

EMPIRE LIFE INFORMATION CIRCULAR

DATE: December 10, 2013

Nº. 2013-31

CATEGORY: **INSURANCE**

TO: Managing General Agents, Associate General Agents, Advisors,
General Agents, Independent Financial Advisors and National Accounts

SUBJECT: **Policy Delivery Receipt**

We have updated our Policy Delivery Receipt.

Starting January 6, 2014, we will be using a more detailed Policy Delivery Receipt which will **now be considered a settlement requirement**. The new form will require signatures of all owners, and all lives insured. It will confirm:

- Delivery of the contract within Canada
- That the application and any supplementary forms submitted as part of the application in the contract (collectively the "Application"), is the same one initially submitted
- That the original answers provided in the application remain true

If there are no other outstanding requirements at the time the policy is issued, we will settle the policy in good faith, with the expectation that the Policy Delivery Receipt will be completed, signed and returned to our office within 30 days. If we do not receive it within 30 days, compensation will be reversed and the policy will be closed out as 'not taken'.

You will also notice that we have revised our Delivery Requirements Summary (previously known as our Residual Notice) and our Welcome Letter.

Reference **Caroline Keyes**, Director & Chief Underwriter