



¹The Canada Life Assurance Company is not obligated to provide the services of Best Doctors, Inc. or Morneau Shepell Ltd. described in this brochure and may change or cancel access to these services at any time without notice. In some cases these services may be provided even though you may not be entitled to benefits under the LifeAdvance or Child LifeAdvance policy. Any representations or warranties concerning these services are those of Best Doctors or Shepell and not The Canada Life Assurance Company.

Best Doctors and Shepell will not charge for the services described in this brochure. Best Doctors doesn't make referrals or appointments for members. The costs of any travel, lodging and medical treatment associated with FindBestDoc and FindBestCare services are the responsibility of the insured. Provisions of these services are conditional on a demonstrated ability to pay for all such costs. We recommend that you inform the treating physician that these services are available.

For more information about Canada Life, visit canadalife.com.

For more information about how LifeAdvance and Child LifeAdvance critical illness insurance may fit your needs, ask your advisor for an illustration.

This brochure is not and does not form a part of any contract.

In Quebec, advisor refers to a financial security advisor for individual insurance and segregated fund policies and to a group insurance/annuity plans advisor for group products.

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CRITICAL
ILLNESS
INSURANCE

Added support at a **critical** time in your life



Preparing for all aspects of a critical illness

The value of a critical illness insurance policy can go beyond that important lump-sum payment. A critical illness diagnosis may leave you with medical questions and concerns about how you and your loved ones cope.

That's why Canada Life™ LifeAdvance™ and Child LifeAdvance™ policies offer medical support services through Best Doctors and Shepell support services.

Under a LifeAdvance or Child LifeAdvance policy, you'll get contact numbers for Best Doctors and Shepell so you can access a range of services and support.

▶ Access to world-renowned specialists through Best Doctors

Coping physically, emotionally and financially with a critical illness or condition is just part of the picture. Having access to information about medical treatments can help you make important health decisions.

About Best Doctors

Best Doctors provides you and your family with access to medical specialists who can help you get an accurate diagnosis and help you better understand medical conditions and treatment options. During the life of the policy, you can use these services at any time for any medical condition, not just for conditions included as part of your policy. Eligible family members include spouse, children under the age of 21, children up to the age of 25 if full-time students, parents and parents-in-law.

Founded by Harvard Medical School physicians, Best Doctors has access to a global network of 50,000 peer-nominated physicians who represent the top 5% of specialists in their fields.



Services provided to you:

Expert Medical Opinion^{SM*} – is more than just a second opinion. Medical specialists perform an in-depth analysis of your medical records, including x-rays, test results, imaging scans and pathology samples. They'll provide you with an expert's detailed summary of the findings that you can share with your physician to help determine the proper treatment path.

FindBestDocSM – a personalized search to identify peer-nominated specialists within Canada taking into account your unique medical history, geographic location and condition. You'll receive a comprehensive physician search report that includes biographies and credentials.

FindBestCareSM – if your medical condition requires treatment outside Canada, they'll coordinate a search of their global database of physicians in more than 450 specialties and sub-specialties to find the expert(s) best suited to your needs. You'll receive up to three recommendations for leading physicians.

Best Doctors 360^{°®} – get help navigating the Canadian health care system and find the resources and information you need. If you have questions or concerns about your health, they'll provide you with personalized information, such as condition-specific articles, websites and contact information for care providers and facilities in your community.

Ask the ExpertSM – your medical questions will be sent to a leading physician who specializes in your condition. They'll send you a written report addressing your questions so that you can better understand your condition and make well-informed decisions about your health.

*Access will be provided by a Best Doctors Member Advocate; a registered nurse who'll work directly with you and the physicians reviewing your case. They'll provide up-to-date progress of your case and support throughout the process.

For answers to any questions relating to the above or for more information on Best Doctors, visit bestdoctors.com/canada/. You can also initiate an Expert Medical Opinion or FindBestDoc case on the member portal at members.bestdoctors.com.

▶ Counselling and support services from Shepell

When faced with a critical illness diagnosis, you, your spouse or family members can benefit from professional counselling to help deal with any emotional effects as a result of a critical illness. They can also help with concerns, like recommended dietary changes or where to start in finding home care.

These are just a few areas that the team at Shepell can help with.



About Shepell

Shepell offers professional counselling, family support services, registered dietitians and more, to help you and your family deal with the emotional impact of your condition.¹

For up to one year after diagnosis, the insured and the primary caregiver can access:

- **Professional counselling services** – confidential support from professional counsellors for personal or emotional issues. This includes up to 12 sessions for you and your family members.
- **Family support services** – consultants research locations, availability, fees and options for child or elder care and can assist you in seeking home care if required. They also provide one-on-one telephone consultation with parenting information for day-to-day challenges you may face when dealing with a critical illness.
- **Legal and financial consultation** – financial advice to help with day-to-day budgeting given possible changes in employment or financial situation and general legal consultation.
- **Registered dietitians** – consultation and advice to help answer questions about changes to your diet resulting from your condition or its treatment.
- **Wellness website** – this informative online tool can help you discover practical solutions for the issues most affecting your work, health or life.
- **Online smoking cessation services** – support and guidance to help you quit smoking and get on the path to a smoke-free healthy lifestyle.
- **Online stress management tool** – an interactive program to help you deal with the symptoms and management of stress associated with a critical illness.

For more information, visit shepell.com.

