

McMaster University
Retired Hospitality Services Staff

Contract Number 25018 and 50813
Effective August 1, 2001

McMaster University is pleased to provide our retired Hospitality Services Staff with a comprehensive outline of the Extended Health, Dental, and Group Life benefit plans.

McMaster University provides you with the Extended Health, Dental, and Group Life plans as part of the many valuable benefits available to you upon retirement. This booklet is supplied by Sun Life and contains detailed coverage information of the benefits provided through Sun Life.

The Extended Health benefit is provided in combination with the provincial health plan, in order to protect both you and your eligible dependents against the cost of a wide range of medically necessary services and supplies. To be eligible for coverage under the Extended Health plan with Sun Life you must be covered under your provincial health plan. For further information on your provincial health care coverage, please contact your local provincial health care office. Coverage for emergency expenses outside your province is minimal. We recommend that you purchase additional coverage appropriate for the location where you will be travelling.

Should you have any questions regarding your benefit coverage, please contact the Retirement Support Services Unit of Human Resources at McMaster University at 905-525-9140 extension 24570 or 23692 or pension@mcmaster.ca. Alternatively, information regarding your benefits and claim procedures can also be obtained by visiting our website at www.workingatmcmaster.ca.

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General Information

The information contained in this section applies only to benefits for which Sun Life of Canada is the plan administrator.

About this booklet

The information in this retiree benefits booklet is important to you. It provides the information you need about the group benefits available through McMaster's group plan with Sun Life.

Your group benefits may be modified after the effective date of this booklet. You will receive written notification of changes to your group plan. The notification will supplement your group benefits booklet and should be kept in a safe place together with this booklet.

If you have any questions about the information in this retiree benefits booklet, or you need additional information about your group benefits, please contact McMaster University.

The contract holder, McMaster University, has the sole legal and financial liability for the following benefits:

- Extended Health Care
- Dental Care

Sun Life only acts as administrator on behalf of the contract holder for the above benefits.

Eligibility

To be eligible for group benefits, you must be a resident of Canada and must have been enrolled in the group benefit plan immediately prior to your retirement.

To be eligible for coverage under the Extended Health plan with Sun Life you must be covered under your provincial health plan. For further information on your provincial health care coverage, please contact your local provincial health care office.

Who qualifies as your dependent

Your dependent must be your spouse or your child and a resident of Canada and listed as a dependent at the time of retirement.

To be eligible, your spouse must be legally married to you, or be your partner of the opposite sex or of the same sex who has been publicly represented as your spouse for at least the last 12 months, provided that you are not legally married. You can only cover one spouse at a time. Coverage is extended only to the person legally represented as your spouse at the time of retirement.

Your children and your spouse's children (other than foster children) are eligible dependents:

- who are unmarried and under age 21.
- for whom you have actual custody or legal financial responsibility.
- who are listed as a dependent at the time of retirement.

A child who is a full-time student attending an educational institution recognized by Canada Revenue Agency is also considered an eligible dependent until the age of 25 as long as the child is entirely dependent on you for financial support and you have actual custody or legal financial responsibility.

If a child becomes handicapped before the limiting age, we will continue coverage as long as:

- the child is incapable of financial self-support because of a physical or mental disability, and
- the child depends on you for financial support, and remains unmarried.

In these cases, you must notify Sun Life within 31 days of the date the child attains the limiting age. McMaster can give you more information about this.

Enrolment

You have to enrol to receive coverage. Enrolment in this plan must have been at the time of retirement. To enrol, contact McMaster

University to complete the necessary enrolment forms. You must also enrol your eligible dependents in order for them to receive coverage.

When coverage begins

Your coverage begins on the date you retire. If you have single coverage at the time of retirement, you cannot convert to family (dependent) coverage at a later date.

If there are additional conditions for a particular benefit, these conditions will appear in the appropriate benefit section later in this booklet.

Changes affecting your coverage

From time to time, there may be circumstances that change your coverage.

For example, McMaster may change the group contract. Any resulting change in the coverage will take effect on the date of the change in circumstances.

Updating your records

To ensure that coverage is kept up-to-date, it is important that you report any of the following changes to Retirement Support Services at McMaster University:

- in the event your spouse dies or you are no longer married.
- change of name.
- change of beneficiary.
- coverage students.
- change of address.

When coverage ends

As a retiree, your coverage will end on the earlier of the following dates:

- the date the benefit provision under which you are covered terminates.
- the date the group contract ends.

A dependent's coverage terminates on the earlier of the following

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dates:

- the date your coverage ends.
- the date the dependent is no longer an eligible dependent.

The termination of coverage may vary from benefit to benefit. For information about the termination of a specific benefit, please refer to the appropriate section of this retiree benefits booklet.

However, if you die while covered by this plan, coverage for your dependents will continue until the earlier of the following dates:

- the date the person would no longer be considered your dependent under this plan if you were still alive.
- the date the benefit provision under which the dependent is covered terminates.

Replacement coverage

The group contract will be interpreted and administered according to all applicable legislation and the guidelines of the Canadian Life and Health Insurance Association concerning the continuation of insurance following contract termination and the replacement of group insurance.

Sun Life will not be responsible for paying benefits if an insurer under a previous group contract is responsible for paying similar benefits.

Making claims

Sun Life is dedicated to processing your claims promptly and efficiently. You should contact Retirement Support Services at McMaster University to get the proper form to make a claim. There are time limits for making claims. These limits are discussed in the appropriate sections of this retiree benefits booklet. All claims must be made in writing on forms approved by Sun Life.

Claims services

The following services have been set up to assist you in better understanding your Benefit Programs. You may direct your questions, comments or concerns to McMaster's Retirement Support Services or Sun Life.

If you have a question concerning a specific medical or dental claim,

you should call Sun Life. Their telephone number is 1-800-361-6212. Your name, policy # (25018) and certificate number (retiree I.D. #), which are shown on your Sun Life card should be provided. You may also e-mail Sun Life at askus@sunlife.com. In addition to the above information, you should include your spouse or dependent's name, type of claim and your phone number. If the question is about a claim that has already been paid or declined, provide the "claim" or "control" number located on your Explanation of Benefits (EOB).

If you have a question concerning your coverage for Life Insurance, please contact Retirement Support Services at McMaster University.

If you need forms for claims or to make positive enrolment changes please contact Retirement Support Services at McMaster University or access the forms on line at www.workingatmcmaster.ca.

All eligibility issues are between you and the University. Sun Life pays claims based on information you provide to the University. If claims are submitted and you have not enrolled your dependents, they will not be covered. Only expenses incurred after the date of enrolment can be honored. If a problem arises, call Retirement Support Services at McMaster University.

All questions regarding what constitutes reasonable and necessary expenses are determined by the insurer in accordance with our contract and common practices within the insurance industry for policies of this type. Where you have questions that concern a particular treatment, or plan of treatment, you should contact Sun Life.

Coordination of benefits

If you are covered for Extended Health Care or Dental Care under this plan and another plan, our benefits will be coordinated with the other plan following insurance industry standards.

These standards determine where you should send a claim first. Here are some guidelines:

- if you are claiming expenses for your spouse and your spouse is covered for those expenses under another plan, you must send the claim to your spouse's plan first.

- if you are claiming expenses for your children, and both you and your spouse have coverage under different plans, you must claim under the plan of the parent with the earlier birthday (month and day) in the calendar year. For example, if your birthday is May 1 and your spouse's birthday is June 5, you must claim under your plan first.
- the maximum amount that you can receive from all plans for eligible expenses is 100% of actual expenses.

McMaster University can help you determine which plan you should claim from first.

Recovering overpayments

We have the right to recover all overpayments of benefits either by deducting from other benefits or by any other available legal means.

Definitions

Here is a list of definitions of some terms that appear in this retiree benefits booklet. Other definitions appear in the benefit sections.

Accident An accident is a bodily injury that occurs solely as a direct result of a violent, sudden and unexpected action from an outside source.

Doctor A doctor is a physician or surgeon who is licensed to practice medicine where that practice is located.

Illness An illness is a bodily injury, disease, mental infirmity or sickness. Any surgery needed to donate a body part to another person which causes total disability is an illness.

We, our and us We, our and us mean Sun Life Assurance Company of Canada.

Extended Health Care (Medicare Supplement)

Plan administrator	<i>This benefit is administered by Sun Life of Canada.</i>
General description of the coverage	<p>The contract holder has the sole legal and financial liability for this benefit. Sun Life only acts as administrator on behalf of the contract holder.</p> <p>In this section, <i>you</i> means the retiree and all dependents covered for Extended Health Care benefits.</p> <p>Extended Health Care coverage pays for eligible services or supplies for you that are medically necessary for the treatment of an illness.</p> <p>To qualify for this coverage you must be a resident of Canada entitled to benefits under a provincial medicare plan or federal government plan that provides similar benefits.</p> <p>An expense must be claimed for the benefit year in which the expense is incurred. You incur an expense on the date the service is received or the supplies are purchased or rented.</p> <p>The benefit year is from July 1 to June 30.</p>
Deductible	<p>The deductible is the portion of claims that you are responsible for paying.</p> <p>After the deductible has been paid, claims will be paid up to the percentage of coverage under this plan.</p>
Prescription drugs	<p>We will cover the cost of drugs and supplies that are prescribed in writing by a doctor or dentist and are obtained from a pharmacist.</p> <p>For the following expenses you should use your drug card:</p> <ul style="list-style-type: none">■ medication listed in the Federal or Provincial Drug Schedules

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which has a Drug Identification Number (DIN) and requires a prescription.

- injectable drugs and vitamins, insulin and allergy extracts with a DIN.
- preparations and compounds of which at least one ingredient is an eligible drug under this benefit.
- diabetic supplies.
- drugs for the treatment of infertility up to a lifetime maximum of \$2,400 for each person.
- drugs for the treatment of erectile dysfunction, up to a maximum of \$1,200 per person in a benefit year.
- Xenical for the treatment of weight loss.

For the following expenses you must submit a claim to Sun Life for reimbursement:

- vaccines and compound serums that require a prescription.
- intrauterine devices (IUDs).
- colostomy supplies.
- varicose vein injections, if medically necessary.

We will cover the cost of the above medicines and supplies after you pay the deductible.

For prescription drugs the deductible is the portion of any dispensing fee over \$6.50 for each prescription or refill.

For the above items, payments for any single purchase are limited to quantities that can reasonably be used in a 34 day period, or, in the case of the following maintenance drugs, in a 100 day period as ordered by a doctor:

antiasthmatics, antibiotics for acne, anticoagulants, anticonvulsants, antihypertensives, antiparkinsons, antituberculosis, cardiac agents, hypoglycaemics, medications for glaucoma, oestrogens, oral contraceptives, potassium replacements and thyroid agents.

We will not pay for the following, even when prescribed:

- infant formulas (milk and milk substitutes), minerals, proteins, vitamins and collagen treatment.
- the cost of giving injections, serums and vaccines.
- medicines obtained from a doctor or dentist.
- treatments for weight loss, including drugs, proteins and food or dietary supplements, except as noted above.
- muscle relaxants which do not require a prescription.
- hair growth stimulants.
- products to help you quit smoking, whether or not they require a prescription.

*Other health
professionals allowed
to prescribe drugs*

We reimburse certain drugs prescribed by other qualified health professionals the same way as if the drugs were prescribed by a doctor or a dentist if the applicable provincial legislation permits them to prescribe those drugs.

**Hospital expenses in
your province**

We will cover 100% of the Plan maximum for hospital care in the province where you live. We will not pay for the costs of semi-private or private hospital room coverage.

We will cover the cost of room and board in a convalescent hospital if this care has been ordered by a doctor as long as:

- it follows at least 5 consecutive days of in-patient hospitalization,
- it begins within 14 days of release from the hospital, and
- it is primarily for rehabilitation.

We will also cover the cost of confinement in a rehabilitation centre which is operated by the province of Ontario for treatment of drug addiction or alcoholism, provided the cost has been approved in writing by Sun Life.

The maximum amount payable for convalescent hospital or for a rehabilitation centre is \$20 per day up to a maximum of 120 days in a benefit year.

For purposes of this plan, a *convalescent hospital* is a facility licensed to provide convalescent care and treatment for sick or injured patients on an in-patient basis. Nursing and medical care must be available 24 hours a day. It does not include a nursing home, rest home, home for the aged or chronically ill, sanatorium or a facility for treating alcohol or drug abuse.

**Retirees living
outside of Ontario
but within Canada**

Medical benefits are continued regardless of where you choose to reside within Canada.

It should be noted, however, that Sun Life will not reimburse expenses which they would not have paid had you continued to reside in Ontario.

For instance, any prescribed drugs that would have been paid by the Ontario provincial health insurance plan for an individual over age 65 would not be reimbursed under our plan.

With regard to the "out of province" coverage, you are provided with coverage of \$10,000 (lifetime maximum) for emergency services outside your place of residence.

For instance if you live in Alberta, that would be your place of residence.

You must pay for services first, and then submit claims to Sun Life who will deduct the amount that the Ontario Health Insurance Plan would have paid had you been a resident of Ontario and then pay up to the reasonable and customary rates for the region where the services were provided.

It should be noted that you should submit all bills since those items covered do change and no comprehensive list exists at any one time which could assist you.

Claims not submitted in English may cause problems which will lead to difficulty in payment of the claims. It is recommended that you take extra care in having your doctors and dentists clearly describe the treatments to enable the insurance company to properly adjudicate your claims.

**Expenses out of
your province**

We will cover emergency medical services while you are outside the province where you live. We will also cover referred services.

An *emergency* is an acute, unexpected condition, illness, disease or injury that requires immediate assistance. We will pay 100% of the cost of qualified emergency services up to a lifetime maximum of \$10,000.

Referred services must be for the treatment of an illness and ordered in writing by a doctor located in the province where you live. We will pay 80% of the costs of referred services. Your provincial medicare plan must agree in writing to pay benefits for the referred services.

For both emergency services and referred services, we will cover the cost of:

- hospital services, other than room and board, provided outside of Canada.
- the services of a doctor.

All referred services must be:

- obtained in Canada, if available, regardless of any waiting lists, and
- covered by the medicare plan in the province where you live.

However, if referred services are not available in Canada, they may be obtained outside of Canada.

We will only cover services obtained within 60 days of the date you leave the province where you live. If hospitalization occurs within this period, in-patient services are covered until the date you are discharged.

***Emergency services
out of your province***

Expenses incurred for emergency services outside the province where you live are subject to a lifetime maximum of \$10,000 per person or, if lower, any other applicable lifetime maximum.

**Private duty nurse
services**

We will cover out-of-hospital private duty nurse services when medically necessary and when ordered by a doctor. Services must be for nursing care, and not for custodial care. The private duty nurse must be a nurse, or nursing assistant who is licensed, certified or registered in the province where you live and who does not normally live with you. The services of a registered nurse are eligible only when someone with lesser qualifications cannot perform the duties.

We will cover 40% of the first \$25,000 of eligible expenses (equals \$10,000) and where eligible expenses exceed \$25,000, we will pay 80% of the next \$25,000 (equals \$20,000) of eligible expenses per person. Each benefit year after a claim has been paid, 1/2 of the amount utilized will be reinstated. After 2 benefit years with no claims, entitlement is returned to full coverage.

**Medical services and
equipment**

We will cover 100% of the costs for the medical services listed below when ordered by a doctor:

- transportation in a licensed ambulance, if medically necessary, that takes you to and from the nearest hospital that is able to provide the necessary medical services.
- transportation in a licensed air ambulance, if medically necessary, that takes you to the nearest hospital that provides the necessary emergency services.
- laboratory tests performed by a commercial laboratory for the diagnosis of an illness. Tests performed in a doctor's office or pharmacy are not covered.
- dental services, including braces and splints, to repair damage to

natural teeth caused by an accidental blow to the mouth that occurs while you are covered. These services must be received within 6 months of the accident. We will not cover more than the fee stated in the Dental Association Fee Guide for a general practitioner in the province where the retiree lives. The guide must be the current guide at the time that treatment is received.

- equipment rented, or purchased at our request, that is for temporary therapeutic use. For expenses incurred for a wheelchair, coverage is limited to the use of a manual wheelchair, except if the person's medical condition warrants the use of an electric wheelchair.
- casts, splints, trusses, braces or crutches.
- breast prostheses required as a result of surgery.
- surgical brassieres required as a result of surgery, up to a maximum of 2 brassieres per person in a benefit year.
- artificial limbs and eyes, excluding myoelectric appliances.
- elastic support stockings, including pressure gradient hose up to a maximum of \$75 per person in a benefit year.
- custom-made orthotic inserts for shoes, when prescribed by a doctor, up to a maximum of one pair per person in a benefit year.
- custom-made orthopaedic shoes when prescribed by a doctor, podiatrist or chiropracist, up to a maximum of \$75 per person in a benefit year.
- hearing aids prescribed by an ear, nose and throat specialist for the initial purchase only as a result of an accident. In those cases where hearing aids for both ears are prescribed, the claimant may receive reimbursement for the second hearing aid under the same conditions.
- radiotherapy or coagulotherapy.

- oxygen, plasma and blood transfusions.
- glucometers prescribed by a diabetologist or a specialist in internal medicine.

Paramedical services

We will cover 100% of the costs for the paramedical specialists listed below:

- licensed speech therapists, up to a maximum of \$200 per person in a benefit year
- licensed psychologists, when ordered by a doctor – \$15 per half hour for the initial visit and \$15 per visit for subsequent visits, up to a maximum of \$225 per person per benefit year.
- licensed physiotherapists, naturopaths or Christian Science Practitioners – \$15 per visit, up to a maximum of \$225 per person per benefit year per practitioner.
- licensed massage therapists, when ordered by a doctor – \$15 per visit, up to a maximum of \$225 per person per benefit year.
- licensed osteopaths, chiropractors, podiatrists or chiropodists – \$15 per visit, up to a maximum of \$225 per person per benefit year per practitioner. Also included is one x-ray examination per specialty each benefit year.

Contact lenses, eyeglasses or laser eye correction surgery

We will cover the cost of contact lenses, eyeglasses or laser eye correction surgery. Contact lenses or eyeglasses must be prescribed by an ophthalmologist or licensed optometrist and obtained from an ophthalmologist, licensed optometrist or optician. Laser eye correction surgery must be performed by an ophthalmologist.

We will cover 100% of these costs up to a maximum of \$125 per person every 24 months, limited to one occurrence.

We will also cover 100% of the costs for the initial purchase of prescription glasses if required as the result of an accident when prescribed by an ophthalmologist or licensed optometrist and obtained from an ophthalmologist, licensed optometrist or optician.

We will not pay for sunglasses, magnifying glasses, safety glasses or for repairs to eyeglass frames of any kind.

What is not covered We will not pay for the costs of:

- services or supplies payable in whole or in part under any government-sponsored plan or program, except for user fees, extra billing, and other expenses in excess of those payable under the government-sponsored plan or program, if the legislation allows their payment under private plans.
- services or supplies to the extent that their costs exceed the reasonable and usual rates in the locality where the services or supplies are provided.
- equipment that Sun Life considers ineligible (examples of this equipment are orthopaedic mattresses, exercise equipment, air-conditioning or air-purifying equipment, whirlpools, humidifiers, and equipment used to treat seasonal affective disorders).
- any services or supplies that are not usually provided to treat an illness, including experimental treatments.
- services or supplies for which no charge would have been made in the absence of this coverage.
- semi-private or private hospital room coverage.

We will not pay benefits when the claim is for an illness resulting from:

- the hostile action of any armed forces, insurrection or participation in a riot or civil commotion.
- any work for which you were compensated that was not done for the employer who is providing this plan.
- participation in a criminal offence.

**When and how to
make a claim**

To make a claim, complete the claim form that is available from Retirement Support Services.

In order for you to receive benefits, we must receive a claim at the earlier of:

- prior to September 30th following the end of the benefit year (July 1 to June 30) in which the claims were incurred, or
- the end of your Extended Health Care coverage.

Dental Care

Plan administrator	<i>This benefit is administered by Sun Life of Canada.</i>
General description of the coverage	<p>The contract holder has the sole legal and financial liability for this benefit. Sun Life only acts as administrator on behalf of the contract holder.</p> <p>In this section, <i>you</i> means the retiree and all dependents covered for Dental Care benefits.</p> <p>Dental Care coverage pays for eligible expenses that you incur for dental procedures provided by a licensed dentist, denturist, dental hygienist and anaesthetist while you are covered by this group plan.</p> <p>For each dental procedure, we will only cover reasonable expenses. We will not cover more than the fee stated in the Ontario Dental Association Fee Guide for general practitioners in the province where the retiree lives which was current one year prior to the immediately preceding July 1st regardless of where the treatment is received.</p> <p>If services are provided by a board qualified specialist in endodontics, prosthodontics, oral surgery, periodontics, paedodontics or orthodontics whose dental practice is limited to that speciality, then the fee guide approved by the provincial Dental Association for that specialist will be used.</p> <p>When a fee guide is not published for a given year, the term <i>fee guide</i> may also mean an adjusted fee guide established by Sun Life.</p> <p>When deciding what we will pay for a procedure, we will first find out if other or alternate procedures could have been done. These alternate procedures must be part of usual and accepted dental work and must obtain as adequate a result as the procedure that the dentist performed. We will not pay more than the reasonable cost of the least expensive alternate procedure.</p>

If you receive any temporary dental service, it will be included as part of the final dental procedure used to correct the problem and not as a separate procedure. The fee for the permanent service will be used to determine the usual and reasonable charge for the final dental service.

An expense must be claimed for the benefit year in which the expense is incurred. You incur an expense on the date your dentist performs a single appointment procedure. For other procedures which take more than one appointment, you incur an expense once the entire procedure is completed.

The benefit year is from July 1 to June 30.

Deductible

There is no deductible for this coverage.

Expenses out of your province of residence

Expenses incurred for emergency dental services out of your province of residence are eligible if:

- they represent the usual, customary and reasonable charges for the procedures in the locality where they are performed, and
- charges for such procedures would be paid under this policy had the procedures been performed in your province of residence, or if you do not reside in Canada, in the province of the place of issue.

For expenses incurred for other than emergency dental services out of your province of residence, we will not cover more than the fee stated in the Dental Association Fee Guide for general practitioners of the province of Ontario, regardless of where the treatment is received.

Predetermination

We suggest that you send Sun Life an estimate, before the work is done, for any major treatment or any procedure that will cost more than \$500. You should send Sun Life a completed dental claim form that shows the treatment that the dentist is planning and the cost. Both you and the dentist will have to complete parts of the claim form. Sun Life will tell you how much of the planned treatment is covered. This way you will know how much of the cost you will be responsible for before

the work is done.

Preventive dental procedures

Your dental benefits include procedures used to help prevent dental problems. They are procedures that a dentist performs regularly to help maintain good dental health.

We will pay 100% of the eligible expenses for these procedures.

Oral examinations

1 complete examination every 60 months.

1 recall examination every 9 months.

Emergency or specific examinations.

X-rays

1 complete series of x-rays or 1 panorex every 60 months.

1 set of bitewing x-rays every 9 months.

X-rays to diagnose a symptom or examine progress of a particular course of treatment.

Other services

Required consultations with another dentist.

Polishing (cleaning of teeth) and topical fluoride treatment, once every 9 months.

Emergency or palliative services.

Diagnostic tests and laboratory examinations.

Provision of space maintainers for missing primary teeth.

Pit and fissure sealants, but not more than once to the biting surface of the first permanent molar teeth for children under 9 or once to the biting surface of the second permanent molar teeth for children under 15, limited to once per tooth per person's lifetime.

Oral hygiene instruction.

Nutritional counselling.

Basic dental procedures

Your dental benefits include procedures used to treat basic dental problems. Some examples are filling cavities and extracting teeth.

We will pay 50% of the eligible expenses for periodontics:

Periodontics Treatment of disease of the gum and other supporting tissue.

You are limited to 3 units of 15 minutes of periodontal scaling and root planing per visit to a total of 12 units of 15 minutes per person in a benefit year.

We will pay 80% for all other procedures:

Fillings Amalgam, composite, acrylic or equivalent.

Extraction of teeth Removal of teeth.

Basic restorations Prefabricated metal restorations and repairs to prefabricated metal restorations, other than in conjunction with the placement of permanent crowns.

Endodontics Root canal therapy and root canal fillings, and treatment of disease of the pulp tissue.

Oral surgery Surgery and related anaesthesia.

Rebase or reline Rebase or reline of an existing partial or complete denture.

Payments after coverage ends

If the Dental Care benefit terminates, you will still be covered for procedures to repair natural teeth damaged by an accidental blow if the accident occurred while you were covered, and the procedure is performed within 6 months after the date of the accident.

What is not covered

We will not pay for services or supplies payable in whole or in part under any government-sponsored plan or program, except for user fees, extra billing, and other expenses in excess of those payable under the government-sponsored plan or program, if the legislation allows their payment under private plans.

We will not pay for services or supplies that are not usually provided to

treat a dental problem.

We will not pay for:

- procedures performed primarily to improve appearance.
- the replacement of dental appliances that are lost, misplaced or stolen.
- charges for appointments that you do not keep.
- charges for completing claim forms.
- services or supplies for which no charge would have been made in the absence of this coverage.
- supplies usually intended for sport or home use, for example, mouthguards.
- procedures or supplies used in full mouth reconstructions (capping all of the teeth in the mouth), vertical dimension corrections (changing the way the teeth meet) including attrition (worn down teeth), alteration or restoration of occlusion (building up and restoring the bite), or for the purpose of prosthetic splinting (capping teeth and joining teeth together to provide additional support).
- implants and transplants, and repositioning of the jaw.
- experimental treatments.

We will also not pay for dental work resulting from:

- the hostile action of any armed forces, insurrection or participation in a riot or civil commotion.
- participation in a criminal offence.

**When and how to
make a claim**

To make a claim, complete the claim form that is available from McMaster University. The dentist will have to complete a section of the form. Claims may be submitted electronically for some expenses. Please contact Retirement Support Services for more information.

In order for you to receive benefits, we must receive a claim at the earlier of:

- prior to September 30th following the end of the benefit year (July 1 to June 30) in which the claims were incurred, or
- the end of your Dental Care coverage.

We can require that you give us the dentist's statement of the treatment received, pre-treatment x-rays and any additional information that we consider necessary.

Life Coverage

Insurer	<i>This benefit is insured by Sun Life of Canada for the contract holder Council of Ontario Universities.</i>
General description of the Life coverage	Your Life coverage provides a benefit for your beneficiary if you die while covered.
Life coverage for you	
<i>Amount</i>	Your Life benefit is \$5,000.
Who we will pay	<p>If you die while covered, Sun Life will pay the full amount of your benefit to your last named beneficiary on file with Sun Life.</p> <p>If you have not named a beneficiary, the benefit amount will be paid to your estate. Anyone can be your beneficiary. You can change your beneficiary at any time, unless a law prevents you from doing so or you indicate that the beneficiary is not to be changed.</p>
Converting Life coverage	<p>If your Life coverage ends or reduces for any reason other than your request, you may apply to convert the group Life coverage to an individual Life policy with Sun Life without providing proof of good health.</p> <p>The request must be made within 31 days of the reduction or end of the Life coverage.</p> <p>There are a number of rules and conditions in the group contract that apply to converting this coverage, including the maximum amount that can be converted. Please contact McMaster University for details.</p>
When and how to make a claim	Claims for Life benefits must be made as soon as reasonably possible. Claim forms are available from Retirement Support Services at McMaster University.

Respecting Your Privacy

Within the Sun Life Financial group of companies, protecting your privacy is a priority. We maintain a confidential file in our offices containing personal information about you and your contract(s) with us. Our files are kept for the purpose of providing you with insurance and investment products or services that will help you meet your lifetime financial objectives. Access to your personal information is restricted to those employees and representatives who are responsible for the administration and servicing of your contract(s) with us, or any other person whom you authorize. You are entitled to consult the information contained in our file and, if applicable, to have it corrected by sending a written request to us.

To find out about our Privacy Policy, visit our Web site at www.sunlife.ca or call 1 800 361-2128 and request that a copy of our Privacy Brochure be sent to you.