

## What is needed to provide a quote?

### Introduction

This document outlines the information we need to provide an accurate quote, whether this is for a new policy, an existing policy where a rate guarantee has expired, or a change in basis is being considered.

If any of the information is not supplied, we will either request this before producing a quote or we will make considered assumptions, which will be noted within the quote.

The easiest way of ensuring that we receive all the information needed, is by completing our electronic [Quotation Request form](#). This contains helpful notes and prompts, together with drop down options, to help you complete it.

If you do not to use the [Quotation Request form](#) we require the following information so we can produce your quote(s).

### Notes

This is what we need for most quotes. If the risk is special or unusual we may require additional information.

A minimum of five lives are needed to be able to provide a quote. If there are less than five lives we may be able to provide a quote via our CLASS system which only requires two lives to be insured.

### Company information and benefit basis

We will need the following information:

- what the company does
- who is to be insured at the start of the policy
- the proposed eligibility for new members, including minimum and maximum ages allowed for those joining
- the age at which cover is to end
- benefits basis required (including escalation, if a death in service pension is to be insured)
- pension scheme take up rate, if benefits or membership are linked in any way to a pension scheme
- whether premiums are to be paid monthly or annually
- the level of commission to be paid, if applicable

### Notes:

Further information on some of above can be found in the Document Areas titled 'Who Can be Covered' & When and 'What Are 'The Options For Cover?'

More detailed information may be requested if a quote is accepted.

### Individual member information

In all circumstances we require at least the following information in electronic format (Excel preferred):

- date of birth
- gender
- salary, if this applicable to the benefit basis
- benefits to be insured
- occupation
- post code of normal place of work

### Notes

All salaries should be advised in pounds sterling.

If more than 100 lives are insured a percentage split of occupations can be provided.

Up-to-date data may be required for accounting purposes if a quote is accepted.

### Business travel

For those insured, details of any proposed business travel in the next 12 months outside of the EU or North America is required. Please provide:

- countries to be visited
- expected frequency of visits
- expected duration

### Notes

If future business travel cannot be provided we require detail of the previous 12 months.

**Further information required is detailed on the next page.**



# GROUP LIFE ASSURANCE

## Medical underwriting decisions for currently insured policies

We require details of anyone who has been underwritten. The information needed is as follows:

- final underwriting decision i.e. standard rates, premium loading, exclusion(s) applied, declined or postponed. The monetary value of any premium loadings and full details of any exclusions should also be provided
- the level of benefit accepted at standard rates
- the level of benefit subject to the adverse terms

### Notes

Copies of the terms offered will be required should a quote be accepted.

## Claims experience for currently insured policies

If cover is already provided we require the following information for each of the last five years:

- number of lives insured
- total sum assured and/or total death in service pensions insured
- number of claims
- sum assured and/or pensions benefits paid, including any claims which are still being assessed

### Notes

An example of the information required is shown below.

Please let us know if any further claims occur.

This information is not required if the scheme is already insured by us.

## Individuals absent from work

Information must be provided for anyone who does not satisfy, or is not expected to satisfy, our 'actively at work' (AAW) definition, see next column of this document, for three months or longer. We need:

- the date the AAW was not satisfied
- why the AAW condition is not met
- expected date the AAW will be satisfied, if known
- the salary and benefit, if not shown on the individual member data supplied These should be based on the increases allowed for someone who is absent, see document ['Cover For An Individual Who Is Absent From Work'](#) for further information

## How it Works Product Information Getting a Quote

## Up to date Information

Depending on how far in advance our quote is provided, up to date information may be requested.

## Actively at work (AAW)

Means an employee:

- is present at their place of work
- has not received any medical advice to refrain from work
- is mentally and physically capable of fully performing the normal regular duties associated with the job they are engaged to do
- is working their normal contracted number of hours, either at their normal place of business or at a place that the business requires.

## Contact us

Please do not hesitate to contact:

- your Account Manager
- our Customer Contact Centre

If you have any questions or if you think that the risk is unusual or non-standard.

### Canada Life Customer Contact Centre

Telephone: 0345 223 8000

Email: [groupcsc@canadalife.co.uk](mailto:groupcsc@canadalife.co.uk)

Fax: 01707 671180

## Example Lump Sum Claims Experience

Period	Lives Insured	Total Sum Assured	Number of Claims	Total claims paid	Lives Insured	Total DIS Pension	Number of Claims	Total Pensions Paid
1/1/11	1,241	175,254,749	2	506,758	1,105	2,945,691	2	14,642.48
1/1/12	1,139	178,247,767	1	123,000	1,093	3,010,793	1	5,795.88
1/1/13	1,150	180,755,694	-	-	997	2,989,742	-	-
1/1/14	1,174	186,175,754	1	497,952	949	3,011,914	1	11,292.98
1/1/15	1,093	184,572,515	2	311,798	901	2,945,692	-	-

## Example DIS Pension Claims Experience

Our forms are available to download from our website: [www.canadalife.co.uk/group](http://www.canadalife.co.uk/group)

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