit the Life Insurance Replacement Declaration (LIRD).

- Life Insurance Replacement Declaration
- Signed cancellation letter by the policy owner requesting to cancel the original policy

Mail or fax the Life Insurance Replacement Declaration.

Foresters Financial

Servicing Agent/MGA or policy owner can send email to submit the Life Insurance Replacement Declaration (LIRD).

- Life Insurance Replacement Declaration
- Signed cancellation letter by the policy owner requesting to cancel the original policy

Mail or fax the Life Insurance Replacement Declaration.

Conversion

CONVERSIONS

Canada Protection Plan

Servicing Agent/MGA or policy owner can send email to submit the Application for Conversion.

- Application for Conversion
- Illustration

Mail or fax the Application for Conversion accepted.

Foresters Financial

Signed illustration via Sky Software

- Application for Conversion ENG #105435 CAN (01/21) or Application for Conversion FR #105436 FR (01/21)
- Must meet product minimum face amount guidelines
- The contract specifies when the conversion option expires and opportunity to convert notices are sent out 3 months prior to the option expiring
- Premiums must be paid to the effective date of the conversion
- The conversion must occur prior to the policy anniversary nearest the insured person's sixty-fifth (65th) or seventy-first (71st) birthday, depending on the specific policy. If the coverage option is Joint First-to-die, the conversion for every insured person must occur prior to the policy anniversary nearest the oldest insured person's sixty-fifth (65th) or seventy-first (71st) birthday, depending on the specific policy.

Continue on next page

Canada Protection Plan

Foresters Financial

- This policy cannot be converted while premiums are being waived under a Waiver of Premium Benefit rider, unless the conversion takes place on the date this Conversion Privilege ends. In that event, the new policy will be the permanent plan with the lowest annual premium we offer you for conversion. A partial conversion of the death benefit must meet the conditions as described in the Reducing the death benefit provision and will reduce this policy's death benefit by the amount converted to the new policy
- If you convert the full death benefit, the old policy will end on the date the new policy takes effect under this Conversion Privilege
- A term policy must be in force for one month in order to be eligible for conversion

ADDITIONAL INFORMATION:

Allows to convert the death benefit in whole or in part to a permanent life insurance plan without evidence of insurability

- **Applicable to Advantage Plus Non Par Whole Life**

Child Term Benefit Conversion

CONVERSIONS

Canada Protection Plan

Servicing Agent/MGA or policy owner can send email to submit the Application for Conversion.

- Application for Conversion indicating (checking off on the form) to convert the Child Term Benefit
- Please refer to Conversion Privilege stated in the policy contract

Mail or fax the Application for Conversion.

Foresters Financial

Servicing Agent/MGA or policy owner can send email to submit the Application for Conversion.

- Application for Conversion indicating (checking off on the form) to convert the Child Term Benefit
- Please refer to Conversion Privilege stated in the policy contract

Mail or fax the Application for Conversion.

Release of Assignment

ASSIGNEES / ASSIGNMENTS

Canada Protection Plan

When a Collateral Assignment is complete or no longer required (e.g. when Member pays off the loan), CPP requires a letter from the 3rd party releasing ownership of the policy. The "Release Absolute or Collateral Assignment" letter should indicate when the loan was paid off resulting in the ownership going back to the Member.

Foresters Financial

When a Collateral Assignment is complete or no longer required (e.g. when Member pays off the loan), Foresters requires a letter from the 3rd party (either the owner or collateral assignee) releasing ownership of the policy. The "Release Absolute or Collateral Assignment" letter should indicate when the loan was paid off resulting in the ownership going back to the Member.

Bankruptcy Trustee

ASSIGNEES / ASSIGNMENTS

Canada Protection Plan

Bankruptcy Trustee or policy owner can send email and submit the following requirements:

- Certificate of Appointment – Federal Document naming the bankrupt and date of bankruptcy
- Assignment for the General Benefit of Creditors (Form 21)

Mail or fax the Certificate of Appointment and the Assignment for the General Benefit of Creditors (Form 21).

Foresters Financial

Bankruptcy Trustee or policy owner can send email and submit the following requirements:

- Certificate of Appointment – Federal Document naming the bankrupt and date of bankruptcy
- Assignment for the General Benefit of Creditors (Form 21)

Mail or fax the Certificate of Appointment and the Assignment for the General Benefit of Creditors (Form 21).

Collateral Assignment

ASSIGNEES / ASSIGNMENTS

Canada Protection Plan

Servicing Agent/MGA or policy owner can send email.

For collateral assignments:

Please obtain the specific Collateral Assignment form/Loan Agreement from the bank or Financial institution the policy will be collaterally assigned to (assignee's forms).

- For all provinces, including Quebec, use the assignee's forms
- Be aware that some bank forms may include an irrevocable beneficiary designation to the bank. If this is the case, then the previous beneficiary designation will be revoked following the completion of the process and the assignee becomes the irrevocable beneficiary and assignee

Foresters Financial

Servicing Agent/MGA or policy owner can send email.

For collateral assignments:

Please obtain the specific Collateral Assignment form/Loan Agreement from the bank or Financial institution the policy will be collaterally assigned to (assignee's forms).

- For all provinces, including Quebec, use the assignee's forms
- Be aware that some bank forms may include an irrevocable beneficiary designation to the bank. If this is the case, then the previous beneficiary designation will be revoked following the completion of the process and the assignee becomes the irrevocable beneficiary and assignee

Continue on next page

Collateral Assignment

ASSIGNEES / ASSIGNMENTS

Canada Protection Plan

Form Requirements:

- The collateral assignment form should contain:
- The legal name of the insurer– It will either be The Independent Order of Foresters or Foresters Life Insurance Company. Please see the policy contract to confirm or contact the Service Centre. Signatures from both parties, the policy owner and Financial Institution Officer with signing authority
- The policy/certificate number
- Face amount/Loan amount

Collateral assignment signing requirements:

Owner

- The collateral assignment form should be signed by the policy owner(s). The insured does not sign if another party owns the policy
- If the policy is third party, that owner should sign. If there is more than one owner, all owners must sign.
- If a corporation owns the policy, then corporate signing requirements are needed

Foresters Financial

Form Requirements:

- The collateral assignment form should contain:
- The legal name of the insurer– It will either be The Independent Order of Foresters or Foresters Life Insurance Company. Please see the policy contract to confirm or contact the Service Centre. Signatures from both parties, the policy owner and Financial Institution Officer with signing authority
- The policy/certificate number
- Face amount/Loan amount

Collateral assignment signing requirements:

Owner

- The collateral assignment form should be signed by the policy owner(s). The insured does not sign if another party owns the policy
- If the policy is third party, that owner should sign. If there is more than one owner, all owners must sign.
- If a corporation owns the policy, then corporate signing requirements are needed

Continue on next page

Collateral Assignment

ASSIGNEES / ASSIGNMENTS

Canada Protection Plan

- Two corporate signing officers are required to sign or the signature and title of one signing officer and the corporate seal

Mail or fax the Collateral Assignment form/Loan Agreement.

Foresters Financial

- Two corporate signing officers are required to sign or the signature and title of one signing officer and the corporate seal

ADDITIONAL INFORMATION:

There are two different types of assignments:

1. **Absolute Assignment** – transfers all the ownership rights to the assignee, unless the terms of assignment state otherwise. The only information a member is entitled to concerns their Member Benefits, Services.
2. **Collateral Assignment** – Is a temporary transfer of some, but not all, policy rights to another party. It is to provide security for a loan or some other type of debt. Since a collateral assignment does not transfer complete ownership rights, an ownership change will not be processed. Instead, a Collateral Assignee role will be added to the policy.
 - Having multiple assignees is not accepted
 - When a policy is assigned to a Trust, there can be multiple trustees.
 - According to the Trust Agreement, trustees can act solely or together

Face Amount: (Increases / decreases)

PLAN CHANGES

Canada Protection Plan

For all ages and amounts:

Application for Change to an existing Life Insurance Policy.

- FA Reduction must meet the minimum FA guidelines

Foresters Financial

Signed letter of direction or Policy Change (Non-Underwritten) # 104062 CAN (09/17)

- Must meet product minimum face amount guidelines
- Coverage units requested must meet the minimum units available for the plan
- Policy is premium paying
- Premiums are paid to the effective date of the reduction
- The premium rate is guaranteed based in part on the insurance class and the insurance amount applicable to the insured person under this policy. If you reduce the insurance amount of this policy at any time, we may increase the premium rate in accordance with our administrative rules
- Reducing the insurance amount will result in a reduction of the guaranteed values shown in the Schedule of guaranteed values in the Policy Specifications of the contract

NOTE: Coverage reduction quotes are available upon request prior to processing coverage reduction requests.

ADDITIONAL INFORMATION: To increase or reduce the coverage and premium amount after issue.

- **Applicable to All Foresters Products**

Non- Smoker Change

PLAN CHANGES

Canada Protection Plan

For all ages and amounts

Application for Change to Non-Smoker Rates:

- The insured must have stopped using any substance or product containing tobacco, nicotine (excluding 12 cigars per year), for the previous twelve (12) consecutive months. Applicants who have used marijuana, other than through oral ingesting, more than six (6) times per week will not be considered for non-smoker rates

For Preferred Elite Rates:

The insured must have stopped using any substances containing tobacco, nicotine, including cigars or marijuana in any form for the previous twenty-four (24) consecutive months. Application for Change to an existing Life Insurance Policy.

Foresters Financial

Application of policy change and/ or reinstatement:

- Request sent at least one year after issue
- Urinalysis test
- We offer non-smoker premium rates at the time of your request
- You submit evidence we consider satisfactory as to the smoking habit of the insured person, including our smoking habits declaration. The insured person must meet our definition of a non-smoker at the time of the request
- You submit a completed non-medical declaration of health for the insured person in a form acceptable to us, as well as other medical evidence we might request, and such form and evidence is satisfactory to us
- We reserve the right to request payment of a fee we set from time to time for underwriting expenses. We will advise you of the amount of this

Continue on next page

Non- Smoker Change

PLAN CHANGES

| Canada Protection Plan | Foresters Financial |
|------------------------|---|
| | <p>NOTE:</p> <p>If we approve the change, it will take effect on the monthly processing day following the date we have approved your request.</p> <p>If it is a NPWL or ADV+ product, there is a quit smoking incentive privilege.</p> <p>ADDITIONAL INFORMATION:</p> <p>To update smoker status after issue.</p> <ul style="list-style-type: none">• Applicable to all Foresters Products |

Term Exchange

PLAN CHANGES

Canada Protection Plan

Foresters Financial

Exchange Privilege ENG Application #105980 CAN (02/17) or Exchange Privilege FR Application #105981 FR (02/17)

- Must meet product minimum face amount guidelines
- Requests can be submitted no sooner than thirty (30) days before the second (2nd) policy anniversary. The exchange must occur prior to the earliest of the fifth policy anniversary
- Premiums must be paid to the effective date of the exchange
- An exchange for a Term 20 policy must occur prior to the earlier of the 5th policy anniversary and the policy anniversary nearest the insured person's sixtieth (60th) birthday (or the oldest insured person's sixtieth (60th) birthday if exchanging a Joint First-to die policy)

Continue on next page

Term Exchange

PLAN CHANGES

Canada Protection Plan

Foresters Financial

- An exchange for a Term 30 policy must occur prior to the earlier of the 5th policy anniversary and the policy anniversary nearest the insured person's fifty-fifth (55th) birthday (or the oldest insured person's fifty-fifth (55th) birthday if exchanging a Joint First-to-die policy)
- A term policy cannot be exchanged if it was issued under the Exchange Privilege of a previous term insurance policy
- The policy cannot be exchanged while premiums are being waived under a Waiver of Premium Benefit rider. This Exchange Privilege cannot be extended should the privilege expire while premiums are being waived
- Partial exchanges are allowed if the balance of the death benefit is being converted under the terms of the Conversion Privilege. Product minimum face amounts must be met
- The old policy will end on the date the new policy takes effect under this Exchange Privilege

Accepting E-Signatures

On Inforce Business

E - SIGNATURE PLATFORMS

Canada Protection Plan

- A Digital Signature Data Page must be received with all forms/documents submitted with eSignatures
 - DocuSign – Policy of Completion
 - One Span Sign – Evidence Summary
 - Adobe Sign – Adobe Final Audit Report
- Both fillable and non-fillable forms/documents can be signed electronically
- Each signer must have their own unique email address or mobile phone number for signing
- The Advisor/MGA can submit the completed forms via upload through Bluesky, Secure Docs, Fax or Mail

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All Disbursements over \$2,500 require a call out to validate the transaction with the Member/Policy Owner. The telephone number on file must be used for this validation. Inforce documents apart from the two indicated below can be submitted to Foresters with electronic signatures
 - *Beneficiary Change Forms electronically signed in ON, QC, AB, BC and NB (using OneSpan Sign, AdobeSign and DocuSign) can be accepted and do not require a wet signature.*
 - *Transfer of Ownership Forms electronically signed in all provinces except Manitoba (using OneSpan Sign, AdobeSign and DocuSign) can be accepted and do not require a wet signature*

Canada Protection Plan

DocuSign

- Certification of Completion must be included - Visit [DocuSign.ca](https://www.docuSign.ca) for more information on how to use DocuSign's e-signature platform

OneSpan

- Evidence Summary must be included - Visit [OneSpan.com](https://www.onespan.com) for more information on how to use OneSpan's e-signature platform

Adobe Sign

- Final Audit Report must be included - Visit [Adobe.com](https://www.adobe.com) for more information on how to use Adobe's e-signature platform

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