TD Insurance
Instructions for completing the Critical Accident Recovery Plan Insurance Broken Bones Claim Form

The Critical Accident Recovery Plan Insurance - Broken Bones claim package contains three parts:

- ☐ **Part A:** Critical Accident Recovery Plan Insurance - Broken Bones claim form
- ☐ **Part B:** Attending Physician's Statement
- ☐ **Part C:** Additional Supporting Documentation

Note:

- ☐ **Request for medical records excludes any genetic test results. Please do not provide any genetic test results.**
- ☐ **Please print all information using a pen.**
- ☐ **Initial all corrections/changes, including any changes you make with correction fluid (liquid paper).**
- ☐ **Completion of all parts is required, and any missing information may result in a delay of the processing of your claim.**
- ☐ **Checkboxes are provided below to assist you in completing the claim package.**
- ☐ **A claims analyst will send you a confirmation of receipt in writing within 10 business days of receiving your claim package.**
- ☐ **If you have any questions, please contact TD Life Insurance Company at 1-888-788.0839.**

Check if completed:

Part A – Critical Accident Recovery Plan Insurance - Broken Bones claim Form

Note: All sections in Part A to be completed by the Insured Person with the injury or illness or an authorized representative of the Insured Person with the injury or illness.

- ☐ **Section 1 – Certificate Information**
- ☐ **Section 2 – Insured Person's Statement.**
- ☐ **Section 3 – Electronic Funds Transfer Authorization (Direct Deposit)**
  If your claim for benefits is $60,000 or less, you may choose to have the payment for these benefits deposited directly to your Bank account. Please complete section 3 and attach a void cheque if you wish to take advantage of this payment option.
- ☐ **Section 4 – Declaration, Authorization & Signature**

Part B – Attending Physician's Statement

Note: Part B of this document can be detached and provided to the Attending Physician to complete and send separately to TD Life Insurance Company.

- ☐ **Section 1 – Insured Person's Authorization**
  - The Insured Person's signature and date are required.
- ☐ **Section 2 - Attending Physician's Statement**
  - Must be completed and signed by a licensed medical practitioner.

Part C – Additional Supporting Documentation

- ☐ **Hospital Discharge Statement** – Please provide a copy, if available.
- ☐ **Accident report –** Please provide a copy if available.
- ☐ **Proof of Age of Insured Person** – Please provide a copy of one of the following:
  - Birth Certificate
  - Canadian Driver's License
  - Permanent Residence Card
  - Canadian Passport
  - Canadian Citizenship Card

TD Insurance
TD Life Insurance Company
P.O. Box 1
TD Centre
Toronto ON M5K 1A2

Part A – Critical Accident Recovery Plan Insurance - Broken Bones Claim Form

In this form "Insured Person" means the person who is insured under this certificate "Claimant" means the person who is making the claim.

Section 1: Certificate Information

Critical Accident Recovery Plan is insured by TD Life Insurance Company*

Certificate Number	
Issue Date	
Name of Insured Person (please print full legal name)	
Insured Person's Address	
Date of Birth (mm/dd/yyyy)	
Type of Claim	Broken Bones
Amount of Coverage	

*TD Life Insurance Company is the authorized administrator for this insurance. For more details on insurer and/or administrator information, please refer to the Insurance Certificate.

Section 2: Claimant's Statement

Name of Claimant: (if different from Insured Person)	
Claimant's Date of Birth: (if different from Insured Person)	
Relationship to Insured Person:	
Claimant's Address: (if different from Insured Person)	
Claimant's Contact Information: Residential/Cellular Phone (if different from Insured Person)	
Claimant's Email Address:	
Nature of Injury: (Please describe where & how the injury occurred)	
Date injury occurred: (mm/dd/yyyy)	
Date admitted to hospital: (mm/dd/yyyy)	
Date discharged: (mm/dd/yyyy)	
Hospital Name:	
Hospital Address:	
Name of Family Physician:	
Address of Family Physician:	
How long have you been consulting with this physician?	
If less than 2 years, please provide name & address of previous physician(s).	

Additional Comments:

Section 3 – Electronic Funds Transfer Authorization (Direct Deposit)

If your claim payment is $60,000 or less, at your request, we can deposit your benefit directly to your designated account. This will ensure that you receive your claim payment as quickly and efficiently as possible.

Do you wish to proceed with this option? ☐ Yes ☐ No

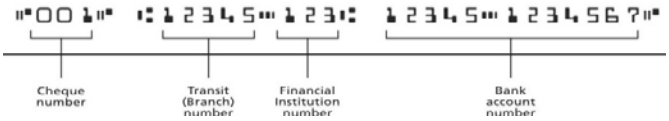
If Yes, please attach a void cheque that clearly identifies the Bank Account (the "Account") into which you wish the payment to be deposited into OR, enter this information in the space provided under **Account information** and sign and date this form at the bottom. Please note that if you are not a TD Canada Trust account holder and are not attaching a void cheque, we require your financial institution's address in order to deposit your benefit into your designated account.

Your account information can be verified by contacting your financial institution or by referencing the numbers at the bottom of your cheque:

Branch Transit Number: This is the 5-digit number that identifies your home banking branch

Financial Institution Number: Every Canadian Financial Institution has its own 3-digit number. For example, TD Canada Trust is 004

Bank Account Number: This is a unique 7-digit number that is used to refer to your personal account.



Account Information

_____ _____ _____

Branch Transit Number Financial Institution Number Bank Account Number

_____ **Bank Address**

I _____ (please print name) as the Insured Person under the Insurance Policy (the "Insurance Contract"), issued by TD Life Insurance Company (TD Life), hereby irrevocably direct and authorize TD Life (both as insurer and as administrator to deposit all claim benefits payable under the Insurance Contract, through electronic funds transfer (direct deposit) to the account number as noted above and this shall serve as your good and sufficient authority for so doing. I consent to the collection, use and disclosure of my personal information for the purpose of paying this claim by this method. I fully release TD Life from any and all liability in regard to such payment upon its deposit in the above-described Account. If such account is a joint account with any other person or belongs to a third party, it shall not be TD Life responsibility should any funds be withdrawn by any person other than me or are used to pay down any indebtedness for which this account is responsible. I understand that TD Life is unable to verify the accuracy of an account number so I am responsible in the event that an incorrect account number is provided. I will ensure the information is accurate.

_____ _____

Signature Date (mm/dd/yyyy)

Section 4: Declaration / Authorization / Signature

Insurer: TD Life Insurance Company

- I declare that all the statements made in this claim form are accurate, true and complete. I understand that making false, misleading or incomplete statements may cause not only the claim to be denied, but insurance coverage to be void.
- By signing below, I agree that we may collect, use and disclose your Information as described in the Privacy Policy attached to my Insurance Policy including for, but not limited to, the purposes of identifying me, providing ongoing service, processing my claims, understanding my financial needs, protecting us both from fraud and error and complying with legal and regulatory requirements.
- I hereby authorize and request any physician, hospital, clinic, individual, law enforcement or government organization, insurance company, worker's compensation body, current or former employer, or other entity that has any personal and medical records, information or knowledge in regard to the Insured Person, to release and provide full details (including furnishing copies) of all available personal and medical information records and knowledge, including prior medical history, toxicological or pathological findings which they may possess to the above noted Insurer in regard to this claim, its re-insurers or their respective agents. This information is to be used in the evaluation of an insurance claim and for purposes relating to such claim.
- I also authorize the Insurer, its reinsurers and its respective agents to exchange and/or transmit information concerning this claim to the organizations listed above as is necessary to evaluate this claim. This consent shall be valid during the continuation of such claim.
- In providing this authorization to collect personal information about the Insured Person relating to this claim, I the undersigned do hereby certify that I have appropriate permission from the Insured Person to authorize the collection, use and disclosure of their personal information as authorized above and that the Insurer and its agents and reinsurers may rely and act upon my authorization.

Insured Person's Name:_____ Date:_____

(Please print) (mm/dd/yyyy)

Insured Person’s Signature:_____

A photocopy/fax of this authorization is as valid as the original.

Section 2 - Attending Physician's Statement (Completed by Physician)

- This form has been specifically designed with the Physician in mind. By being comprehensive, it will hopefully reduce the physician's administrative workload. Please complete the sections relating to your patient and strike out non-applicable areas. In order to help the Insured Person, sufficient details of family and medical history, investigation, findings and treatment are essential.
- This form may be mailed directly to TD Life Insurance Company or given to the Claimant at the physician's discretion.
- The above named is insured with TD Life Insurance Company against the happening of certain contingent events associated with his/her health. A claim has been submitted in connection with a **Critical Accident Recovery Plan – Broken Bones** and, to enable the assessment of the claim, we would appreciate for your cooperation on the completion of this form.

Patient's Name: (Please print)	
Patient's Date of Birth: (mm/dd/yyyy)	

I hereby authorize the release to my insurer any information requested in respect of this claim.

Signature of Patient: _____ Date: _____

Any charges for the completion of this form are the responsibility of the claimant

Date of Accident: (mm/dd/yyyy)	
When did patient first consult you for this condition? (mm/dd/yyyy)	
Are there any underlying medical factors or disease that contribute to this injury? **If Yes, please provide details:**	☐ Yes ☐ No Details:
On what date was surgery performed? (mm/dd/yyyy)	
5. Did the patient require admission to hospital as an in-patient? **If yes, please indicate dates of hospitalization and attach a copy of the hospital admission and discharge reports.**	☐ Yes ☐ No Admission Date: Discharge Date:
Indicate the type of surgery performed and describe treatment provided:	☐ External fixation Treatment provided: ☐ Internal fixation Treatment provided: ☐ Open operation grafting Treatment provided:

Please provide the following:

- **Copy of Xray report from date of accident**
- **Hospital Admission and Discharge reports (if applicable)**

Broken Bones	**Date** (mm/dd/yyyy)	**Description of Fracture**
☐ Femur		
☐ Tibia		
☐ Fibula		
☐ Spine		
☐ Humerus		
☐ Radius		
☐ Ulna		
☐ Sternum		
☐ Pelvis		
☐ Hand or Foot (except fingers and toes)		
☐ Clavicle		
☐ Patella		
☐ Scapula		

Remarks:

Attach any specialist report, pathology or test results, if available. Please mail or fax this form to:

TD Insurance
Claims Department
P.O. Box 1 TD
Centre
Toronto, Ontario M5K 1A2
Tel: 1-888-788-0839
Fax: 416-308-1223 / 1-877-838-2163

Declaration: These statements are true and complete to the best of my knowledge and belief.

Physician's Name: _____ **Physician's Signature:** _____
(Please print)

Physician's Specialty: _____

Date: _____ **Address:** _____

Telephone Number: _____ **Fax Number:** _____

Thank you for taking the time to complete this form.