

Field underwriting pocketbook for life and critical illness insurance





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Managing client underwriting expectations

As an advisor, the last thing you want to happen after submitting a life or critical illness insurance Application is for your client to be disappointed due to an unexpected underwriting decision.

Having this insight into our underwriting approach can help you tailor suitable coverage to meet all of your clients' individual needs.

This pocketbook will help give you insight into the underwriting implications of specific medical conditions and family history so you can advise your clients on what to expect.

By referring to the pocketbook to assess the client risk, you'll know exactly what information the underwriter needs to study the file. By providing all the information up front in the Application, processing will be faster because the underwriter will have everything required to make the best possible decision. Remember that while the pocketbook can help you prepare your client for potential ratings, the final underwriting decision may differ once all the factors are assessed. If your client has pending tests or specialist referrals, do not submit an Application yet.

ivari's critical illness pre-screening checklist

The critical illness pre-screening checklist (LP1468) can assist you in a thorough evaluation of the proposed insured prior to submitting an Application that includes critical illness insurance. Remember, **this checklist is for critical illness insurance**. If your client is automatically declined for critical illness, it does not mean that they will be declined for life insurance. Remember: critical illness insurance is subject to a more rigorous underwriting process than life insurance.

Please note - this communication isn't for clients and should not be given out to, or relied on, by them.





Critical illness uninsurable existing medical conditions

Below is a partial list of conditions that will result in critical illness coverage being automatically declined. Please do not submit an Application for critical illness if the proposed insured has, or has ever been diagnosed with, any of the following conditions. Please note that there may be other conditions that could also result in your client being declined.

If your client is currently under medical investigation, please wait until this has been completed before submitting an Application.

If any member of the proposed insured's immediate family (i.e., siblings and parents) has had one of these conditions, the policy may be rated or in some cases, declined.

PROPOSED INSURED		
Adult	Juvenile	
 AIDS, AIDS-related disease or positive HIV Treatment for alcohol or drug abuse in the last three years Alzheimer's Disease Aplastic anemia Amyotrophic Lateral Sclerosis (ALS or Lou Gehrig's Disease) Benign brain tumour Cancer (some exceptions for skin cancer other than melanoma or certain early-stage cancers may apply. Please consult with the underwriting department for more information.) Cystic fibrosis Diabetes treated with insulin Heart disease such as heart attack, angina, coronary bypass surgery, angioplasty or valve replacement surgery Huntington's Chorea Kidney failure Motor neuron disease Multiple sclerosis Organ transplant Parkinson's Disease Permanent paralysis Stroke or transient ischemic attack Systemic lupus erythematosus 	 AIDS, AIDS-related disease or positive HIV Aplastic anemia Autism Benign brain tumour Cancer Cerebral palsy Cystic fibrosis Congenital heart disease Diabetes Down's syndrome Kidney failure Motor neuron disease Multiple sclerosis Muscular dystrophy Organ transplant Permanent paralysis Stroke Critical illness coverage will not be offered to juveniles with any immediate family history of one of these illnesses: Familial polyposis of the colon Huntington's Chorea Polycystic kidney disease 	



Medical condition risks

Alcohol

Details of information	Expected requirements	
Please try to give an accurate amount of consumption. (i.e. number of drinks consumed per sitting as "social drinking" can mean different things to different people. The total picture of a client's environment is very important to our assessment. Therefore, please try to give as much information as possible regarding family life, activities, work history, associations etc).	 If you know that the client is a recovering alcoholic or if you suspect that alcohol has ever caused or has been part of a problem, please complete an alcohol usage questionnaire (ETOHQ) and include details on past and present usage either within the ivari 360 eApp or on an alcohol usage questionnaire. If there are underwriting concerns, we may ask for a full blood profile to be done or may ask for an APS or both. The blood profile could indicate possible liver damage and an attending physician may have blood test results as well as a more rounded impression of the client. 	
Potential underwriting decision		

- Mild or moderate usage of alcohol will usually be disregarded unless the underwriter has other concerns such as impaired driving charges, drug usage or frequent occupational changes.
- If there is a history of concerning consumption, we would require 2 years sobriety before considering on a rated basis. Standard rates may be available after 6 years sobriety.

Note: Please be sure to include details of past and present usage either within the ivari 360 eApp or on an alcohol usage questionnaire.			
Beer	360 ml	12 oz.	1 can/bottle
Cooler	360 ml	12 oz.	1 can/bottle
Wine	150 ml	5 oz.	
Fortified Wine	85 ml	3 oz.	
Liquor	45 ml	1.5 oz.	1 shot

1 drink is considered:

5



Anxiety/Depression		Insu	rance products
			Critical illness
Details of information	Expected requirements	Potential u	nderwriting decision
 Date of diagnosis and onset Severity of disease Type of affective disorder Frequency of episodes Treatment (medication and dosage) Any suicidal attempts Any hospitalization or ER visits Any limitation of activities 	 Specific info in the ivari 360 eApp dropdown questions or Nervous Disorder questionnaire (NERVQ) APS depending on severity 	treatment • Best case: may • Rating to Declin	verity and effectiveness of be Standard ne depending on severity, ations and related

Arthritis		Insu	ance products
		Life	Critical illness
Details of information	Expected requirements	Potential u	nderwriting decision
 Date of diagnosis and onset 	 APS depending on severity 	• Depends on deed disability and trees	gree of impairment, eatment
• Severity of disease		• Best case: may l	pe Standard
 Type of arthritis Treatment (medication and dosage) 		U U	e depending on severity, ations and related
 Any limitation of activities Any hospitalization or ER visit Any complications 		have a rating	Arthritis, if severe, may and an Exclusion for LOIE Independent Existence be declined



Asthma

Insurance products		
Life	Critical illness	
Potential underwriting decision		
Depends on severity, frequency of attacks, control and smoking status.		
Details of information	Expected requirements	
 Date of diagnosis Severity of symptoms Frequency of attacks Type of medication Dosage of medication Any hospitalization or ER visits Any limitation of activities Smoking habit Any other medical condition 	 Specific info in the ivari 360 eApp dropdown questions or Respiratory questionnaire (RESPQ) 	



Back problems

Insurance products		
Life	Critical illness	
	May require exclusions for paralysis and Loss of Independent Existence (LOIE) depending on imaging (x-ray, CT scan, MRI) results.	
Details of information	Expected requirements	
 When did the problems first appear? Are they due to an injury or a congenital abnormality Treatment past and present (medicine, physio or chiropractor etc.)? Has the client ever required any time off work (if so, when and for how long)? Even though a client may not be disabled at this time, if they have a chronic problem (one that doesn't go away or that tends to recur), the chances of future disability may be greater than if the problem was a one-time occurrence with no problems afterwards. 	 APS depending on severity Remember: A good, detailed description of the problem, as well as the client's functionality/ abilities on the Application will often allow underwriting to make a decision without further evidence. 	
Potential under	writing decision	
 Depends on severity of condition, type and amount of treatment used and amount of time off work. Post case is often standard 		

- Best case is often standard
- Assessments may also be dependent on complications or associated conditions such as depression or the side-effects from medications.



Blood pressure

Insurance products		
Life	Critical illness	
 Depends on severity and control Typical case: Standard if well controlled and, if treated, well followed 	 Possible Standard, rated or declined depending on severity, results, complication and related impairments. One key difference between life and critical illness underwriting is the attention given to family history, smoking status and other cardiovascular risks such as cholesterol. 	
Details of information	Expected requirements	
 Date of diagnosis Type of medication/treatment Dosage of medication Current blood pressure reading Compliance with medication and follow-up Any hospitalization or ER visits Any limitation of activities Smoking habit Any other medical condition, such as obesity, diabetes, stroke, etc 	 Vitals/Labs may be required depending on the details provided. 	



Bronchitis/Chronic obstructive pulmonary disease (COPD)

Insurance products		
Life	Critical illness	
Potential under	writing decision	
Depends on degree of severity		
Acute: possible Standard		
• Chronic, depending on smoking status, severity and related impairments: small rating to Decline		
Details of information	Expected requirements	
• Date of diagnosis and onset	APS depending on severity	
Severity of disease		
• Type (acute or chronic)		
• Treatment (medication and dosage)		
Frequency of attacks		
• Date of last attack		
Any limitation of activities		
Any hospitalization or ER visits		
Any complications		



Cancer

Insurance products		
Life	Critical illness	
Potential underwriting decision		
 Depends on the result of the pathological report if cancer was localized, totally removed, and years since treatment done Offer will vary from Standard to Decline 	 With history of or diagnosis of cancer: Decline. Some exceptions for skin cancer other than melanoma or certain early-stage cancers may be considered; otherwise, for critical illness it will be a Decline. Basal Cell Carcinoma Clients with skin lesions such as basal cell carcinoma could get Standard rate if the lesions were totally removed and they were classified as stage 0 or stage 1. If the lesion was stage 2, an exclusion for skin cancer would apply. 	
 Details of information Date of diagnosis Location of cancer Type of treatment Date treatment completed Any recurrence or spread Any hospitalization or ER visits Any limitation of activities Smoking habit Any other medical condition, such as obesity, diabetes, stroke, etc 	 APS including pathological report 	

Cannabis (aka Ganja, Grass, Hash, Hashish, Hemp, Marijuana, Pot, Weed, 420)

Details of information	Expected requirements			
• Please be specific with the type of product used, amount and frequency of use (i.e. "0.5 grams of Indica per week" or "1 ml CBD drops per day") because "social" can mean different things to different people.	If there are UW concerns, we may ask for a drug usage questionnaire to be completed or may ask for an APS or both.			
 Is the use recreational or medical? 				
• The total picture of a client's environment is very important to our assessment. Therefore, please try to give as much information as possible regarding family life, activities, work history, associations etc.				
Potential underwriting decision				
 Assessments will range from Standard to Rated to Decline depending on the amount and frequency of use. 				
• To qualify as a non-smoker, no other tobacco product must be used.				
• Medical cannabis: If the prescription is legitimate, the assessment will be based on the medical diagnosis.				



Diabetes

Details of information		Expected requirements		
 Date of diagnosis and age of onset Treatment type, medication, dosage Degree of control What are the usual blood sugar and/or HgbA1C readings? Any blood pressure problems Any cholesterol problems Compliance with medication and follow-up Any hospitalization or ER visits Smoking habit Any other medical condition, such as obesity, kid problem, vision problem, stroke, etc. 	ge • APS depending on control, type, severity and other conditions nd/or HgbA1C • APS depending on control, type, severity and other conditions follow-up • as obesity, kidney			
Insurance	e prod			
Life	•••		l illness	
Potential under		g decision e 1 Diabetes	Type 2 Diabetes	
Small rating to Decline and depends on age, onset, type and control. The older the client is at the onset of the disease and the shorter length of the disease, the better the rating. A male, 55, who has had Type 2 diabetes for three years and is optimally controlled may be Standard but if he had the disease for 17 years, the rating would be	Dec	line	 Depends on: Duration Age of onset Follow-up and control Offer will vary from rated to Decline 	
200%.	th ai • T	ney are treated with d re not eligible for critio he coverage is also ur	the age of 40, whether liet, drugs or injections, cal illness coverage. navailable for clients of	
	 any age using insulin. If the client has any complication of the disea or it is not well controlled, the critical illness would be Declined. 		•	
	g th cl fu	estational diabetes and he application would b hildbirth. She could ge	l diabetes or a history of d pregnant at the time of be postponed until after at a Standard rate if she dbirth and the blood sugar hal.	
	th S ⁱ	nree years and is optir	ad Type 2 diabetes for mally controlled may be the disease for 17 years, 0%.	



Driving

Details of information	Expected requirements				
 Date and nature of each infraction. (i.e. May 2019 speeding 18 km/h over limit) Details of any remedial actions taken, such as defensive driving courses If the client has been charged with DWI (Driving while impaired), it is very helpful to have an alcohol questionnaire completed. 	If the information provided on the Application is insufficient, we may ask for a driving questionnaire to be completed for full details. If the type of infraction, dates and number warrant it, we will obtain a Motor Vehicle Report (MVR). This additional information is obtained to assist the underwriter in assessing the risk fairly. Any information that the agent provides will also assist us in forming the "total picture" of a client.				
Potential under	Potential underwriting decision				
Assessments can range from Standard to Rated (usually a \$/1000) to Decline. If the client's licence is currently under suspension, we would not make an offer until the licence has been returned and is in					

good standing for 6 months.

Drug abuse		Insurance products	
		Life Critical illness	
Details of information	Expected requirements	Potential under	writing decision
 Type of drug use Duration of use and date of last use Amount and frequency of use Treatment (type and date) Any driving and drinking criticism Smoking habit Any other drug or medication use Any limitation of activities Any hospitalization or ER visits Any complications 	 Specific info in the ivari 360 eApp dropdown questions or drug usage questionnaire (DRUGQ) MVR depending on driving criticism Vitals/Labs may be required APS depending on severity and last usage 	 Waiting period of two years after full rehabilitation Best case: may be Standard, depending on usage and severity Rating to Decline depending on severity, results, complications and related impairments Best case: after six years may be Standard 	 Waiting period of three years after full rehabilitation Depending on usage, severity may be rated to Decline Best case: after six years may be Standard



Epilepsy		Insurance products	
		Life Critical illness	
Details of information	Expected requirements	Potential under	writing decision
 Date of diagnosis and onset Severity of disease Type (grand mal or petit mal) Treatment (medication and dosage) Frequency of attacks/episodes Date of last attack 	 Expected requirements APS depending on severity Epilepsy/Seizure questionnaire (SEIZQ) Specific info in the ivari 360 eApp dropdown questions or seizure questionnaire 	 Potential under Depends on degree of severity Best case: Standard Rating to Decline depending on severity, results, complications and related impairments 	 Depends on degree of severity Best case: 125% Rating to Decline depending on severity, results, complications and related impairments
 Any limitation of activities Any hospitalization or ER visits 			
Any complications			



Gastrointestinal problem		Insuranc	e products
		Life	Critical illness
Details of information	Expected requirements	Potential unde	rwriting decision
 Date of diagnosis and symptoms Treatment (medication, dosage, surgery) Any limitation of activities Any hospitalization or ER visits Any complications 	• APS depending on severity	 Depends on degree Best case: Standar Rating to Decline or results, complication impairments 	d depending on severity,

Heart disease

Insurance products		
L	fe	Critical illness
	Potential underwritir	g decision
 Depends on type, severity, follow-up and control Offer will vary from Standard to Decline 	 Decline for diagnosis of: Heart attack, Angina, Coronary Bypass surgery, Angioplasty or Valve replacement 	 Other history See prescreening checklist. Depending on type, severity, follow-up and control, offer will vary from Rated to Decline.
Details of information		Expected requirements
 Date of diagnosis Type of medication/treat Dosage of medication Current blood pressure restrict Current cholesterol readi Compliance with medicat Any hospitalization or ER Any limitation of activities Smoking habit Any other medical condition Any diabetes, stroke, etc. 	eading ng tion and follow-up visits	 APS including ECG or any other heart testing done



Hepatitis		Insurance	products
Inflammation of the liver most often caused by a virus.		Life	Critical illness
Details of information	Expected requirements	Potential under	writing decision
 Type (A, B, C, D/chronic, acute, carrier) Cause of infection (if known) Treatment past and present Current status Any limitation of activities Any hospitalization or ER visits Any complications 	 APS depending on severity Vitals/Labs with Hepatitis screens may be required May need paramedical/ medical exam 	 Depends on degrif completely reconvidence of liver convidence of liver convidence of liver convidence of liver conversion and the set case: Standa Rating to Decline severity, results, conversion conversion and the set case of the severity of the set case of the severity of the set case of the set ca	vered and no lamage rd depending on omplications and nts

Hernia		Insurance	products	
Abdominal, esophageal, inguinal.		Life	Critical illness	
Details of information	Expected requirements	Potential under	Potential underwriting decisionends on ee of rity• Depends on degree of severitycal case:• Typical case:	
 Date of diagnosis and onset Any surgery Treatment (type, medication, dosage, duration) Was recovery complete? Any limitation of activities Any hospitalization or ER visits Any complications 	• APS depending on severity	 Depends on degree of severity Typical case: Standard Rating to Decline depending on severity, results, complications and related impairments 	degree of severity • Typical case:	



Kidney disease and glomerulonephritis		Insuran	ce products
		Life	Critical illness
Details of information	Expected requirements	Potential und	erwriting decision
 Date of diagnosis and onset Severity of disease Type (acute or chronic) Treatment (type, medication, dosage, surgery) Date of recovery Any progression or deterioration Any limitation of activities Any hospitalization or ER visits Any complications 	 APS depending on severity Vitals/Labs may be required May need paramedical/ medical exam 	U	lard e depending on complications and

Lupus		Insuran	ce products
Chronic inflammatory disease of the connective tissue involving all parts of the body and many organs.		Life	Critical illness
Details of information	Expected requirements	Potential und	erwriting decision
 Date of diagnosis and onset Treatment (type, medication, dosage, duration) Any limitation of activities Any hospitalization or ER visits Any complications Type (Systemic Lupus Erythematosus or Discoid Lupus) 	• APS	U U	e depending on type, , complications and



Multiple sclerosis		Insurance products			
Degeneration of myelin, a substance essential for the proper functioning of the nervous system.		Life	Critica	al illness	
Details of information	Expected requirements	Potential unde	rwriting decisio	n	
 Date of diagnosis and onset 	• APS	 Depends on degree of severity 	Firm diagnosis	Possible diagnosis	
 Degree of impairment/ severity of disorder 		 Rating to Decline depending on severity, results, complications and related impairments 		Decline	Decline or exclusion
 Treatment (type, medication, dosage, duration) 				exclusion	
 Stability (any progression) 					
 Any limitation of activities 					
• Any hospitalization or ER visits					
Any complications					

Palsy, paralysis		Insurance products		
Paraplegia, hemiplegia, quadriplegia.		Life	Critical illness	
Details of information	Expected requirements	Potential underwriting decision		
 Date of diagnosis and onset 	 APS depending on severity 	 Depends on underlying cause, disease and extent of paralysis 		
Degree of impairment/ severity of disorder		 Best cases may be Star severity and limitation 	ndard, depending on	
 Treatment (type, medication, dosage, duration) 		 Waiver of premium will Rating to Decline deperent complications and relations 	nding on severity, results,	
 Stability (any progression/any recovery) 		 If offer available, also e Paralysis and Loss of In (LOIE) 	•	
 Any limitation of activities 				
 Any hospitalization or ER visits 				
Any complications				



Polyp/Ulcer		Insurance products		
Protruding growth of the mucus membrane found in colon, larynx, nose, stomach or duodenum.		Life	Critical illness	
Details of information	Expected requirements	Potential underwriting decision		
 Date of diagnosis and onset Size, location and number of polyps present Treatment (surgery, medication, dosage, duration) Results of any tests and follow-up/recovery date Any limitation of activities Any hospitalization or ER visits Any complications 	• APS depending on severity	 Depends on underlying Typical case: Standard Rating to Decline depe complications and related 	nding on severity, results,	



Prostatitis		Insurance products				
Acute/chronic inflammation of the prostate gland.			Life		Critical illness	
Details of information Expected requirements			Potential underwriting decision			
 Date of diagnosis and onset Treatment (surgery, medication, dosage, duration) Results of any tests, biopsies; follow-up/recovery date Any limitation of activities Any hospitalization or ER visits Any complications 	 APS depending on severity Labs including PSA screen 	•	Depends on underlying cause Best case: may be Standard if current normal PSA Rating to Decline depending on severity, results, complications and related impairments		Depends on underlying cause Best case: may be Standard Rating to exclusion for prostate cancer to Decline depending on severity, results, complications and related impairments rostatic hypertrophy Clients with benign prostatic hypertrophy with or without an episode of acute prostatitis (inflammation or infection of the prostate gland) could get critical illness at Standard rate if the condition has been investigated and their PSA level is normal. If the prostatitis is chronic or recurrent, a rating of 125% to 150% may be added. It is important to remember that clients with a history of any kind of lesions need to be thoroughly investigated before applying for coverage, and the underwriter will need to review all the medical information including pathology reports and follow-up consultations.	



Thyroid disorder		Insurance products		
Goiter, Graves' disease, Hypothyroid, Hyperthyroid, enlargement of the thyroid gland.		Life	Critical illness	
Details of information Expected requirements		Potential underwriting decision		
 Date of diagnosis and onset Treatment (surgery, medication, dosage, duration) Results of any tests, biopsies; follow-up/ recovery date Any limitation of activities Any hospitalization or ER visits Any complications 	• APS depending on severity	 Depends on underlying cause Typical case: Standard if controlled Rating to Decline depending on severity, results, complications and related impairments 	 Depends on underlying cause Rating to Decline depending on severity, results, complications and related impairments Exclusion for thyroid cancer may be required 	

Ulcerative colitis and		Insurance products		
Crohn's disease		Life	Critical illness	
Details of information	Expected requirements	Potential underwriting decision		
 Date of diagnosis Severity of disease Severity of symptoms Frequency of flare-ups Treatment (type, medication, dosage) Any hospitalization or ER visits Any limitation of activities Any other medical condition, such as inflammatory disease, arthritis, etc 	• APS depending on severity	on severity, results, con impairments	everity ed or Decline depending mplications and related of the colon or rectum	



Sleep apnea		Insurance products		
			Life	Critical illness
Details of information	Expected requirements		Potential under	writing decision
 Details of information Date of diagnosis Severity of disease Severity of symptoms Treatment (CPAP or surgery) Compliance with treatment Date of last sleep study Any hospitalization or ER visits Any limitation of activities Any other medical condition, such as obesity, hypertension, smoking, etc 	 Expected requirements APS Many CPAP machines allow the patient to generate their own reports. If the client is able to provide us with a 6-12 month report, an APS may be avoided 	•	Depends on severity Possible Standard, Rate	ed or Decline depending nplications and related



Family history and critical illness

The client's family history is of particular importance in the underwriting process for critical illness. If immediate family members/first-degree relatives (parents and siblings) are affected by a medical condition, there is a higher risk that the client could present the same condition.

There is a higher probability to be diagnosed with some cancers if members of the immediate family had the condition at a relatively young age.

Other conditions, such as diabetes, heart disease, Multiple sclerosis or Alzheimer's Disease in the family history, could also bring an extra risk/rating.

ivari remains mindful of our client's possible financial constraints, so while the industry guidelines may be open to ratings in some instances, ivari's philosophy is to instead offer exclusions when needed. This allows a great number of clients to obtain cost-effective coverage while not having to reduce the face amount.

The Underwriting team is always there to help you place business. Please do not hesitate to contact them with any questions.



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