



RBC® Critical Illness Insurance

Product Summary



Insurance

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This product summary provides an overview of RBC Critical Illness Insurance. It is not part of the policy contract. For full product details and definitions, please review the policy contract.

Throughout this document, the use of “you” or “your” refers to the person insured by the policy.

1. How can critical illness insurance help me?

RBC Critical Illness Insurance helps you focus on recovery, instead of your finances, if you're diagnosed with a covered critical illness such as a life-threatening cancer, a heart attack or a stroke. With this coverage, you'll receive a one-time lump-sum payment that's yours to use however you choose, giving you the flexibility to focus on your health. With this coverage, you can:



Maintain financial stability

- Replace lost income, pay monthly household bills, mortgage or loan payments and other living expenses.
 - Keep a business going, pay business expenses or hire staff.
 - Protect or grow savings for retirement, education, etc.
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Cover unexpected out-of-pocket expenses related to your illness

- Pay for parking and transportation to medical appointments, specialized medications, out-of-country treatments or treatments not covered by the government/other insurance plans.
 - Pay for service to help in recovery, such as post-surgery care or rehabilitation services.
 - Get support to alleviate day-to-day activities such as childcare, meal delivery, and in-home help.
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Access to Expert Medical Services by Teladoc Health Canada

- Use your complimentary access to Teladoc Health's[‡] network of leading medical experts who can provide a second opinion on your illness.¹
 - Receive guidance through treatment options and the healthcare system to make informed decisions about your care.
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Receive support for you and your family

- Access assistance services that help you and your family manage the emotional and practical challenges that come with a critical illness.
 - Take time off work to focus on your health and spend time with loved ones.
 - Allow a family member to take a leave of absence to help you in your recovery journey.
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Maintain your independence

- Make accessibility modifications to your home or vehicle.
- Receive support by hiring domestic help during recovery.

¹ Teladoc Health's services are available based on RBC Insurance's relationship with Teladoc Health and are subject to change.

And your coverage is designed to evolve with you, giving you the flexibility to meet the changing needs of your life.



Choose from different benefit amounts, term lengths and optional return of premium benefits that fit your needs and budget.



RBC Insurance® offers industry-leading flexibility to exchange your 10-year term for a 15-year or 20-year term (or your 15-year term for a 20-year term), within the first 8 years of your policy. This gives you more time to decide if you need a longer term.



You can also partially or fully convert any term to a level premium plan like a Term 75 or a permanent plan like a Term 100. All without going through medical underwriting again.

Get trusted guidance from a licensed insurance advisor, who will help you make the best choice. They will also support you through the application process. To apply for critical illness insurance, you will need to complete an application form, which will include questions about you and your medical history.



2. Why should I choose RBC Critical Illness Insurance?

2.1 Get coverage for a broad range of illnesses

With RBC Critical Illness Insurance, you may qualify for the full benefit amount if you are diagnosed with a covered critical illness by a medical specialist and meet the definition of any of the following Critical Illness Covered Conditions. The detailed definition for each covered condition is included in the policy contract.

Cancer:

- Life-threatening cancer including carcinoma, melanoma, leukemia, lymphoma

Heart conditions:

- Severe heart attack
(acute myocardial infarction)
- Coronary artery bypass surgery
- Aortic surgery
- Heart valve replacement or repair

Stroke:

- Stroke
(resulting in severe neurological deficits)

Organ failure/transplant:

- Kidney failure
- Major organ failure on waiting list
- Major organ transplant

Neurology:

- Multiple sclerosis
- Parkinson's disease and specified atypical Parkinsonian disorders
- Dementia, including Alzheimer's disease
- Motor neuron disease
- Benign brain tumour
- Traumatic brain injury

Other covered conditions:

- Coma
- Blindness
(total and irreversible in both eyes)
- Deafness
(total and irreversible in both ears)
- Loss of limbs
(complete severance of two or more limbs)
- Loss of speech
(total and irreversible loss)
- Paralysis
(total loss of muscle function of two or more limbs)
- Severe burns
- Aplastic anemia
- Bacterial meningitis
- Occupational HIV infection
(accidental infection while you are working)
- Loss of independent existence



Depending on the covered condition, you may need to satisfy one or more of the following periods to qualify for the benefit amount:



Qualifying period: A set number of days after the diagnosis that is required to confirm that the condition is permanent, persists, or demonstrates progressive deterioration in function.



Survival period: A minimum number of days that you must continue living without the assistance of life support. The survival period begins on the day you are diagnosed with a covered condition or the day you undergo a medical procedure or surgery that is a covered condition.



Symptom-free period: A set number of days during which you must not have been diagnosed with an illness identified in the applicable symptom-free period exclusion or have signs, symptoms, treatments or medical investigations that eventually lead to the diagnosis of an illness identified in that symptom-free period exclusion. The symptom-free period begins on the later of the coverage date or last reinstatement date of the policy.

2.2 Early assistance benefit

Your policy includes an early assistance benefit. Upon qualifying under one of 8 early assistance covered conditions, you will receive 20% of your benefit amount, up to \$50,000. This benefit doesn't reduce your full critical illness lump-sum benefit for future claims. You must meet the specific definitions of the Early Assistance Covered Conditions (and complete the survival period, if applicable). The detailed definition for each covered condition can be found in the policy contract. The early assistance benefit is payable only once to you, regardless of the number of covered conditions or policies you may have with us.

Early Assistance Covered Conditions

- Coronary angioplasty
- Early-stage breast cancer
- Early-stage blood cancer (chronic lymphocytic leukemia)
- Early-stage prostate cancer
- Early-stage thyroid cancer
- Early-stage intestinal cancer
- Early-stage neuroendocrine tumours
- Early-stage skin cancer (melanoma)

2.3 Choose the plan type that's right for you

Your insurance advisor will help select which plan is right for you and guide you through the application process. It is important to provide complete and accurate information when buying critical illness insurance. If any of the information is found to be incomplete or inaccurate, the coverage may be void and a claim may not be paid.

RBC Critical Illness Insurance is **non-cancellable**, giving you the assurance that we cannot change the plan provisions or premiums from those stated in the policy.

The following plan types are available:

Plan type	Length of coverage	Payment options	Age to apply	Coverage amount
Term 10 Renewable	To age 75	Payable to age 75	18-64	\$25,000 to \$3,000,000
Term 15 Renewable	To age 75	Payable to age 75	18-59	
Term 20 Renewable	To age 75	Payable to age 75	18-54	
Term 75 Level Premium	To age 75	Payable to age 75	18-65	
Term 75 Level Premium	To age 75	Payable for 15 years	18-60	
Term 75 Level Premium	To age 75	Payable for 20 years	18-55	
Term 100 Level Premium	Permanent for life	Payable to age 100	18-65	
Term 100 Level Premium	Permanent for life	Payable for 15 years	18-60	
Term 100 Level Premium	Permanent for life	Payable for 20 years	18-55	

The actual cost of the insurance depends on:

- Your age, gender and smoking status
- Your health and medical history
- The approved amount and type of coverage

Insurance coverage will start on the coverage date approved for your policy provided that:

- The policy has been delivered to you
- Any requirements in the delivery package have been completed, and
- The information included with your application has not changed

The policy will end at the earliest of:

- Payment of the critical illness benefit
- Expiry date, or if you are satisfying a survival period, then the day after such survival period.
- Your death
- Termination of the policy by you
- Lapse of the policy
- Exchange of the policy, or
- Conversion of the policy



2.4 Get complimentary access to valuable medical support services

RBC Critical Illness Insurance also offers access to **Expert Medical Services by Teladoc Health Canada**, connecting you with leading experts who can review your medical records and provide a second opinion about your illness. With valuable assistance services readily available, you have the support you need throughout your recovery, so your focus can stay on your health.

2.5 Include optional benefits

RBC Insurance offers the following optional benefits to further customize your RBC Critical Illness Insurance coverage.¹



Return of Premium on Surrender (ROPS) Benefit

If your financial priorities shift and you decide you no longer need critical illness insurance down the road, you can cancel your policy and receive up to 100% of your paid premiums back.² This option adds an extra layer of flexibility to your coverage.



Return of Premium on Expiry (ROPE) Benefit

It's natural to think twice about paying for insurance you hope you will never use. If you reach the end of your policy without making a claim, you can receive a return of premium amount equal to the sum of all premium payments paid for the policy. The ROPE benefit ensures you get your premiums back in a lump sum to fund your next big goal, whether that is your retirement or a renovation project.



Return of Premium on Death (ROPD) Benefit³

If you pass away while your policy is in effect, a designated beneficiary/recipient or estate can be named to receive a return of premium amount equal to the sum of all premium payments paid for the policy. This benefit is especially valuable alongside a Term 100 plan. With lifelong coverage, you may never need to make a claim. The ROPD ensures the premiums you pay find their way to the people you care about most.



Disability Waiver of Premium

If you become ill or injured and cannot work for more than 90 consecutive days in any occupation that aligns with your education, training or experience, we will waive the regular payments for your RBC Critical Illness Insurance for as long as you are unable to work.⁴ Additionally, we will refund the payments for your RBC Critical Illness Insurance Plan that were made while you were unable to work after the start of your illness or injury. The Disability Waiver of Premium is subject to underwriting.

¹ The total premium returned under a Return of Premium option depends on the option selected and the date the option is exercised (based on either the policy anniversary or the age of the insured person), as detailed in the insurance policy. A Return of Premium benefit is not payable if a critical illness benefit has been paid or is pending under your policy. If any premium payments were waived or refunded, those payments will not be included in the sum of premium payments.

² The percentage of eligible premiums returned varies depending on the specific Return of Premium Surrender option selected and the policy year the surrender occurs.

³ The Return of Premium on Death benefit cannot be added after the policy is issued.

⁴ Disability or disabled means that because of illness or injury you are: Unable to work in any occupation that you are reasonably suited for based on your education, training or experience and you are under the regular care of a medical specialist and receiving treatment which is aligned with the professional standards of care for the condition causing the disability; or Deemed disabled which means that you have been approved for waiver of premium on an individual disability insurance policy issued by us.

3. How do I make a claim?

With your policy in place, you won't face a claim alone. We'll guide you through the process with clarity, care and compassion to make things as easy as possible.

3.1 Submit a claim

If you receive a diagnosis of a critical illness covered within the policy, you should notify RBC Insurance in writing within 30 days of your diagnosis. We understand that given the diagnosis, this may not always be easy. You may submit your claim form up to one year after your diagnosis or a medical procedure or surgery that is a covered condition.

To start your claim, contact RBC Insurance at 1-877-519-9501 or intake@rbc.com. We will provide claim forms and specific instructions on how to submit the benefit claim.

3.2 Receive the benefit amount

When the claim is approved, RBC Insurance will pay the benefit amount to the policy owner unless the policy owner has declared that someone else should receive it.



3.3 Situations where a claim may not be approved

There are certain situations when we won't pay the benefits of the policy. A claim may not be approved if any of the following exclusions applies:



Condition specific exclusion: Some covered conditions have exclusions that apply specifically to the condition.



Named exclusion: Your policy may have been modified to exclude claims related to personal risk factors specific to you, such as certain health conditions or lifestyle activities. If applicable, these exclusions are listed in a policy amendment.



General exclusion: Certain circumstances are excluded regardless of the covered condition. This includes the misuse of any substance, narcotic, intoxicant or drug; operating any motorized vehicle, aircraft or watercraft while impaired by alcohol or drugs; suicide, attempted suicide or intentionally self-inflicted injury; injuries sustained while committing or attempting to commit a criminal offence; or deliberate involvement in a war or armed conflict, whether in a combat or non-combat capacity.



Survival period exclusion: Some covered conditions have a survival period which is shown in the applicable covered condition. If a survival period applies to your covered condition, the benefit will not be paid unless you continue living, without the assistance of life support, until the end of that period.



Symptom-free period exclusion: For some covered conditions, a symptom-free period is needed to establish your good health. A symptom-free period is a set number of days after the coverage date or last reinstatement date of the policy (whichever is later). During this period, you must not have been diagnosed with an illness or had signs, symptoms, treatments or medical investigations that eventually lead to the diagnosis of an illness identified in that symptom-free period exclusion.

Covered conditions with a symptom-free period exclusion are:

- Life-threatening cancer or early-stage cancer (90-day symptom-free period)
- Benign brain tumour (90-day symptom-free period)
- Multiple sclerosis (365-day symptom-free period)
- Parkinson's disease and specified atypical Parkinsonian disorders (365-day symptom-free period)
- Loss of independent existence (if the insured person's loss of independent existence is caused or contributed to by a covered condition, then the symptom-free period is the same as for that covered condition)

RBC Insurance offers comprehensive critical illness insurance coverage with you in mind. If you have any questions, please speak to your insurance advisor.



Insurance

Disclaimer: This product summary is for information purposes only and does not constitute a contract or an offer of insurance. Benefits are subject to the terms, conditions, exclusions, and limitations of the policy. In the event of any discrepancy between the information in this brochure and the policy contract, the terms of the policy will prevail.

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