

Insurance Explained – Insurance claims video

Transcript

Video opens on an animated introduction with the following supers:

Manulife presents Insurance Explained

Today's topic: Insurance claims

Talent starts speaking on camera.

Each year, millions of dollars of claims are paid to Canadian families to help them deal with the financial impact of life's unexpected events.

They help Canadians move forward with their lives, pay the mortgage, keep their home, focus on getting better or pay for their kid's post-secondary education.

But how do claims work?

(Illustration of a claim being submitted through a tablet appears on screen).

So, if a risk that you're covered for does become a reality, what happens next is making the claim—also known as the formal request to your insurance provider so you can be compensated.

And making the claim request is the responsibility of the beneficiary (so, you or your loved ones).

The process of making a claim can vary based on the type of insurance.

(Cut to a frame where the super “Life insurance claim” appears).

For a life insurance claim, the beneficiary will be asked by the insurance company to provide proof that the covered loss happened, to be able to send the funds.

It's usually done by filling out a statement on a form provided by the insurance company and by providing:

a proof of death,

a doctor's statement

or a death certificate.

And it usually needs to be done within a specific timeframe specified in the insurance policy.

(Cut to an illustration of a life insurance policy and a claim form where we can see the “approved” stamp).

Speaking of insurance policies, it's the contract between you and the insurance company. And it will be used at the time of the claim (by the insurance company) to assess the validity of the claim and the payment of the compensation for the risk you suffered.

Insurance companies are committed to expedite the payment of the funds – known as “death benefit” - which can happen within a couple of weeks given that the appropriate documentation is provided.

But there ARE some instances that can slow down the process such as a cause of death that requires investigation (for example, if it happens in a foreign country) OR if the death happens during the “contestable” period.

(Super “Contestable period” appears on screen beside the talent).

The “contestable” period is a clause in life insurance policies where the insurance company can question a claim if the death of the policy owner happens within a certain period after getting the policy – usually within 2 years, but it depends on the law.

If that happens, the insurance company would investigate to determine if information provided at the time of the application were misrepresented or held back which would lead to a delay in payment of the claim or its denial.

After the contestable period is over, the insurance company wouldn’t be able to contest the payment of the claim, except in the case of fraud — like if a smoker declares themselves as a non-smoker at the time of application to get a lower premium.

Some other limitations could also apply which are meant to prevent people from buying insurance for the wrong reasons.

For example, life insurance policies don’t cover death resulting from suicide for at least the first 2 years.

And in terms of payment, once the claim gets approved, the funds are often paid through a lump-sum.

(Cut to a frame where the super “Disability and critical illness claims” appears).

A similar process happens when filing a claim for disability or critical illness insurance.

If you’ve suffered one of the risks insured under your policy, you’d need to make a formal claim with your insurance provider.

Then they’ll review the claim and the supporting documents for validity and would go from there.

(Cut to a frame where the super “Health and dental claim” appears).

The health and dental claim process follows the same steps – with a submission, a review and then payment — BUT it can sometimes be easier since that type of insurance can help cover ongoing health and wellness expenses that your service provider – if set-up to accommodate - can directly bill to your insurance, so you don’t have to advance the funds yourself.

A good example is prescription drugs or massages.

(Cut to an illustration of a claim submitted through a cellphone).

But if your service provider doesn’t provide that option, there’s often the possibility to submit a claim online on your insurance provider’s portal for easy processing and quick payment.

(Cut to a frame where the super “Travel insurance claim” appears).

When it comes to travel insurance, your insurance policy would include the contact information of an emergency assistance center to reach out to if you’re going through an emergency while travelling.

If so, it’s recommended that you contact it as soon as possible, especially when you’re going through a medical emergency.

(Illustrations of a hotel, a coin, a cellphone and an emergency assistance center representative appear on screen beside the talent).

The emergency assistance center is great because they won’t only support you during that stressful event – by providing a translator for example, or help take care of your family if they’re with you — but they can also arrange payment directly with the medical facility when possible, so you don’t have to worry about advancing the funds.

(Cut to a frame where the super “The takeaway” appears).

So, you know getting insurance is to cover a risk that may or may not happen.

(Illustrations of a shield, clutches and a globe appear beside the talent).

And when considering insurance – whether life, disability, travel or any type of insurance, really – it’s important to make sure that you have the right policy to cover your unique protection needs, but also have a clear understanding of what it covers and does NOT cover.

And because the policy is the contract between you and the insurance company, it will be used at the time of the claim to assess the validity of the claim and the payment of the compensation for the risk you suffered.

So, once you get your coverage, make sure to read your policy in details to understand your level of coverage and its different features.

That way, you'll be confident you have the right plan and won't have to worry if the time to make a claim comes.

All right. That's it for today!

Feel free to stop by again if you need to!

(Cut to end frame with Manulife logo and legal disclaimer).

The information in this video is not to be relied upon as financial or investment advice for specific situations. Individual circumstances may vary. You may wish to contact one of Manulife's licensed insurance advisors or your licensed insurance agent if you need advice about your insurance needs.

The Manufacturers Life Insurance Company (Manulife)

Manulife, Manulife & Stylized M Design, and Stylized M Design are trademarks of The Manufacturers Life Insurance Company and are used by it, and by its affiliates under license. © 2021 The Manufacturers Life Insurance Company. All rights reserved. Manulife, P.O. Box 670, Stn Waterloo, Waterloo, ON N2J 4B8. Accessible formats and communication supports are available upon request. Visit [Manulife.com/accessibility](https://www.manulife.com/accessibility) for more information.