

TOTAL CUSTOMER SATISFACTION GUARANTEE  
- ADMINISTRATIVE PROCEDURES – INDIVIDUAL LIFE -

The following covers our administrative procedures to complement Standard Life's Total Customer Satisfaction Guarantee, individual life products.

TOTAL CUSTOMER SATISFACTION GUARANTEE

The guarantee covers all individual life policies presently sold and is valid for six months from the policy issue date stated in the policy document. It gives a client who is unsatisfied with the sales process the right to cancel a policy and receive a refund as stated and explained in the policy cover page. If a policy is backdated for any reason, say two months to save age, the client will then have four months to exercise the guarantee.

Please note that the Total Customer Satisfaction Guarantee does not replace the Right to Return the Policy within 10 days of receiving it. In addition, the six months guarantee does not apply to a policy that has been issued in lieu of a previous policy or is the result of exercising an option (G.I.B., conversion, etc.) contained in a previous policy.

EXERCISING THE GUARANTEE

The request to exercise the guarantee must be made before the end of the guarantee period. The sales office/broker must send the original written request, and the policy document if received from the client, on the same day they are received, to L.I.S. Special Services Team in Montreal or to Individual Life Products in Calgary. Should a client forward the request directly to Standard Life in either Montreal or Calgary, the broker will be advised via his/her sales office within two days. Also within two days, a letter will be sent to the client along with a code of ethics questionnaire which the owner must complete indicating which of the principle(s) in the code of ethics were not adhered to in the sales process. A refund will not be issued unless the owner indicates that one of the principles was not adhered to. In the event that the policy was not returned the client will be asked to return it along with the code of ethics questionnaire.

The refund process will commence once all these requirements have been met and a refund cheque will be issued within 15 working days thereafter.

## CONSERVING THE POLICY

The time frame between the first request and the refund cheque being mailed gives the producer the opportunity to conserve the policy. If the broker is successful L.I.S. Special Services in Montreal or Individual Life Products in Calgary should be advised immediately by calling the Customer Service Centre at 1-888-841-6633. A verbal advice to stop the refund process will be sufficient but must immediately be followed by a written advice from the client to the effect that the guarantee will not be exercised and the policy is to remain in force. In the event that a refund cheque was already mailed it must be returned immediately upon receipt by the client.

A request can also be made by the broker should he/she require more time to conserve the policy. The request must be made within 15 working days following receipt of all requirements from the client, and only a maximum of 15 additional working days may be authorized to reinstate the policy without returning it to Underwriting.

Please note that the refund cheque will be sent to the client within 15 days from the date all requirements are received, even if an additional 15 days has been granted.

## RECOVERY OF COMMISSION

When the client exercises the right to a refund, the policy will be void and Standard Life will treat it as Not Taken Up (NTU). Therefore, we will automatically recover all commissions, overrides, bonuses paid in respect of the policy. However, where a refund is paid to a client in consideration of the Guarantee, i.e., outside the industry standard 10- day right of return, Standard Life will consider a broker's request that the recovery of commission be made as for an ordinary first-year lapse rather than as an NTU case.

The request must be supported by the following documentation:

- Sales office and broker's written request/explanation of why the client is unjustified in being dissatisfied with the sales process
- Financial Needs Analysis and/or written recommendations made to the client, or waiver indicating the client refused the Needs Analysis
- Signed Compliance Ledger or policy receipt
- Basic Disclosure Statement (Replacement Forms) where applicable

The decision to treat the recovery of commission as a first-year lapse will be made by the V.P. Sales, Retail Markets. The request/explanation and supporting documentation are to be sent directly to the Regional Director.

Please note that Standard Life will pay the full refund to the client regardless of the commission recovery arrangement.