

# Death abroad

## Questionnaire

Please complete all sections of this form immediately, in BLOCK CAPITALS, and send it to Canada Life International Limited (also known as 'Canada Life' or the 'Company' in this form) at the address shown on the last page

Policy number(s)

### Part 1

#### Details of policy

Name of life assured

Current sum assured

### Part 2

#### Particulars of deceased

Full name

Passport number

Date of birth  
(day, month, year)

 /  / 

Last registered address in the  
United Kingdom  
(including postcode)

<input type="text"/>			
<input type="text"/>			
Postcode	<input type="text"/>	<input type="text"/>	<input type="text"/>

Date deceased left the  
United Kingdom (day, month, year)

 /  / 

Intended duration of visit

Destination and purpose of visit

Address overseas where  
deceased was staying before  
their death

<input type="text"/>			
<input type="text"/>			
Postcode	<input type="text"/>	<input type="text"/>	<input type="text"/>



**IMPORTANT:** You must answer all questions fully, accurately and truthfully. Failure to do so may result in non-payment of a claim. The issue of this form is in no way an admission of liability.

**Part 3****Details of death**

Exact cause(s) of death

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Date and hour of death  
(day, month, year)

/	/	2
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:	am / pm
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Address where death occurred


Name and address of the doctor  
and hospital certifying death


Name and address of the hospital  
where the death was certified (if  
different)


Did a coroner's inquest  
take place?Yes\*  No \*If 'Yes', please provide copies  
of the post mortem and any  
toxicology reports

Was a police investigation held?\*

Yes\*  No If 'Yes', please provide name  
of officer/station involved and  
submit a copy of the police report  
to us.

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**Part 4****Complete this section if death was due to illness**Date the deceased became ill  
(day, month, year)

/	/	2
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Nature of illness

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Name and address of any  
doctor who attended during the  
last illness

Postcode									



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**Part 5****Complete this section if death was due to an accident**

How did the accident occur?		
Place and address where the accident happened		
Which hospital was the deceased taken to?		
Date and hour of the accident (day, month, year)	/ / 2	: am / pm

**Part 6****Burial / Cremation**

Was the deceased buried or cremated?		
Where did this take place?		
Name and address of any doctor who attended during the last illness		
	Postcode	

**Please submit the burial or cremation certificate that allowed this to take place**

Was the deceased imported back or repatriated to the United Kingdom? Yes\*  No

\*If 'Yes', please submit a copy of the repatriation certificate or documents from the representatives from foreign country as well as from the United Kingdom immigration authority

**Part 7****Particulars of claimants**

<b>Claimant 1</b>		
Full name		
Full address (including postcode)		
	Postcode	
Relationship to deceased		
<b>Claimant 2</b>		
Full name		
Full address (including postcode)		
	Postcode	
Relationship to deceased		

**Data Protection Notice**

You may interact with Canada Life International Limited (CLI), CLI Institutional Limited (CLII), or Canada Life Limited (CLL) (referred to as 'Canada Life', 'we', 'us' or 'our' in this DPN) in any one (or more) of the following capacities: as data controller, a policyholder, joint policyholder, employer policyholder, trustee, insured person, professional adviser, beneficiary, next of kin, personal representative, executor claimant, or member. No matter which capacity you interact with Canada Life, you will be referred to as 'you' or 'your' in this DPN. Any personal data about yourself (provided by you or about you by another party) or which you provide about someone else will be treated in accordance with the applicable laws and regulations in any relevant jurisdiction relating to privacy or the use or processing of personal data; Canada Life takes its privacy obligations very seriously.

By signing this form you consent to Canada Life using and sharing your personal data as set out in this notice including, without limitation, the processing of special category personal data.

If submitting personal data about another person, by signing this form you confirm that you have their consent to provide such information to Canada Life and for their information to be used as set out in this notice.

**Using Personal Data**

We use personal data to undertake activities relating to the setting up, administration and renewal of our policies, products and services. This includes processing applications and handling any claims. For the majority of our business we will rely on the performance of our contractual arrangements with you as the legal basis for processing.

We do not use personal data for marketing purposes and we do not make your personal data available to third parties for the purpose of direct marketing.

The nature of our business is to provide investments, life and pensions cover, critical illness, income protection and employer related group products. To do this we need to use the personal data provided to carry out analysis of actuarial risks (risks of gains or losses), mortality and morbidity risks and pricing. This will be carried out in accordance with the Institute & Faculty of Actuaries' data handling protocols.

We use an underwriting engine to process some applications and quotations which will use an element of automated decision making.

Exceptionally, we may rely on our legitimate interests to process your personal data. When we do, we will demonstrate compelling legitimate grounds for doing so.

For employer-related group insurance products the DPA permits appropriate information about employees to be provided by an employer to an

insurer without individual consent (including details of long-term absentees, current and previous claimants, and medical underwriting decisions).

For employer-related group products the DPA permits that members may individually withdraw their consent, in those instances Canada Life will be unable to provide cover for that individual.

We rely on legitimate interest to process your personal data for statistical analysis, which helps us to improve our processes, products and services. The purpose of this statistical analysis is not to make decisions about you directly, but to undertake data analysis to help us to improve our processes, our products and services. Additionally, we will process your personal data to undertake market research, including customer feedback surveys.

To maximise the security of your information, we pseudonymise your personal information where possible. This means removing information from which you can be directly identified.

When medically underwriting or assessing a claim we will obtain consent from the employee.

**Sharing personal data**

We share personal data only on the basis of the purposes for which it was collected. This notice is intended to illustrate the instances where data may be shared. However, we will share your data only for the limited and compatible purposes for which it was originally obtained:

- with other Canada Life group companies including those outside the European Economic Area (EEA);
- with any of our service providers, reinsurers and / or regulators;
- with other insurers and government agencies, including without limitation Her Majesty's Revenue and Customs (HMRC), Department of Work and Pensions (DWP);
- in order to prevent, detect or investigate financial crime including fraud or other criminal activity, we may share your data with other companies (including private investigators), organisations (including fraud prevention agencies and databases), public bodies (including the police) and associations and credit reference agencies;
- we will not share your medical information with anyone other than yourself without your consent except as described in the next bullet point. This includes your employer, spouse, other relatives, friends or your legal or professional adviser. In some circumstances, it may be appropriate to advise your employer about your medical information, for example, to recommend alternative supportive therapy. However, we will seek your consent in such circumstances;
- for employer-related products and services only, some medical information related to underwriting decisions and non-medical

**Data Protection Notice**

information about you necessary for lawful policy and claim administration purposes will be shared with your employer;

- we will not share non-medical information concerning you with your spouse, other relatives, friends or your legal or professional adviser unless you provide your consent to us in writing;
- for insurance related products, with your own doctor or relevant medical professionals;
- with selected third-party suppliers for the purposes of statistical analysis to help us improve our products, services and processes;
- with selected third-party research agencies and providers of market research services, including customer feedback surveys; and/or
- in any circumstances if permitted or required to do so by law or if we have your consent to do so.

**International Transfers**

Given the global nature of our business, we use third party suppliers and outsourced services (including cloud-based services), which can require transfers of personal data outside of the EEA and countries that have an EU adequacy decision. In doing so, we ensure there are contractual arrangements in place with those organisations who have organisational and technical measures to protect your personal data.

**Retention of your personal data**

We will keep your personal data only for so long as is necessary and for the purpose for which it was originally collected. In particular, for so long as there is any possibility that either you or we may wish to bring a legal claim under this insurance, or where we are required to keep your personal data due to legal or regulatory reasons.

**Non-EU entities**

On 31 January 2020 the UK left the European Union ('EU'), ceasing to be a member. EU law requires that all entities processing the data of EU citizens that are not established in the EU designate in writing a Representative in the EU to be addressed in addition to or instead of that entity by EU citizens on all issues related to data processing. In order to meet our requirements, any Canada Life entity listed above that is not established in the EU, which processes the personal data of EU citizens has designated Canada Life Irish Holding Company Limited, an Irish registered entity within the Canada Life group, as its Representative. The Representative may also be called upon to cooperate with competent supervisory authorities with regard to ensuring compliance with the General Data Protection Regulation ('GDPR').

Contractual clauses in place between Canada Life and its group entities and external suppliers are compliant with the GDPR, which ensures that personal data provided to Canada Life is processed in accordance with our instructions and the requirements of the GDPR. Canada Life will continue to follow and apply all appropriate data protection legislation.

**YOUR RIGHTS AND CONTACT DETAILS OF THE INFORMATION COMMISSIONER'S OFFICE (ICO)**

You may have the right to require us to:

- provide you with further details on the use we make of your personal data or your special categories of data;
- provide you with a copy of the personal data that you have provided to us or which we hold;
- update any inaccuracies in the personal data we hold;
- delete any special category of data or personal data for which we no longer have lawful grounds to use;
- cease processing of your personal data that is based on consent, by withdrawing your consent to that particular processing;
- cease any processing based on legitimate interests grounds, unless our reasons for undertaking that processing outweigh any prejudice to your data protection rights; and
- restrict how we use your personal data whilst a complaint is being investigated.

In certain circumstances, we may need to restrict the rights listed above in order to safeguard the public interest (e.g. the prevention or detection of crime), our interests (e.g. the maintenance of our legal responsibilities) and for the performance of our contract with an employer who is the policyholder for employer-related products and services.

**Data Protection Officer (DPO)**

If you have any questions, or complaints, in relation to our use of your personal data, you should first contact our DPO, on the details below:

**Canada Life Limited, Canada Life Place, Potters Bar, Hertfordshire, EN6 5BA or by email at: [dpo@canadalife.co.uk](mailto:dpo@canadalife.co.uk).**

**Canada Life International Limited, Canada Life House, Isle of Man Business Park, Douglas, Isle of Man, IM2 2QJ or email at: [FMRiskandCompliance2@canadalifeint.com](mailto:FMRiskandCompliance2@canadalifeint.com)**

In the unlikely event that you are dissatisfied with our response, you have the right to take the matter up with the Information Commissioner's Office (ICO), whose addresses are:

**England:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

**Isle of Man:** Information Commissioner, P.O. Box 69, Douglas, Isle of Man IM99 1EQ

The full version of our DPN can be found on our website, [www.canadalife.co.uk](http://www.canadalife.co.uk) or is available upon request by calling **0345 6060708**.

This DPN is dated **1st February 2023**. Any future updates will be made available as described above.

**By signing this declaration it means that you are agreeing to everything set out above.**

**I/We confirm that I/we have answered all of the questions, truthfully, fully and to the best of my/our knowledge.**

**I/We confirm that I/we have mentioned all relevant information relating to the claim and have done so honestly and correctly. I/We understand that if I/we do not honestly and correctly tell Canada Life International Limited all relevant information, this could result in my/our claim being refused.**

**I/We confirm that I/we have read the Data Protection Notice in Part 8 and am/are satisfied that my/our personal information will be handled appropriately, in accordance with the notice.**

**Signature**

**Claimant 1 signature**

Date (day, month, year)

Print name

**Claimant 2 signature**

Date (day, month, year)

Print name



Canada Life International Limited, registered in the Isle of Man no. 033178C. Registered office: Canada Life House, Isle of Man Business Park, Douglas, Isle of Man IM2 2QJ. Telephone: +44 (0) 1624 820200 Fax: +44 (0) 1624 820201 www.canadalife.co.uk/canada-life-international Member of the Association of International Life Offices.

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