

Your member booklet



79-00364

canada **life**™

Sponsored Education Savings Program

Refer to your welcome letter, grsaccess.com or your member statement for:

Policy/plan number (identifying number for the sponsored program and for contacting us)

Contract number (identifying number for each of your RESPs, for contacting us or the government ie CRA, Revenu Quebec or ESDC)

Welcome to your sponsored education savings program

Your plan sponsor is pleased to offer you an education savings program to help save and accumulate funds for full or part-time post-secondary studies under an RESP. Your plan sponsor works closely with The Canada Life Assurance Company, a leading provider of sponsored retirement, savings and income plans. Canada Life is the promoter of your RESP. Together with your plan sponsor, we are there at every step of the way while planning for financial security throughout life events.

Important: Your RESP is not a Group Plan (also known as a scholarship or pooled plan), as the term Group Plan is understood by Canada Revenue Agency and Employment and Social Development Canada. Your RESP is invested in a group annuity policy with your plan sponsor. This booklet is the certificate for group insurance purposes and includes the member schedule of fees.

In this booklet, “you” and “your” refer to the subscriber, unless indicated otherwise to include the joint subscriber, “we,” “us,” and “our” refer to Canada Life. References to RESP in this booklet refer to one or more RESPs under the sponsored education savings program (the program).

In this booklet, we’ve included details about the program such as:

- Help determining the right plan type (family or individual)
- How to contribute to your RESP
- How to apply for government grants, bonds and incentives
- Descriptions of the investment options available for investing contributions, grants, bonds and incentives
- What happens to your RESP when you are no longer eligible to participate under the program
- Our promise to provide an annuity, if chosen
- Where to find answers to your RESP questions
- And even more

While every effort has been made to ensure the accuracy of this booklet, your and, if applicable, the joint subscriber’s rights and benefits as a member of the program are governed by the Canada Life Family Education Savings Plan Terms and Conditions or the Canada Life Individual Savings Plan Terms and Conditions, as applicable, attached to the application for membership, and the applicable legislation.

Your plan sponsor provides the program under the Capital Accumulation Plan guidelines and the applicable legislation. These guidelines are a national standard for sponsored plans. They help ensure your RESP is properly established and maintained, and ongoing education and information is provided about your RESP. For more information on rights and responsibilities, please see “Additional information & resources.”

Table of contents

Terms used in this booklet	6
Plan types at a glance	8
Overview of the Canada Education Savings Program and the Quebec Education Savings Incentive	10
Your education savings plan	11
How to get information	11
Statements	11
GRS Access — grsaccess.com	11
Access Line — 1-800-724-3402	11
Who can be a subscriber or joint subscriber?	11
Who can be named as a student under your RESP?	12
How to join the program	12
Contributions	12
Payroll contributions (coming soon)	13
Online banking and pre-authorized contributions	13
Personal cheques	13
When payment of contributions must end	13
Excess contributions	13
Transfers into your RESP	13
Government grants	14
Canada Education Savings Grant (CESG)	14
Canada Learning Bond (CLB)	15
Quebec Education Savings Incentive (QESI)	15
Saskatchewan Advantage Grant for Education Savings (SAGES)	16
How are assets accounted for within your RESP?	17
Can you add a student?	18
Can you replace a student?	18
Tax overview	19
Investment options	20
Default investment option	20
Investment options available	20
How to change the investment options, including the default	21
Frequent trading	21
Default withdrawal order from investment options	21
The annuity promise at the termination date	21
What happens when... ..	22
... the student enrolls in post-secondary education?	22
Educational assistance payment (EAP)	22
... you must obtain proof of enrolment?	24
... the student decides to take a break from post-secondary education?	24
... your employment or membership terminates?	24
... you want to withdraw contributions before the student attends post-secondary education?	24
... a refund of contributions is made?	24
... you want to withdraw an accumulated income payment (an AIP)?	25
... you want to use your RESP as collateral?	25
... you go through a marriage or relationship breakdown?	25
... you die without a joint subscriber?	25
... death occurs on a jointly owned RESP?	25

... a student dies?.....	25
... the program terminates or your RESP is closed?	26
Options at a glance.....	26
Additional information & resources	28
Some of your rights and responsibilities	28
Assuris coverage	28
Legal actions	28
Administration and investment expenses.....	28
Process to make a complaint.....	29
Contact and additional information	29
Protecting personal information	31
A message concerning privacy from us	31

Terms used in this booklet

Accumulated income payment (AIP)

See “...you want to withdraw an accumulated income payment (an AIP)?” for information on an AIP.

Applicable legislation

Applicable legislation refers to the ITA, the CESA, provincial tax and educational grant legislation, and any other legislation and regulation governing the administration of your RESP.

British Columbia Training and Education Savings Grant (BCTESG)

See “Government grants” for information about the BCTESG.

Canada Education Savings Act (CESA)

CESA refers to the *Canada Education Savings Act* and regulations, as amended.

Canada Education Savings Grant (CESG)

CESG consists of a basic and additional grant (see “Government grants” for more details).

Canada Revenue Agency (CRA)

CRA or its successor administers the provisions of the ITA that apply to your RESP and confirms eligibility for the Canada Learning Bond and additional CESG.

Educational assistance payment (EAP)

See “Educational assistance payment (EAP)” for information on an EAP.

Employment and Social Development Canada (ESDC)

ESDC or its successor administers the CESA and designated provincial programs related to grants offered under your RESP and validates the student’s social insurance number.

Income Tax Act (ITA)

ITA refers to the *Income Tax Act* (Canada) and regulations, as amended.

Plan sponsor

Plan sponsor refers to the entity that is sponsoring the RESP program (your employer, association or other entity acting as a successor plan sponsor such as The Canada Life Insurance Company of Canada).

Primary caregiver (PCG)

A primary caregiver is the person primarily responsible for the care and upbringing of a child and can be either an individual or a public entity. For more information on PCGs, see:

https://www.canada.ca/content/dam/canada/employment-social-development/migration/documents/assets/portfolio/docs/en/reports/resp_promoters/infocapsules/ic-5-pcg.pdf

Or search InfoCapsule “Primary Caregivers (PCG)” on the Government of Canada’s website.

Quebec Education Savings Incentive (QESI)

QESI consists of a basic grant and increase amount (see “Government grants” for more details).

Revenu Quebec

Revenu Quebec or its successor administers the provisions of the Quebec Taxation Act that apply to your RESP and confirms eligibility for Quebec Education Savings Incentive (QESI).

Saskatchewan Advantage Grant for Education Savings (SAGES)

See “Government grants” for information about SAGES.

Specified plan

A specified plan is a type of individual RESP for a student that is entitled to claim the disability tax credit under the ITA for the tax year that ends in the 31st year following the year your RESP was set up.

Student

See “Plan types at a glance” for an explanation of who can be a student.

Subscriber or joint subscriber



















See “Plan types at a glance” for an explanation of who can be a subscriber or joint subscriber.

Plan types at a glance

	Individual RESP	Family RESP
Recommended for:	Generally, for single child families or families with large age differences. Individual(s) who wish to establish an RESP (the subscriber) for themselves or a non-related individual.	Generally, for families with more than one child but can be set up with one child only. You may have a sibling only plan for brothers and sisters, including adopted, half-siblings and step-siblings. Your RESP may also be set up as a non-sibling plan, but this will prevent you from obtaining grants other than the basic CESG and QESI.
	<p>See the below for a comparison of the two plan types:</p> <p>https://www.canada.ca/content/dam/canada/employment-social-development/migration/documents/assets/portfolio/docs/en/reports/resp_promoters/infocapsules/ic-7-family-vs-individual-plan.pdf</p> <p>Or search InfoCapsule “Family plan vs. individual plan” on the Government of Canada’s website.</p>	
Who can be a subscriber? (individual who sets up the RESP)	Any person offered membership under the program by their plan sponsor (no requirement to be related by blood or adoption to the student)	Any person offered membership under the program by their plan sponsor and who is related to the child by blood or adoption. See: https://www.canada.ca/content/dam/canada/employment-social-development/migration/documents/assets/portfolio/docs/en/reports/resp_promoters/infocapsules/ic-6-blood-relationship.pdf Or search InfoCapsule “Relationship to the subscriber for a family plan” on the Government of Canada’s website.

	Individual RESP	Family RESP
Who can be a joint subscriber? (individual who sets up the RESP with the subscriber) Not available in Quebec	Spouse or common-law partner of the subscriber as described under “Who can be a subscriber or joint subscriber?” The joint subscriber has limited rights under your RESP.	
Student(s) (individuals for whom EAPs are to be made) For purposes of government documentation, the student is referred to as the beneficiary of the RESP	Can only name one student and can be named at any age. No requirement to be related to the subscriber and joint subscriber. Could name yourself as the student if desired.	Can name more than one student and must be under 21. Must be related to the subscriber and joint subscriber by blood or adoption (your child, grandchild, brother or sister).
Contributions (includes a transfer into your RESP from another RESP and excludes grants, bonds and incentives) Remain property of the subscriber(s)	Amounts contributed by the subscriber(s) that attract grants and incentives are referred to as assisted contributions. Amounts contributed by the subscriber(s) that do not attract grants and incentives are referred to as unassisted contributions. The distinction between the contribution types is important for contribution withdrawals when a student is not attending post-secondary education. See: https://www.canada.ca/content/dam/canada/employment-social-development/migration/documents/assets/portfolio/docs/en/reports/resp_promoters/infocapsules/ic-10-contributions.pdf Or search InfoCapsule “Contributions” on the Government of Canada website.	
Grants, bonds and incentives	See “Overview of the Canada Education Savings Program and the Quebec Education Savings Incentive” for a summary of the available grants, bonds and incentives	

Overview of the Canada Education Savings Program and the Quebec Education Savings Incentive

	Basic amount of Canada Education Savings Grant (Basic CESG)	Additional amount of Canada Education Savings Grant (Additional CESG)	Canada Learning Bond (CLB)	Saskatchewan Advantage Grant for Education Savings (SAGES)	British Columbia Training and Education Savings Grant (BCTESG)	Quebec Education Savings Incentive (QESI)
Available since	1998	2005	2004	2013	2015	2007
Residency criteria of student* *unless noted otherwise	Canada	Canada	Canada	Saskatchewan	British Columbia* *student and custodial parent	Quebec
Student birth year eligibility condition			Born Jan 1, 2004 or after and <21		Day of 6 th birthday or after	
Eligible until	End of year of 17 th birthday	End of year of 17 th birthday)	Accrues up to age 15 but can be applied for up to age 21	End of year of 17 th birthday	Day before 9 th birthday	18 th birthday
Based on contributions						
Based on income						
Incentive amount	20% of the first \$2,500 or less of annual contributions	10% or 20% of the first \$500 or less of annual contributions 20% if a child is in care of a public PCG	Initial amount of \$500 plus \$100 for each year of eligibility	10% of the first \$2,500 or less of annual contributions	One time payment of \$1,200	10% on the first \$2,500* *may qualify for additional QESI increase of \$50/student/year based on income
Who can receive the incentive in a family plan	Anyone	Siblings	Siblings	Siblings	Siblings	Siblings* *applicable to QESI increase only
Lifetime limit per beneficiary	[\$7,200 combined]		\$2,000	\$4,500	\$1,200	\$3,600
EAP limit per beneficiary	[\$7,200 combined]		\$2,000			

For more information on the grants, bonds and incentives administered by ESDC (all excluding QESI), call 1-888-276-3624 or us.

For more information on QESI, call us.

This chart has been developed based on an existing chart created by ESDC.

Your education savings plan

If there is a joint subscriber, “you” and “your” should be read to include the joint subscriber in this section.

This section will help you understand some basics about your RESP including how to join, how contributions and grants work and more.

Here are a few details you should know about your RESP:

- You choose whether you wish to set up a family or individual RESP
- You choose how much you want to save for post-secondary education
- You track amounts in your RESP
- You make contributions at any time
- The value of your RESP varies based on investment performance and when students attend post-secondary education

You can find an illustration of how your money can grow later in this booklet.

If you’d like more information on your RESP rules or how your RESP operates, contact us.

How to get information

You want to keep up to date with your RESP and know that you’re on track to achieving your goals. We want to help you get that information quickly and easily.

Statements

At least annually you’ll receive a statement from us showing the activity in your RESP.

GRS Access — grsaccess.com

Secure and easy to use, we designed the *GRS Access* website with your needs in mind. The subscriber can log onto *GRS Access* to:

- Find the RESP balance
- Determine investment personality
- Learn about education savings plans
- Print statements when needed
- Set up pre-authorized contributions (PAC)
- Find information on how to make contributions using a personal banking site
- Select or change investment options
- Change payroll deductions (where payroll deductions are allowed under the program)

GRS Access is also the place to find:

- Information on the investment options in the program
- Rates of return on investment options

Once the subscriber becomes a member, and has provided an email address, we will send an invitation by email to register for *GRS Access*, provided the subscriber doesn’t already have access. When registering, the subscriber will be able to create an Access ID and password, which can be used to access information online.

Access Line — 1-800-724-3402

For information about your RESP, you can call *Access Line* at 1-800-724-3402 to speak with a bilingual client service representative. *Access Line* is available weekdays between 8 a.m. and 8 p.m., ET. Call *Access Line* to:

- Find your RESP balance
- Transfer between investment options (subscriber only)
- Select or change investment options (subscriber only)
- Obtain current interest rates and net unit values
- Review rates of return

Who can be a subscriber or joint subscriber?

Parents and grandparents are the most typical subscribers to an RESP but other individuals such as legal guardians, relatives and even friends can set up an RESP.

Outside of Quebec, if you and your spouse or common-law partner decide to jointly set up an RESP, your spouse or common-law partner is referred to as the joint subscriber. The rights of the joint subscriber are limited. The subscriber can select, on the application form, that any withdrawals or transfers can only be made with the consent of the joint subscriber. It's important the two of you clearly understand any contractual restrictions that may apply before joining the program.

Spouse

Your spouse is the person to whom you are legally married.

Common-law partner

Your common-law partner is a person who is not your spouse with whom you are living in a conjugal relationship and to whom at least one of the following conditions apply:

- They have been living with you in a conjugal relationship and this current relationship has lasted for at least 12 continuous months (this period includes any period that you were separated for less than 90 days)
- They are the parent of your child by birth or adoption
- They have custody and control of your child (or had custody and control immediately before the child turned 19) and your child is wholly dependent on that person for support

Who can be named as a student under your RESP?

You can name an individual as a student under the RESP only if:

- The individual's social insurance number (SIN) is provided to us before the appointment is made; and
- The individual is a resident of Canada when the appointment is made.

A student under a family RESP must be under 21 at the time they are named. When one family RESP is transferred to another and includes a beneficiary who is 21 or older, that student can still be named a student to the new RESP.

You and the joint subscriber are responsible for advising us of any change in a student's personal information. If there is a change in the student's province of residency that may impact entitlement to certain provincial grants, you or the joint subscriber must advise us as soon as possible by calling 1-800-724-3402.

How to join the program

Setting up an RESP under the program is easy. You and, if applicable, the joint subscriber can join the program on grsaccess.com or, if preferred, a paper application form can be completed.

Contributions

If there is a joint subscriber, "you" and "your" should be read to include the joint subscriber in this section.

Subject to the age and time limits for contributing, you decide how much to contribute to your RESP up to the permitted limit per student across all RESPs for the student (currently \$50,000 lifetime limit). You can increase or decrease your contribution level at any time and even suspend contributions if you need to.

It's your responsibility to ensure you don't over-contribute and adjust your contribution allocation once the contribution or age limit is reached for a student (see "Excess contributions" and "When payment of contributions must end?").

If you set up a family RESP, you also decide at the time of application the percentage of your contributions to be allocated to each student. To change your contribution allocation at a later date, the subscriber must call 1-800-724-3402.

If the percentage of contributions allocated to a student in a family RESP is changed, it's important to note that the investment allocation will not automatically change. To make a change to the investment allocation, visit grsaccess.com.

Your plan sponsor determines how contributions can be made from the options identified below.

Payroll contributions (coming soon)

Contributing through payroll deduction is convenient and easy. The amount directed to your RESP will be withheld from the subscriber's pay and then remitted to us.

If you want to adjust contribution amounts, notify your plan sponsor, or if your sponsor permits, visit grsaccess.com and go to Contributions to edit the amount.

Online banking and pre-authorized contributions

You can make contributions on a regular or lump sum basis through the convenience of online banking or pre-authorized withdrawals from your bank account.

For instructions to set up or change contributions online, the subscriber has to:

- Sign on to grsaccess.com
- Select Contributions
- Select Add new (for original set up of new online contributions)
- Select Online banking or Pre-authorized contributions
- Select Edit (to change contributions), and
- Complete the steps

Personal cheques

You can also write a personal cheque payable to "The Canada Life Assurance Company" for the amount you wish to contribute and indicate both your policy and contract numbers on the cheque. Then, complete the *Lump-sum contributions* form available from *GRS Access* or from your plan sponsor and attach it to your cheque. Mail the cheque and form directly to us or send them through your plan sponsor.

When payment of contributions must end

Contributions must end at the earliest of:

- The date the student of a family RESP turns 31;
- The 31st year that follows the year the RESP is set up (or the 35th year if the RESP is a specified plan); and

- If amounts are transferred to this RESP from another RESP, the 31st year that follows either the year in which the transferring plan was set up or the year in which this RESP was set up, whichever came first (or the 35th year if the RESP is a specified plan).

Excess contributions

If, at any time, contributions for a student exceed \$50,000 for all RESPs under which the student is a beneficiary, the subscribers and, if applicable, the joint subscribers may be subject to a penalty tax (currently 1% per month) until the excess contributions are withdrawn and, for Quebec, a special tax equal to the excess QESI.

It's the responsibility of the custodial parent/PCG to work with the subscribers and, if applicable, the joint subscribers of all RESPs under which the student is a beneficiary to ensure the contribution limit is respected. Once you are aware of an excess contribution situation, it's important for all subscribers to stop contributing immediately for the student. The subscriber or the joint subscriber who made the excess contribution must complete and return to us a CRA form to have the excess withdrawn from the RESP.

You may also contact CRA about the possibility of waiving penalty tax but there is no guarantee a waiver will be granted.

Transfers into your RESP

All or part of an RESP from another promoter can be transferred to your Canada Life RESP as permitted under the applicable legislation. We reserve the right to decline a transfer.

When a transfer occurs, your Canada Life RESP is deemed to have been opened on the earlier of:

- The date your Canada Life RESP was set up; and
- The date the RESP with the other promoter was set up.

This rule is used to establish the date contributions to and transfers in and out of your Canada Life RESP must stop, and the date your RESP must be terminated. It is also used to determine whether your Canada Life RESP meets the 10-year existence requirement for an AIP.

When a transfer from another RESP to your Canada Life RESP occurs, contributions previously made to the RESP with the other promoter will be deemed to have been made to your Canada Life RESP on their original date. This could result in excess contributions (and applicable penalty taxes for the subscribers and, if applicable, the joint subscribers for students of your Canada Life RESP. However, the penalty taxes will not apply if:

- An individual was a beneficiary under the RESP of the other promoter and a student for your Canada Life RESP just before the transfer date; or
- A beneficiary under the RESP of the other promoter is a sibling of a student under your Canada Life RESP, provided that the student under the Canada Life RESP is under 21 just before the transfer or your Canada Life RESP is a family RESP.

It's important to note that government grants (CESG, CLB, BCTESG, SAGES and QESI) will likely have to be repaid if the transfer is not considered an eligible transfer. For more information on eligible transfers, refer to Part A of the ESDC Registered Education Savings Plan (RESP) Transfer Form found on the Government of Canada website:

[https://www.canada.ca/content/dam/canada/employment-social-development/migration/documents/assets/portfolio/docs/en/student_loans/resp/forms/SDE0100A\(2018-03\)EN.pdf](https://www.canada.ca/content/dam/canada/employment-social-development/migration/documents/assets/portfolio/docs/en/student_loans/resp/forms/SDE0100A(2018-03)EN.pdf)

An additional transfer form may also have to be completed if QESI is in your RESP. The form is available on Revenu Quebec's website at:

<https://www.revenuquebec.ca/documents/en/partenaaires/IQEE/tp-1029.8.iq-v%282012-09%29dx.pdf>

Government grants

We offer the following grants under the program:

- Canada Education Savings Grant
- Canada Learning Bond
- British Columbia Training and Education Savings Grant
- Quebec Education Savings Incentive
- Saskatchewan Advantage Grant for Education Savings (currently suspended)

We will apply for grants on your behalf upon receipt of the required forms and documentation.

Grants

Grants refer to amounts paid to your RESP under federal and provincial education incentive programs.

The sooner you set up an RESP the more you take advantage of all available grants. Some of the grants cannot be applied for retroactively.

Canada Education Savings Grant (CESG)

The Government of Canada encourages parents, family and friends to save for post-secondary education by providing grants administered by ESDC. CESG consists of a basic grant as well as an additional grant, subject to a combined lifetime limit of \$7200 per student.

What is the basic CESG?

There is no family income test that must be met to receive the basic CESG.

ESDC pays a basic CESG of 20% of annual contributions you make to all eligible RESPs for an eligible student to a maximum CESG of \$500 in respect of each student (subject to the carry forward rule described below).

What is the additional CESG?

A family income test must be met to qualify for additional CESG.

ESDC may also pay an additional CESG for each eligible student. The additional amount is based on either 10% or 20% of the first \$500 of annual contributions, based on adjusted net family income (as calculated by CRA each year).

For more information on CESG

See:

https://www.canada.ca/content/dam/canada/employment-social-development/migration/documents/assets/portfolio/docs/en/reports/resp_promoters/infocapsules/ic-11-cesg.pdf

Or search InfoCapsule “The Canada Education Savings Grant (CESG)” on the Government of Canada’s website.

Canada Learning Bond (CLB)

CLB is an education incentive of up to \$2000 for eligible children from low-income families, depending on the number of children.

The CLB is available for children born in 2004 or later and provides an initial \$500 for the first year the child is eligible plus \$100 for each additional year of eligibility, up to 15 years for a maximum of \$2,000.

No contributions are required to receive CLB.

If a student does not pursue post-secondary education, the CLB for that student must be returned to the government and cannot be shared with other students on a family RESP.

For more information on CLB, see:

https://www.canada.ca/content/dam/canada/employment-social-development/migration/documents/assets/portfolio/docs/en/reports/resp_promoters/infocapsules/ic-9-clb.pdf

Or search Info Capsule “The Canada Learning Bond” on the Government of Canada’s website.

British Columbia Training and Education Savings Grant (BCTESG)

BCTESG is a provincial grant that provides a one-time payment of \$1200 for children born in 2006 or later and who reside in British Columbia.

Application for the BCTESG can only be made when the child is between 6 and 9 (no exceptions); however, your RESP can set up before the child is 6.

Both the custodial parent (or legal guardian) and the student must be residents of British Columbia at the time of application. If the plan is a family RESP, all students must be siblings under the RESP.

No contributions are required to receive BCTESG.

For more information on the BCTESG, see:

https://www.canada.ca/content/dam/canada/employment-social-development/migration/documents/assets/portfolio/docs/en/reports/resp_promoters/infocapsules/ic-16-bctesg.pdf

Or search InfoCapsule “British Columbia Training and Education Savings Grant (BCTESG)” on the Government of Canada’s website.

Quebec Education Savings Incentive (QESI)

QESI is a refundable special tax credit paid by Revenu Quebec for a student who resides in Quebec on December 31 of the taxation year, is less than 18 and is receiving the CESG. The amount received is based on previous year contributions that have not been withdrawn; therefore, QESI will be paid in the year following the year the contributions were made.

QESI consists of a basic QESI grant as well as a QESI increase amount, subject to a combined lifetime limit of \$3600 per student.

A student starts acquiring grant room from their date of birth (or on February 21, 2007, if born before the start of the QESI program) regardless of whether your RESP has been set up or not.

What is the basic QESI?

Each year, an amount equal to 10% of the net contributions paid during the year may be received up to \$250. The net contributions paid during the year correspond to the contributions paid in the year that are still held in the RESP at the time of application for the special tax credit. Any rights accumulated during previous years can be added to the basic amount, up to \$250 a year. The basic amount, however, can never exceed \$500 a year.

What is the QESI increase amount?

A combined family income condition determined by Revenu Quebec must be met to qualify for QESI increase.

A QESI increase amount of up to \$50 per year, calculated on the basis of applicable family income, may be added to the basic amount.

For more information on QESI

Contact us or see:

<https://www.revenuquebec.ca/en/citizens/tax-credits/quebec-education-savings-incentive>

<https://lautorite.qc.ca/en/general-public/investments/saving-plans/resp-registered-education-savings-plan>

Saskatchewan Advantage Grant for Education Savings (SAGES)

SAGES is a provincial grant that has been suspended since January 1, 2018. An RESP with another promoter that has SAGES can be transferred to us. For more information on SAGES, see:

https://www.canada.ca/content/dam/canada/employment-social-development/migration/documents/assets/portfolio/docs/en/reports/resp_promoters/infocapsules/ic-17-sages.pdf

Or search InfoCapsule “Saskatchewan Advantage Grant for Education Savings (SAGES)” on the Government of Canada website.

CESG and QESI grant room and carry forward

CESG

Grant room (unused basic CESG amounts) accumulates until the end of the year in which the child turns 17 even if they are not a student under an RESP. Unused basic CESG amounts for the current year are carried forward for possible use in future years, provided the student remains eligible.

A maximum of \$1000 basic CESG each year, made up of current and any carried forward grant, can be received.

For more information, see:

https://www.canada.ca/content/dam/canada/employment-social-development/migration/documents/assets/portfolio/docs/en/reports/resp_promoters/infocapsules/ic-12-grant-room-and-carry-forward.pdf

Or search InfoCapsule “Grant room and carry forward” on the Government of Canada’s website.

QESI

Grant room (unused basic QESI amounts) accumulates until the end of the year in which the child turns 17 even if they are not a student under an RESP. Unused basic QESI amounts for the current year are carried forward for possible use in future years, provided the student remains eligible.

A maximum of \$500 basic QESI each year, made up of current and any carried forward grant, can be received.

Rules for students who are 16 or 17

CESG and QESI have been designed to encourage long-term savings for post-secondary education. To get the grants for students who are 16 or 17, one of these two conditions must be met before December 31 of the year the student reaches 15:

- a minimum of \$2,000 was contributed to (and not withdrawn from) the RESP, or
- a minimum annual contribution of \$100 was made to (and not withdrawn from) the RESP in any four years

This means that RESP savings must start to before the end of the calendar year in which the student turns 15 to be eligible for the CESG. QESI is also available provided the student is eligible for CESG.

Remember there is an annual limit to the grant room that can be carried forward (for more details, see “CESG and QESI grant room and carry forward”).

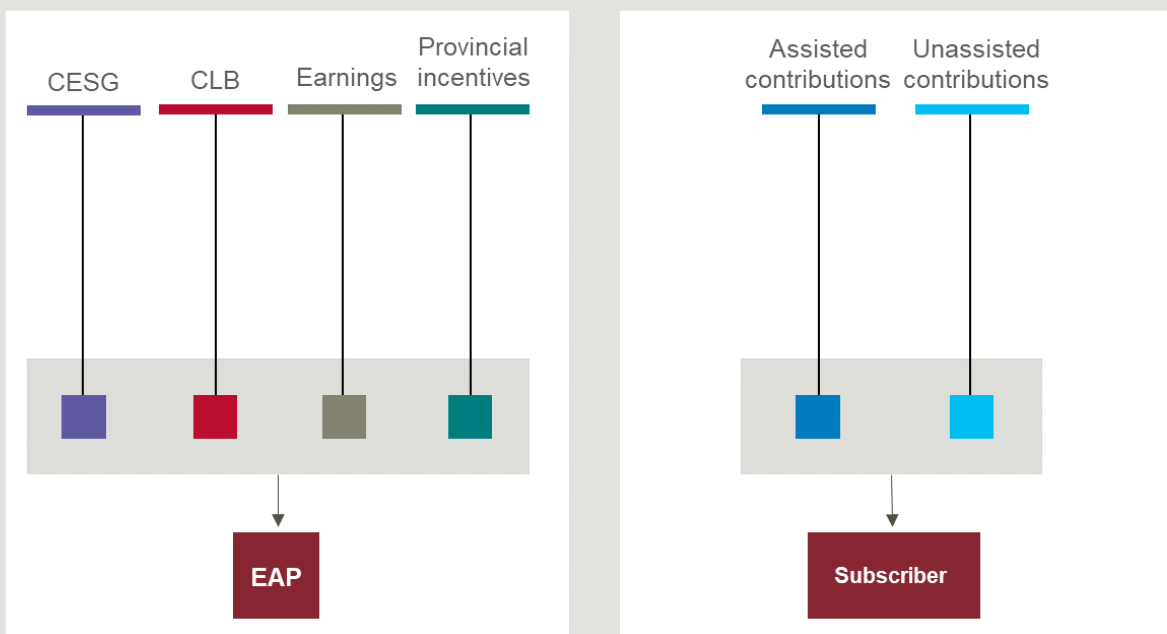
If an RESP is set up after December 31 a child turns 15, the child is no longer eligible for the CESG, QESI and, after the child turns 9, for BCTESG.

How are assets accounted for within your RESP?

Contributions, grants and earnings in your RESP are tracked separately as notional accounts in our records, even though they are shown in one balance on the member statement and on grsaccess.com.

This tracking helps determine how any payments out of the RESP will be withdrawn. For example, grants and EAPs are only payable to the student whereas contributions are returned according to instructions received. If you would like more details, call 1-800-724-3402.

RESP notional accounts



This chart has been developed based on an existing chart created by ESDC.

Can you add a student?

For an individual RESP, you cannot add another student to your RESP. If you want more than one student in your RESP, you have to transfer the individual RESP to a family RESP.

For a family RESP, you can add a new student to your RESP at any time; however, the student must be related to the original subscriber(s) either by blood or adoption and must be under 21 (or already be named as a student beneficiary in another RESP that is being transferred to us). If the additional CESA, the CLB, the BCTESA or QESI have been paid into your RESP, any additional students should be siblings of the existing students. If this is not the case (ie not siblings but cousins), all the basic CESA, the additional CESA, the CLB, the BCTESA and QESI will need to be repaid to the government. The RESP would then have to be closed or transferred to a new RESP.

For more information on “related by blood or adoption” see:

https://www.canada.ca/content/dam/canada/employment-social-development/migration/documents/assets/portfolio/docs/en/reports/resp_promoters/infocapsules/ic-6-blood-relationship.pdf

Or search InfoCapsule “Relationship to the subscriber for a family plan” on the Government of Canada’s website.

Can you replace a student?

Yes. Generally, when you replace a student, CRA treats the contributions for the former student as if they had been made for the new student on the date they were originally made.

If the new student already has an RESP, this may create an excess contribution and penalty tax may apply.

An exception to CRA’s general rule applies in limited situations. The exception ensures that the contribution history of the former student is not added to the contribution history of the new student in the determination of whether the new student’s lifetime contribution limit has been exceeded.

There will not be tax consequences to the new student if:

- the new student is under 21 and is a sibling of the former student; or
- both the former student and the new student are under 21 and are related by blood or adoption to the original subscriber of the RESP.

For a family RESP, the replacement student must comply with the sibling-only requirement associated with each of the grants. If it does not (ie not siblings but cousins), grants may have to be repaid.

Tax overview

Event	Tax consequences
Contribute to your RESP	No tax deduction
Receive a grant to your RESP	No taxes to be paid provided the grant stays in your RESP
Accumulate investment income in your RESP	No taxes to be paid as long as the income remains in your RESP
Withdraw contributions invested	No taxes payable
Withdraw government grants and accumulated income as an EAP	<ul style="list-style-type: none"> • Is added to the student's taxable income (and the student will receive a T4A); they may have to pay income tax on this money • No tax is taken off the EAP by us when it is paid unless the student is a non-resident
Withdraw accumulated income when students do not attend post-secondary education (AIP)	<ul style="list-style-type: none"> • CRA has conditions that must be met to make such withdrawals (see "... you want to withdraw an accumulated income payment (an AIP)?") • Tax is taken off the AIP when it is paid (withholding tax on the lump sum payment plus an additional tax of 20% or 12% if you are a resident of Quebec; residents of Quebec are also subject to a special tax of 8%) <p>Reduce taxable amounts by transferring to an RRSP/spousal RRSP</p>
For any situation described in this booklet where excess contributions may arise	<ul style="list-style-type: none"> • In some situations, excess contributions may result in penalty tax (currently it is 1% per month) or a special tax in Quebec)
Replacing a student with a non-qualifying student (see "Can you replace a student?")	This could result in penalty tax

Investment options

Default investment option

Target date education fund

It is specifically designed to help you reach your education savings goals. As a student approaches post-secondary education, this diversified fund shifts automatically to become more conservative and focuses on capital preservation as the expected date for attending post-secondary approaches.

At the time of enrolment, we've chosen a Target Date Education Fund as the default investment option. Due to the unique nature of the Target Date funds, the age of the student and the expected date the student will attend post-secondary education are used to determine the appropriate Target Date fund to be applied as the default investment option.

This may be suitable for medium-term investing, but it may not be the right choice for you. The investment return on this fund isn't guaranteed, and as with all similar investments, does involve some risk which may not suit your personal risk tolerance and investment goals.

In the case of a family RESP, the initial contribution allocation to the Target Date Education funds is based on the percentage of your contributions allocated to each student as indicated on your application for membership. If you change the contribution allocation for each student after you set up your RESP, the investment allocation will not automatically be adjusted. You must sign on to grsaccess.com and ensure you change the investment allocation as appropriate for your situation.

Contribution allocation

If you set up a family RESP, you decide on your application for membership the percentage of contributions you would like allocated to each student.

Investment allocation

If you select more than one investment option, you decide the percentage of contributions and grants you would like allocated to each investment option.

Even though we have chosen the Target Date Education Funds as the default, we don't recommend any particular investment option, nor do we suggest this default option is the right investment option for every member.

SPONSORED EDUCATION SAVINGS PROGRAM

You're responsible for:

- Changing the default investment option if you do not consider it appropriate by selecting from the investment options available
- Reviewing options regularly; and,
- Making changes you feel are needed

The investment option will apply to both contributions and grants in your RESP.

Investment options available

We provide tools and information to help you make investment decisions. To find out what types of investments are best for you, complete the *Investment personality questionnaire* by visiting grsaccess.com.

Your RESP offers different types of investment options. You can invest in one or a combination of:

- Guaranteed investments
- Variable investment funds

Guaranteed investment

It is an investment where a fixed interest rate is guaranteed for a term of one, three or five years.

Variable investment fund

It is an investment where the rate of return isn't guaranteed and you may have gains or losses. We offer indexed funds in addition to the target date education funds.

You can access descriptions of the investment options available to you and investment return information by visiting grsaccess.com.

We may add or remove investment options at any time. Additionally, withdrawals or transfers from investment options may be delayed, suspended or restricted for a period of time by us or the manager of the investment option. You'll be notified if either of these events occurs.

A guaranteed investment will mature at the end of the month coinciding with, or following, the end of the investment term. For example, a one-year guaranteed investment selected on Jan. 15 of this year will mature on Jan. 31 of the next year.

At the end of your guaranteed investment's term, it will be reinvested into another guaranteed investment for the same term. If you don't want it to be reinvested, it's your responsibility to inform us before the end of the term.

In a guaranteed investment, the interest rate is guaranteed and compounded daily. However, if you withdraw money before the end of the term, a calculation will be done to determine the amount you'll receive. See your member schedule of fees for more information.

In a variable investment neither the principal nor any investment gain is guaranteed.

If you'd like more information, call *Access Line* or visit grsaccess.com.

How to change the investment options, including the default

You can change your investment options by visiting grsaccess.com, calling *Access Line* or completing the *Member investment instructions* form, which can be found on grsaccess.com.

You'll receive statements periodically. These will be an ongoing source of information on your RESP and they'll also show which investment option(s) your RESP is invested in. You can also find information and make changes at any time by visiting *GRS Access* or by calling *Access Line*.

Frequent trading

Frequent trading is an investment strategy that's detrimental to other members invested in the same variable fund investment options. We monitor this activity. If it's determined that excessive trading is occurring, a frequent trading fee may be charged (currently up to 2% of the amount exchanged) or a transfer may not be allowed in accordance with administrative rules.

Default withdrawal order from investment options

When a withdrawal or payment is requested, you may select the investment options from which the requested amount will come out. If a selection is not made, we will follow our default order:

- Variable investment funds with a value of \$25* or less
- If the remaining withdrawal amount is \$25* or less, the investment fund with the lowest balance or if more than one investment fund has the same lowest balance, alphabetically
- If the remaining withdrawal amount is more than \$25*, proportionally amongst all remaining investment funds
- Guaranteed investment accounts (GIAs), starting with one-year GIAs and progressing to five-year GIAs

Any transaction that results in an amount paid or reimbursed to the government will follow the default order indicated above.

*Subject to change by us.

The annuity promise at the termination date

Your RESP is invested in a group annuity policy. An annuity is available at the termination date unless another option is selected.

Termination Date

The termination date is the date before the last day of the 35th year following the year your RESP was set up (or another RESP was set up if a transfer is made) or, if your RESP is a specified plan, the date before the last day of the 40th year following the year your RESP was set up (or another RESP was set up if a transfer is made).

Annuity promise if you reside in Quebec

If, at the termination date, you choose to receive a life annuity or a life annuity is provided to you because no instructions are provided, the amount of the annuity payments will be determined by multiplying the value of the account payable to you (less any applicable fees and charges) one month before the date annuity payments commence by the greater of:

- our then current annuity rate for a single life non-participating annuity with a guaranteed period of 10 years; and
- if you are male and you elect to commence annuity payments in any month following the month you attain the age indicated in the chart below:

Age	Rate for each \$1000 of the value
50	.99
55	1.29
60	1.66
65	2.11
70	2.70
75	3.44
80	4.29
85	4.99
90	5.38
95	5.42

- or if you are female and you elect to commence annuity payments in any month following the month you attain the age indicated in the chart below:

Age	Rate per \$1000 of the value
50	.93
55	1.22
60	1.56
65	1.98
70	2.52
75	3.28
80	4.09
85	4.88
90	5.34
95	5.42

There are other forms of annuity available that you may select. We can provide more information upon request.

Annuity promise if you reside outside of Quebec

If there is a joint subscriber, “you” should be read to include the joint subscriber in this annuity promise section.

We make available to you a variety of annuity options that you may choose from.

Once we receive the required information, we will set up an annuity containing our standard terms.

If you fail to make an election of one of the options provided within 60 days of receiving an information package, we will apply the value of the account payable to you, after tax if applicable, to provide you with an annuity.

What happens when...

... the student enrolls in post-secondary education?

You may start using the grants and accumulated income as well as contributions to pay for the student’s education. For information on tax implications when making a withdrawal from your RESP, see “Tax overview.”

Educational assistance payment (EAP)

If the subscriber requested the consent of the joint subscriber for withdrawals, “you” and “your” should be read to include the joint subscriber in this section.

EAP

An EAP is an amount paid to further the student’s post-secondary education. The EAP includes grants, along with accumulated income in your RESP, but does not include a refund of contributions.

An EAP can only be paid if the student is enrolled in a qualifying educational program or who is at least 16 and enrolled in a specified educational program at a post-secondary educational institution. There is a dollar limit that can be withdrawn during the first 13-weeks of post-secondary. If you need to withdraw more, you may contact ESDC to obtain a form to be completed by you and the student.

We can provide more details on qualifying programs upon request and will ask for proof of enrolment prior to processing your EAP withdrawal request. You will not have to submit any proof of expenses.

An EAP can be paid in the name of the student or subscriber.

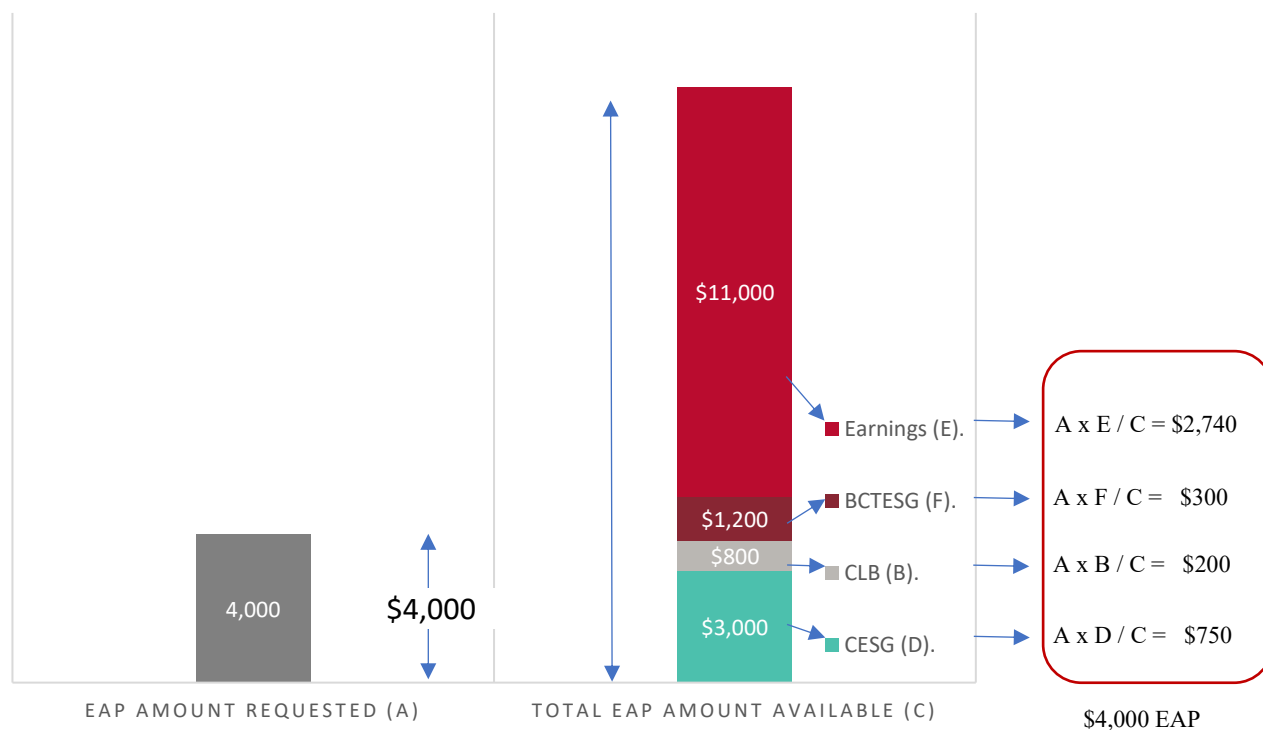
For more information on EAPs, see:

https://www.canada.ca/content/dam/canada/employment-social-development/migration/documents/assets/portfolio/docs/en/reports/resp_promoters/infocapsules/ic-13-eap.pdf

Or search InfoCapsule “Educational assistance payment (EAP)” on the Government of Canada’s website.

Amounts are held in notional accounts for purposes of EAP withdrawals. An illustration of a withdrawal from various accounts appears below.

EAP Portion Of Each Notional Account



This chart has been developed based on an existing chart created by ESDC.

... you must obtain proof of enrolment?

You will need to get proof of enrolment from the educational institution each time you request a withdrawal while the student is attending post-secondary.

The educational institution may charge for proof of enrolment so you may wish to limit the number of withdrawals per year.

... the student decides to take a break from post-secondary education?

When the student goes back to school, the maximum limit for EAP withdrawals during the first 13 weeks of post-secondary will reapply.

... your employment or membership terminates?

You may continue your RESP with the successor plan sponsor, or you may transfer it to another RESP. There may be other options available to you, as outlined in the information package you will receive after you terminate your employment or membership.

If you do not make an election as indicated in your information package, your RESP will continue under a successor RESP program with us.

... you want to withdraw contributions before the student attends post-secondary education?

If the subscriber requested the consent of the joint subscriber for withdrawals, “you” and “your” should be read to include the joint subscriber in this section.

Withdrawing contributions is permitted at any time; however, it’s important to remember the purpose for which the RESP was established. If you request a refund of contributions and no students are eligible for an EAP at the time of the withdrawal request because they have not started post-secondary education, we must use a formula to return an amount of CESG, QESI and SAGES to the government. If contributions that attracted CESG are withdrawn before a student is eligible for an EAP, all students under the RESP are not eligible to receive the additional CESG for the remainder of the year and the next two calendar years. Repayments of CLB and BCTESG are not triggered by a refund of contributions.

For more information on contribution withdrawals and repayments, see:

https://www.canada.ca/content/dam/canada/employment-social-development/migration/documents/assets/portfolio/docs/en/reports/resp_promoters/infocapsules/ic-10-contributions.pdf

Or search InfoCapsule “Contributions” on the Government of Canada website:

For more information on contributions withdrawals related to QESI, contact us.

If you still have questions for your specific situation, contact us for clarification.

... a refund of contributions is made?

A refund of contributions will be payable according to the instructions given to us by you and, if applicable, the joint subscriber at the time of the withdrawal. You and, if applicable, the joint subscriber may decide what to do with those contributions. However, to avoid potential grant repayments, we will require proof of enrolment if the refund of contributions is requested while the student is attending post-secondary.

... you want to withdraw an accumulated income payment (an AIP)?

If the subscriber requested the consent of the joint subscriber for withdrawals, “you” and “your” should be read to include the joint subscriber in this section.

AIP

An AIP is an authorized payment of income earned in your RESP that leads to the termination of your RESP.

An AIP may be made if any one of the following applies:

- Your RESP has been in existence for at least 10 years and each living individual who is or was a student under your RESP has reached 21 before the payment is made and is not currently eligible to receive EAPs;
- The payment is made in the year your RESP is required to be terminated, or
- Each individual who was a student under your RESP is deceased when the payment is made.

When an AIP is made from your RESP, the RESP must be terminated by the end of February of the year after the year in which the first AIP is made. You may withdraw instalments of AIPs before the termination date if you wish to do so. AIPs are subject to two different taxes: the withholding tax and an additional tax of 20% (12% for residents of Quebec). Residents of Quebec are also subject to a special tax of 8%.

If an AIP is made on a jointly owned RESP, the AIP has to be paid separately at the direction of the subscribers.

You may be able to reduce the tax payable by transferring an AIP to your RRSP or a spousal RRSP if you have accumulated enough contribution room. This transfer is limited to \$50,000 or such other amount that may be set by the government.

... you want to use your RESP as collateral?

Your RESP cannot be used as collateral for a loan.

... you go through a marriage or relationship breakdown?

If you go through a marriage or a relationship breakdown, it's important the court order or separation agreement address what happens to your RESP, specifically contributions, grants and accumulated income. Consult a lawyer concerning this situation and the options available.

... you die without a joint subscriber?

When you die, your RESP may continue with the successor plan sponsor if conditions are met unless instructions to transfer to another RESP promoter are received. We reserve the right to terminate your RESP if no known authorized person to become the successor subscriber has been located, subject to the requirements of the applicable legislation.

... death occurs on a jointly owned RESP?

When the joint subscriber dies, your RESP continues with the subscriber only. When the subscriber dies, the joint subscriber becomes the subscriber and your RESP may continue with the successor plan sponsor if conditions are met unless instructions to the transfer to another RESP promoter are received. If both subscribers die, we will continue your RESP with the successor plan sponsor if conditions are met unless we receive instructions otherwise. We reserve the right to terminate your RESP if no known authorized person to become the successor subscriber can be located, subject to the requirements of the applicable legislation.

... a student dies?

You can name a replacement beneficiary on the death of a student. For more information, see “Can you replace a student?”

If the student is not replaced on an individual RESP, see "...the program terminates or your RESP is closed."

If the student is not replaced on a family RESP, that student's share of the RESP assets (excluding CLB) may be used by other students in the RESP. However, lifetime limits per student will apply.

... the program terminates or your RESP is closed?

If the subscriber requested the consent of the joint subscriber for withdrawals, "you" and "your" should be read to include the joint subscriber in this section.

Your plan sponsor expects to continue the program indefinitely, however reserves the right to terminate the program at any time. An information package will be provided if the program is terminated.

If, at your request, your RESP within the program is closed, amounts received from grants will be returned to the government, and any contributions in your RESP will be returned to the person(s) who set up the RESP. A cheque will be payable to the subscriber and, if applicable, the joint subscriber. See "...you want to withdraw an accumulated income payment (AIP)?" for details on income earned in your RESP. If the conditions for an AIP are not met at the time your RESP is closed, a designated educational institution in Canada may be named as the institution entitled to receive the AIP. If we do not receive instructions, we will determine the designated educational institution to receive the AIP.

Just a reminder to make arrangements to end any pre-authorized or online contributions with your financial institution, when your RESP is closed.

Options at a glance

Event	Options available
Termination of employment/membership (including retirement)	<ul style="list-style-type: none"> Continue under the current sponsored program if your plan sponsor permits Continue under NextStep RESP program Transfer to another RESP promoter Close your RESP (options indicated under "Close the RESP at any time...") Default if no election is made – your RESP will continue in our NextStep program under the same contract number unless your plan sponsor provides another option
Termination of the sponsored program	<ul style="list-style-type: none"> Continue under NextStep RESP program Transfer to another RESP promoter Close your RESP (options indicated under "Close the RESP at any time...") Default if no election is made – your RESP will continue under our NextStep program under the same contract number

Event	Options available
Death of subscriber/joint subscriber	<ul style="list-style-type: none"> • For joint plans, the joint subscriber steps into the shoes of the deceased subscriber, and if the joint subscriber dies, your RESP continues as a single subscriber plan • For single subscriber plans, the substitute subscriber (when appointed by the executor of the deceased member's estate) may continue under the NextStep program if conditions are met • Transfer to another RESP promoter if instructed by the executor • Any other option available under the law (such as closing the RESP if there is no one willing to act as a substitute subscriber)
Death of a student	<ul style="list-style-type: none"> • For individual RESPs, unless a replacement student is named, the RESP will have to close (options indicated under "Close the RESP at any time...") • For family RESPs, if one or more of the students die, the student's share can be allocated to the other students subject to conditions, or you can name a new student
Close your RESP at any time while a member of the sponsored program	<ul style="list-style-type: none"> • Refund of contributions (cash or annuity) • Refund of all grants to government if no EAP available <p>AIP – if conditions met, paid in cash or transfer as permitted under the ITA (RRSP, spousal RRSP or RDSP); otherwise paid to designated educational institution (chosen by you or us)</p>
Close the RESP at maturity/termination date of your RESP	<ul style="list-style-type: none"> • Same options as "Close the RESP at any time..."
Relationship breakdown	<ul style="list-style-type: none"> • RESP can remain intact or be split <p>The court order or separation agreement should provide the amount or value to be allocated to each spouse if the RESP does not remain intact</p>

Additional information & resources

Some of your rights and responsibilities

You and, if applicable, the joint subscriber have the right to request:

- A paper statement for your RESP
- A copy of your application for membership
- A copy of the group annuity policy; and
- Any other documentation to which you are entitled to receive under the applicable legislation

Some of these rights are also available to another claimant.

It's your responsibility and the responsibility of the joint subscriber to:

- Inform yourself about your RESP and your rights under it, using tools provided both by your plan sponsor and by us
- To obtain investment advice from qualified individuals in addition to the information you may obtain from your plan sponsor and us to help you make those investment decisions
- Keep the information you provide us up-to-date at all times
- Inform us as soon as possible of a change in residency for the students and custodial parents
- Ensure the maximum contribution limit is complied with (we are unable to monitor this limit) by communicating with the custodial parent/PCG

It's your responsibility to:

- Make investment decisions, including any investment decisions you allow others to make for you, regardless of any advice or recommendation that you may have been given. The decisions you make will impact the amount of money accumulated for education purposes

- Make sure you change your contribution allocation and investment allocation if you want them to match

Assuris coverage

We are a member of Assuris. Assuris is a not-for-profit corporation, funded by the life insurance industry that protects Canadian policyholders against loss of benefits due to the financial failure of a member company.

Details about the extent of Assuris' protection are available at assuris.ca or in its brochure, which can be obtained from info@assuris.ca or by calling 1-866-878-1225.

Legal actions

Every action or proceeding against an insurer for the recovery of insurance money payable under the contract is absolutely barred unless commenced within the time set out in the *Insurance Act* (for actions or proceedings governed by the laws of Alberta and British Columbia), *The Insurance Act* (for actions or proceedings governed by the laws of Manitoba), the *Limitations Act, 2002* (for actions or proceedings governed by the laws of Ontario), or other applicable legislation. For those actions or proceedings governed by the laws of Quebec, the prescriptive period is set out in the *Quebec Civil Code*.

Administration and investment expenses

Administration expenses, investment expenses and other reasonable expenses related to your RESP will be payable by you and, if applicable, the joint subscriber unless your plan sponsor pays for all or part of these expenses. For detailed information on the fees payable, please refer to the member schedule of fees.

Process to make a complaint

For any concern regarding one of our financial products and services, call 1-800-724-3402 or, outside Canada and the United States, 519-432-5281.

We can also be contacted on our website canadalife.com under Contact us > Report a problem > Customer complaints.

Contact and additional information

When you want to...	GRS Access grsaccess.com (For the subscriber only)	Access Line* * 1-800-724-3402	Your plan sponsor (For the subscriber only)	Other sources of Information or related forms
Plan for education savings	✓	✓		
Learn about the various grants, bonds and incentives administered by ESDC and Revenu Quebec	✓	✓		<p>Administered by ESDC (CESG, CLB, BCTESG and SAGES)</p> <p>1-888-276-3624</p> <p>canada.ca/respresources</p> <p>Administered by Revenu Quebec (QESI)</p> <p>Call us or visit:</p> <p>revenuquebec.ca/en/citizens/tax-credits/quebec-education-savings-incentive</p>
Find information on how to enrol in the program*	✓	✓	✓	
Apply for grants, bonds and incentives*	✓			
Change your investment allocation for future contributions and grants*	✓	✓		Note: when you change your investment allocation on a family RESP, it does not automatically change your contribution allocation for a given student

When you want to...	GRS Access grsaccess.com (For the subscriber only)	Access Line* * 1-800-724-3402	Your plan sponsor (For the subscriber only)	Other sources of Information or related forms
Change your investment allocation for existing contributions and grants*	✓	✓		
Review your RESP balance	✓	✓		
Create a statement*	✓			
Receive investment education and information	✓	✓		
Request a withdrawal (consent of the joint subscriber may be required)*	✓	✓		
Change your address	✓	✓	✓	Note: by changing your address, the student's address is not automatically changed
Change the address of a student		✓		
Inform us of a change in residency of the student	✓	✓		
Find a form to add or change the student(s)*		✓		
Change the amount of your contributions	✓	✓	✓	
Change your contribution allocation for a student under a family RESP*		✓		Note: if you change the percentage of contributions allocated to a given student, it will not automatically change the percentage of the investment allocation
Learn more about other RESP topics*	✓			

*Only available to the subscriber, not the joint subscriber

**To speak with a client service representative, call *Access Line* Monday to Friday between 8 a.m. and 8 p.m. ET.

Protecting personal information

If there is a joint subscriber, “you” and “your” should be read to include the joint subscriber in this section.

We recognize and respect every individual’s right to privacy. We want to ensure that you understand your rights as a plan member and encourage you to read and understand the message below which explains how personal information will be used.

A message concerning privacy from us

We recognize and respect the importance of privacy.

Personal information:

- When you apply, we establish a confidential file that contains personal information about you, the student(s) and primary caregiver like name, contact information, and products and coverage you have with us. Depending on the products or services you apply for and are provided with, this may also include financial or health information.
- Personal information is kept in our offices or the offices of an organization authorized by us.
- You may exercise certain rights of access and rectification with respect to the personal information in your file by sending a request in writing to us.

Who has access to personal information:

- We limit access to personal information in your file to our staff or persons authorized by us who require it to perform their duties and to persons to whom you have granted access.
- In order to assist in fulfilling the purposes identified below, we may use service providers located within or outside Canada.
- Personal information may also be subject to disclosure to public authorities or others authorized under applicable law within or outside Canada.

What your information is used for:

- Personal information that we collect will be used for the purpose of establishing your RESP, determining your eligibility for products, services or coverage for which you apply, providing, administering or servicing products or coverage you have with us, and for our and our affiliates’ internal data management and analytics purposes.
- This may include investigating and assessing claims, paying benefits, and creating and maintaining records concerning our relationship.

Your consent will be valid until we receive written notice that you have withdrawn it, subject to legal and contractual restrictions. For example, if you withdraw your consent, we may not be able to allow you to remain in the RESP.

From information provided to you on your application form and/or this member booklet, you understand the reasons your personal information is required, and the purposes for which it will be used, and your consent is given explicitly on a member application form or implicitly by your participation.

If you want to know more:

For a copy of our Privacy Guidelines, or if you have questions about our personal information policies and practices (including with respect to service providers), write to our Chief Compliance Officer or refer to canadalife.com.

If there is a joint subscriber, “you” and “your” should be read to include the joint subscriber in this section.

Licence and use

We grant you a limited licence for the purpose of the RESP program with us, to display or read the contents of this booklet on your computer or other electronic device you use to access this booklet, and to print, download and use the materials in this booklet solely for educational purposes and your dealings with us, provided that the contents of this booklet are not modified in any way and that all copyright and other notices are maintained. You agree not to, or allow others to, directly or indirectly, have access to this booklet, alter or modify this booklet or any of its content for any other purpose.

This booklet is not intended to provide you with any personalized financial, insurance, legal, accounting, tax or other professional advice. You will not rely on this booklet as a substitute for independent research or for personal advice from a Canada Life representative or any other appropriate professional advisor.

Copyright

This booklet has been developed by us and is our property. All information and materials contained in this booklet are protected by copyright, trademark and/or other intellectual property laws of Canada and other countries and are our property. Subject to the limited licence to use this booklet, no person may copy, redistribute, reproduce or republish in any form, or link to this booklet or its contents in any manner whatsoever, including by way of hyperlinks or framing, unless that person has obtained our prior written consent. Any infringement of our rights may result in appropriate legal action.

Trademarks

Canada Life and design are trademarks of The Canada Life Assurance Company.

General disclaimer

While the information in this booklet is believed to be reliable and accurate as of the date noted in the footer, we do not guarantee, represent or warrant that the information contained in this booklet is accurate, complete, reliable, verified or error-free.