

CAFII – Mortgage and Home Equity Line of Credit – Credit Protection Insurance FINAL

A. Please select the province in which you live:

- a. Newfoundland & Labrador
- b. Nova Scotia
- c. Prince Edward Island
- d. New Brunswick
- e. Quebec
- f. Ontario
- g. Manitoba
- h. Saskatchewan
- i. Alberta
- j. British Columbia
- k. Northwest Territories
- l. Yukon
- m. Nunavut
- n. Currently live outside Canada [TERMINATE]

[RECODE INTO REGIONS]

Atlantic Canada
Quebec
Ontario
Prairies
Alberta
BC and Territories

B. Please enter your year of birth:

[ENTER]

[TERMINATE IF UNDER 18]

C. Please select your gender:

Male
Female
Other
Prefer not to answer

Definitions

SHOW ON SEPARATE PAGE. RESPONDENTS MUST CLICK NEXT TO CONTINUE WITH SURVEY.

Today we are going to ask you about Credit Protection Insurance for mortgages and Home Equity Lines of Credit. Below are some definitions of what we will be referring to in the survey. Throughout the survey, if you would like a reminder of these definitions, just mouse over the name of the insurance product and you can see the relevant definition.

Credit Protection Insurance for mortgages - is optional insurance used to pay out the balance on your mortgage in the event of death or diagnosis of a critical illness, or make/postpone debt payments on

your behalf in the event of disability or job loss (depending on the coverage you have chosen). It is offered by banks and credit unions across Canada.

Note: Credit Protection Insurance is NOT the insurance that is required by the Canada Mortgage and Housing Corporation (CMHC) on homes that were purchased with less than a 20% down payment, which will pay back the lender if the home owner were to default on their mortgage.

Credit Protection Insurance for Home Equity Line of Credit - is optional insurance used to pay out the balance of your Home Equity Line of Credit in the event of death or diagnosis of a critical illness, or make/postpone payments on your behalf in the event of disability or job loss (depending on the coverage you have chosen). It is offered by banks and credit unions across Canada.

1. Do you have now, or have you ever had the following:

GRID COLUMNS

Have now

Had in the past but not now

Never had

Don't know

GRID ROWS (RANDOMIZE)

A mortgage

A Home Equity Line of Credit

2. IF HAVE MORTGAGE IN Q1 ASK: Do you currently have Credit Protection Insurance for your mortgage?

Yes

No

Don't know

IF NO OR DON'T KNOW, SKIP TO Q5

3. And what does the Credit Protection Insurance cover you for? Please select all that apply.

Life – pays out your insured balance in the event of death

Disability – payments for your mortgage will be made on your behalf until you are able to return to work or until you reach a designated maximum benefit (e.g. 24 months)

Critical Illness – pays out your insured balance if you are diagnosed with a covered critical illness

Job Loss – on involuntary unemployment, provides payment protection by making specific debt payments on your behalf, for a time-limited period

None of the above

Don't know

4. When did you purchase or arrange for the Credit Protection Insurance for your mortgage?

DROP DOWN BOX THAT SHOWS LESS THAN ONE YEAR, ONE YEAR INCREMENTS FROM ONE TO 25 AND MORE THAN 25 YEARS AGO. INCLUDE SEPARATE DON'T KNOW AND PREFER NOT TO ANSWER CATEGORIES

5. **IF HAVE LINE OF CREDIT IN Q1 ASK:** Do you currently have Credit Protection Insurance for your Home Equity Line of Credit?

- Yes
- No
- Don't know

IF NO OR DON'T KNOW, SKIP TO Q8

6. And what does the Credit Protection Insurance cover you for? Please select all that apply.

- Life – pays out your insured balance in the event of death
- Disability – payments for your Home Equity Line of Credit will be made on your behalf until you are able to return to work or until you reach a designated maximum benefit (e.g. 24 months)
- Critical Illness – pays out your insured balance if you are diagnosed with a covered critical illness
- Job Loss – on involuntary unemployment, provides payment protection by making specific debt payments on your behalf, for a time-limited period
- None of the above
- Don't know

7. When did you purchase or arrange for your Credit Protection Insurance for your Home Equity Line of Credit?

DROP DOWN BOX THAT SHOWS LESS THAN ONE YEAR, ONE YEAR INCREMENTS FROM ONE TO 25 AND MORE THAN 25 YEARS AGO. INCLUDE SEPARATE DON'T KNOW AND PREFER NOT TO ANSWER CATEGORIES

8. **ASK EVERYONE:** Have you ever submitted a claim for Credit Protection Insurance for your mortgage or Home Equity Line of Credit? These claims would be made because a loved one had died, or you or a loved one had been diagnosed with a critical illness, became disabled or lost your/their job? Please select all that apply

- Mortgage
- Home Equity Line of Credit
- Both
- None of the above

IF DO NOT HAVE MORTGAGE OR HOME EQUITY LINE OF CREDIT AND NEVER MADE A CLAIM ON MORTGAGE OR LINE OF CREDIT PROTECTION INSURANCE, TERMINATE.

QUOTAS:

- NON-HOLDERS:** HAVE A MORTGAGE/LINE OF CREDIT, BUT NOT MORTGAGE/LINE OF CREDIT PROTECTION INSURANCE
- CURRENT HOLDERS:** HAVE MORTGAGE/HOME EQUITY LINE OF CREDIT PROTECTION INSURANCE
- CLAIMANTS:** HAVE MADE A CREDIT PROTECTION INSURANCE CLAIM (ON MORTGAGE/HOME EQUITY LINE OF CREDIT)

IF HOLDER OF MORTGAGE INSURANCE – GO TO SECTION A: MORTGAGE CREDIT PROTECTION INSURANCE HOLDERS

IF HOLDERS OF HELOC INSURANCE – GO TO SECTION B: HELOC CREDIT PROTECTION INSURANCE HOLDERS

IF HOLDER OF BOTH MORTGAGE AND HELOC – RANDOMLY SELECT ONE OF SECTION A OR B FOR PARTICIPANT TO ANSWER

IF NON-HOLDER GO TO SECTION C – NON-HOLDER

SECTION A: MORTGAGE CREDIT PROTECTION INSURANCE HOLDERS

A1. For the next few questions, please consider the Credit Protection Insurance you have on your mortgage. Thinking of this insurance, in general, how confident are you that in the event of a claim ...

GRID COLUMNS

Very confident

Somewhat confident

Not very confident

Not at all confident

Don't know

GRID ROWS (RANDOMIZE)

Information needed to submit your claim would be clearly communicated to you

The quality of service you expect would be provided

The claim would be paid as expected

The claim would be paid in a timely manner

A2. To what extent do you agree or disagree with each of the following statements about the Credit Protection Insurance for your mortgage?

GRID COLUMNS

Strongly agree

Somewhat agree

Somewhat disagree

Strongly disagree

Don't know

GRID ROWS (RANDOMIZE)

Credit Protection Insurance is an affordable insurance option

Credit Protection Insurance effectively protects me and/or my family in case of certain unexpected events

Credit Protection Insurance provides good value for the money

Credit Protection Insurance is a convenient way to protect me and/or my family in case of certain unexpected events

Without Credit Protection Insurance, I do not know what would happen to me and/or my family in the case of certain unexpected events

A3. Thinking back to when you got your mortgage, did a representative of the financial institution talk to you about Credit Protection Insurance?

- Yes
- No
- Don't know/Can't recall

[IF TALKED TO REPRESENTATIVE IN QA3 ASK QA4, IF NOT SKIP TO A5]

A4. Did a representative of your financial institution talk to you about each of the following factors of the available Credit Protection Insurance?

GRID COLUMNS

- Yes
- No
- Don't know/Can't recall

GRID ROWS (RANDOMIZE)

- I was told the coverage options that were available to me (e.g. life, disability, critical illness, job loss)
- I was told the premiums/costs of the coverage options available (e.g. life, disability, critical illness, job loss)
- I was told the advantages of having the insurance
- I was offered Credit Protection Insurance as a way to protect me and/or my family in case of certain unexpected events
- I was informed that Credit Protection Insurance is optional
- I was told about the free look or review period that was available with the Credit Protection Insurance, during which I could cancel at no cost

A5. Aside from talking to a representative of the financial institution, did you discuss or do additional research on the Credit Protection Insurance options that were available?

- Yes – Discussed options with the co-borrower on the mortgage
- Yes – Discussed options with friends and/or family members
- Yes - Researched options online
- Yes – Talked to representatives of other financial institutions or mortgage brokers
- Other (specify)
- No other research
- Don't know/Can't recall

A6. Again, considering the Credit Protection Insurance for your mortgage, what was your level of understanding of important terms (e.g. how much would be covered and what unexpected events would be covered) when you first purchased this insurance; and what is your level of understanding now?

GRID COLUMNS

Understand very well
Understand somewhat
Do not understand very well
Do not understand at all

GRID ROWS

My understanding when I purchased the Credit Protection Insurance for my mortgage
My understanding now

A7. How confident are you that you know how much of your mortgage will be paid with each of the types of coverage that you have? Please indicate your level of confidence for each. **SHOW EACH CHOSEN IN Q3**

GRID COLUMNS

Life
Critical illness
Disability
Job loss

GRID ROWS

Very confident
Somewhat confident
Not very confident
Not at all confident
Don't know

A8. To what extent do you agree or disagree with each of the following statements about the documents which outline your Credit Protection Insurance for your mortgage.

GRID COLUMNS

Strongly agree
Somewhat agree
Somewhat disagree
Strongly disagree
Have not read documentation

GRID ROWS (RANDOMIZE)

The Credit Protection Insurance documents for my mortgage are easy to understand
The Credit Protection Insurance documents for my mortgage make it easy to find the information I am looking for

A9. When you researched and/or purchased Credit Protection Insurance for your mortgage, how important were the following factors:

GRID COLUMNS

Very important
Somewhat Important
Not very important
Not at all important

GRID ROWS (RANDOMIZE)

Price
Benefit payment amount of coverage
Coverage for pre-existing conditions (i.e. health conditions that I had when purchasing the insurance)
The financial institution enrolling me for Credit Protection Insurance
The insurance company providing the Credit Protection Insurance
Ease of overall purchase process
Benefits and features of the coverage
Ability to buy online
Being able to speak to someone to answer my questions
The ease of qualifying for the coverage
Fewer age restrictions
No medical testing (such as blood or urine tests)
Other (please explain) **[ANCHOR]**

A10. The following questions are in regard to your experience purchasing your Credit Protection Insurance for your mortgage. How did you *complete* the purchase of your Credit Protection Insurance?

[RANDOMIZE]

By phone with the financial institution
The process was initiated online, including mobile (e.g., smartphone, tablet), but finished in another way (in person, over the phone, etc.)
The whole process was completed online
In-Person at the branch
Through a representative of the financial institution that came to my house
Through a mortgage broker
Other **[ANCHOR]**

A11. Overall, how would you rate your level of satisfaction with the *purchase experience*, when you purchased your Credit Protection Insurance for your mortgage?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Don't recall

A12. More specifically, how satisfied were you with the following elements of the purchase process?

GRID COLUMNS

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Don't recall
- Not applicable

GRID ROWS (RANDOMIZE)

- Availability of comprehensive information to help me make an informed decision
- Coverage details -- what was and was not covered were written in a clear and easy to understand language
- Coverage details -- what was and was not covered were explained well by a representative of the financial institution
- Responsiveness of the representative (e.g., answering questions in a timely manner)
- Quality of responses to my questions (e.g., comprehensive, easy to understand, etc.)
- Value for the money
- Ease of purchase
- The trial period that allowed me to cancel the purchase within a period of time at no cost

A13. If you have a question about your Credit Protection Insurance coverage, who would you call to get the information you need?

- The financial institution that has my mortgage
- The insurance company
- Someone else
- Don't know

SECTION B: HELOC INSURANCE HOLDERS

B1. For the next few questions, please consider the Credit Protection Insurance you have on your Home Equity Line of Credit. Thinking of this insurance, in general, how confident are you that in the event of a claim...

GRID COLUMNS

Very confident
Somewhat confident
Not very confident
Not at all confident
Don't know

GRID ROWS (RANDOMIZE)

Information needed to submit your claim would be clearly communicated to you
The quality of service you expect would be provided
The claim would be paid as expected
The claim would be paid in a timely manner

B2. To what extent do you agree or disagree with each of the following statements about the Credit Protection Insurance for your Home Equity Line of Credit?

GRID COLUMNS

Strongly agree
Somewhat agree
Somewhat disagree
Strongly disagree
Don't know

GRID ROWS (RANDOMIZE)

Credit Protection Insurance is an affordable insurance option
Credit Protection Insurance effectively protects me and/or my family in case of certain unexpected events
Credit Protection Insurance provides good value for the money
Credit Protection Insurance is a convenient way to protect me and/or my family in case of certain unexpected events
Without Credit Protection Insurance, I do not know what would happen to me and/or my family in the case of certain unexpected events

B3. Thinking back to when you got your Home Equity Line of Credit, did a representative of the financial institution talk to you about Credit Protection Insurance?

Yes
No
Don't know/Can't recall

[IF TALKED TO REPRESENTATIVE IN QB3 ASK QB4]

B4. Did a representative of your financial institution talk to you about each of the following factors of the available Credit Protection Insurance?

GRID COLUMNS

Yes

No

Don't know/Can't recall

GRID ROWS (RANDOMIZE)

I was told the coverage options that were available to me (e.g. life, disability, critical illness, job loss)

I was told the premiums/costs of the coverage options available (e.g. life, disability, critical illness, job loss)

I was told the advantages of having the insurance

I was offered Credit Protection Insurance as a way to protect me and/or my family in case of certain unexpected events

I was informed that Credit Protection Insurance is optional

I was told about the free look or review period that was available with the Credit Protection Insurance, during which I could cancel at no cost

B5. Aside from talking to the financial institution representative, did you discuss or do additional research on the credit protection options that were available?

Yes – Discussed options with the co-borrower on the Home Equity Line of Credit

Yes – Discussed options with friends and/or family members

Yes - Researched options online

Yes – Talked to representatives of other financial institutions or mortgage brokers

Other (specify) _____

No other research

Don't know/Can't recall

B6. Again, considering the Credit Protection Insurance for your Home Equity Line of Credit, what is your level of understanding of important terms (e.g. how much would be covered and what unexpected events would be covered) both when you first purchased this insurance and now?

GRID COLUMNS

Understand very well

Understand somewhat

Do not understand very well

Do not understand at all

GRID ROWS

My understanding when I purchased the Credit Protection Insurance for my Home Equity Line of Credit

My understanding now

B7. How confident are you that you know how much of your Home Equity Line of Credit will be paid with each of the types of coverage that you have? Please indicate your level of confidence for each. **SHOW EACH CHOSEN IN Q6**

GRID COLUMNS

Life
Critical illness
Disability
Job loss

GRID ROWS

Very confident
Somewhat confident
Not very confident
Not at all confident
Don't know

B8. To what extent would you agree or disagree with each of the following statements about the documents which outline your Credit Protection Insurance for your Home Equity Line of Credit.

GRID COLUMNS

Strongly agree
Somewhat agree
Somewhat disagree
Strongly disagree
Have not read documentation

GRID ROWS (RANDOMIZE)

The Credit Protection Insurance documents for my Home Equity Line of Credit are easy to understand
The Credit Protection Insurance documents for my Home Equity Line of Credit make it easy find the information I am looking for

B9. When you researched and/or purchased Credit Protection Insurance for your Home Equity Line of Credit, how important were the following factors:

GRID COLUMNS

Very important
Somewhat Important
Not very important
Not at all important

GRID ROWS (RANDOMIZE)

Price
Benefit payment amount of coverage
Coverage for pre-existing conditions (that is health conditions that I had when you purchased the insurance)
The financial institution enrolling me for Credit Protection Insurance
The insurance company providing the Credit Protection Insurance
Ease of overall purchase process
Benefits and features of the coverage
Ability to buy online
Being able to speak to someone to answer my questions
The ease of qualifying for the coverage
Fewer age restrictions
No medical testing (such as blood or urine tests)
Other (please explain) **[ANCHOR]**

B10. The following questions are in regard to your experience purchasing your Credit Protection Insurance for your Home Equity Line of Credit. How did you *complete* the purchase of your Credit Protection Insurance? **[RANDOMIZE]**

By phone with the financial institution
The process was initiated online, including mobile (e.g., smartphone, tablet), but finished in another way (in person, over the phone, etc.)
The whole process was completed online
In-Person at the branch
Through a representative of the financial institution that came to my house
Through a mortgage broker
Other **[ANCHOR]**

B11. Overall, how would you rate your level of satisfaction with the *purchase experience*, when you purchased your Credit Protection Insurance for your Home Equity Line of Credit?

Very satisfied
Somewhat satisfied
Somewhat dissatisfied
Very dissatisfied
Don't recall

B12. More specifically, how satisfied were you with the following elements of the purchase process?

GRID COLUMNS

Very satisfied

Somewhat satisfied

Somewhat dissatisfied

Very dissatisfied

Don't recall

Not applicable

GRID ROWS (RANDOMIZE)

Availability of comprehensive information to help me make an informed decision

Coverage details -- what was and was not covered were written in a clear and easy to understand language

Coverage details -- what was and was not covered were explained well by a representative of the financial institution

Responsiveness of the representative (e.g., answering questions in a timely manner)

Quality of responses to my questions (e.g., comprehensive, easy to understand, etc.)

Value for the money

Ease of purchase

The trial period that allowed me to cancel the purchase within a period of time at no cost

B13. If you have a question about your Credit Protection Insurance coverage, who would you call to get the information you need?

The financial institution that has my Home Equity Line of Credit

The insurance company

Someone else

Don't know

SECTION C: NON-HOLDERS

C1. While you do not currently hold Credit Protection Insurance on your mortgage or Home Equity Line of Credit, we would like to understand your feelings about these products. To what extent do you agree or disagree with each of the following statements about Credit Protection Insurance?

GRID COLUMNS

Strongly agree

Somewhat agree

Somewhat disagree

Strongly disagree

Don't know

GRID ROWS (RANDOMIZE)

Credit Protection Insurance is an affordable insurance option

Credit Protection Insurance effectively protects those who hold it, in case of certain unexpected events

Credit Protection Insurance provides good value for the money

Credit Protection Insurance is a convenient way to protect me and/or my family, in case of certain unexpected events

C2. Thinking back to when you got your mortgage or Home Equity Line of Credit, did a representative of the financial institution offer you Credit Protection Insurance?

Yes

No

Don't know/Can't recall

[IF TALKED TO REPRESENTATIVE IN C2 ASK QC3, IF NOT SKIP TO C4]

C3. Did a representative of your financial institution talk to you about each of the following factors of the available Credit Protection Insurance?

GRID COLUMNS

Yes

No

Don't know/Can't recall

GRID ROWS (RANDOMIZE)

I was told the coverage options that were available to me (e.g. life, disability, critical illness, job loss)

I was told the premiums/costs of the coverage options available (e.g. life, disability, critical illness, job loss)

I was told the advantages of having the insurance

I was offered Credit Protection Insurance as a way to protect me and/or my family in case of certain unexpected events

I was informed that Credit Protection Insurance is optional

I was told about the free look or review period that was available with the Credit Protection Insurance, during which I could cancel at no cost

C4. Aside from talking to a representative of the financial institution, did you research the credit protection options that were available yourself?

- Yes – Discussed options with the co-borrower on the mortgage
- Yes – Discussed options with friends and/or family members
- Yes - Researched options online
- Yes – Talked to representatives of other financial institutions or mortgage brokers
- Other (specify) _____
- No other research
- Don't know/Can't recall

C5. You mentioned that you have had a mortgage or Home Equity Line of Credit but did not have Credit Protection Insurance. Why did you choose not to have Credit Protection Insurance on these debts? Please select all that apply. If there is another reason that is not listed, please add it in the box below.

- Did not know about this insurance
- It was too expensive/the premiums were too high
- I could not afford the premium
- It was not good value for the money
- I was advised not to get it
- Had other types of insurance to cover it
- Felt that other types of insurance would provide a better value for the money
- Did not feel the need to have insurance
- Was going to get it later but didn't get
- Did not think of it
- Other Specify
- Don't know/Can't recall

C6. IF ADVISED NOT TO GET IT CHOSEN IN QC5 ASK: Who advised you not to get the Credit Protection Insurance? Please check all that apply.

- A friend or family member
- Mortgage broker
- Financial institution representative
- Accountant
- Realtor
- Lawyer
- Other (Specify)
- Don't know/Can't recall

C7. Do you have a different type of insurance policy, that is not Credit Protection Insurance, that would protect you and/or your loved ones if you were to experience any of the following unplanned events?

GRID COLUMNS

Yes, have another policy

No, do not have another policy

Don't know

GRID ROWS (RANDOMIZE)

If I were to die

If I were to become disabled

If I were to be diagnosed with a critical illness

If I were to lose my job

C8. When you incurred debt on your mortgage or Home Equity Line of Credit, did you consider buying term life insurance specifically to cover that debt in the case of death?

Yes, I considered it and purchased the policy

Yes, I considered it but did not purchase the policy

No, I did not consider it

Don't know

SECTION D: CLAIMS – CLAIMANTS CONTINUE, NON-CLAIMANTS SKIP TO DEMOGRAPHICS

D1. You mentioned that you have made a claim on your Credit Protection Insurance. When was the last claim you had made?

In the past year

One to less than two years ago

Two to less than three years ago

Three to less than four years ago

Four to less than five years ago

Five years ago or more

D2. What type of claim was made?

Life Insurance

Disability

Critical illness

Job loss

D3. What was the result of your claim submission?

- It was paid
- It was denied
- The claim is still being processed [SKIP TO D10]

D4. Thinking back about the entire claim experience, from the initial contact to the final outcome, how would you rate your satisfaction with the overall experience?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Don't recall

D5. And how satisfied were you with each of the following factors involved in this claim?

GRID COLUMNS

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Don't recall
- Not applicable

GRID ROWS (RANDOMIZE)

- The ease starting the claim process
- The empathy and understanding the representative showed me when I called
- The knowledge of the representatives I spoke with
- The clarity and completeness of the representative's responses to my questions
- The explanation I received about the steps involved in a claims process
- The explanation I was given as to how long it would take to process your claim
- The ease of understanding and completing the claim forms
- The number of claim forms that I had to submit was reasonable
- The documentation required in support of the claim (e.g. Doctor's report, death certificate) was reasonable
- The explanation of how the claim payment was determined
- The timeliness in which the claim was paid

D6. How would you rate the clarity of explanation your insurer gave you about [IF D3=a] your claim payment? [IF D3=b] the claim denial?

- Very good
- Good
- Poor
- Very poor
- Don't recall

D7. Would you say that the **claim payment** met, exceeded, or fell short of your expectations?

- Met
- Exceeded
- Fell short
- Don't recall

D8. Overall, would you say that the **claim experience** met, exceeded, or fell short of your expectations?

- Met
- Exceeded
- Fell short
- Don't recall

D9. Did you make a complaint about your claim at any point during or after the claim process?

- Yes
- No

D10. **[ASK IF ANSWERED 'Yes' AT D9]** How did you make this complaint? Please select all that apply
(RANDOMIZE)

- Made a complaint to the financial institution I was dealing with
- Made a complaint to the insurance company
- Spoke to a supervisor or manager at the financial institution
- Spoke to a supervisor or manager at the insurance company
- Lodged an official complaint to a regulator
- Lodged an official complaint to the financial institution Ombudsman
- Lodged an official complaint to the insurance company Ombudsman
- Posted my complaint about the financial institution on social media
- Posted my complaint about the insurance company on social media
- Complained to family or friends
- Other (Specify)
- Prefer not to say

D11. **[ASK IF ANSWERED 'Yes' AT D9]** What was the **primary** reason for your complaint?

[RANDOMIZE]

- The length of time it took to process the claim
- Lack of clarity about what was required
- Lack of updates during the process
- Difficult to contact/unresponsive insurer representatives (e.g., calls/emails not returned)
- Conflicting information from different claims representatives
- Insurance wording unclear/ambiguous
- Lack of professionalism and courtesy of representatives
- Not happy with claim being denied
- Other **[SPECIFY]**

D12. [ASK IF ANSWERED 'Yes' AT D9] Were you satisfied with how the complaint was handled?

- Very satisfied
- Somewhat Satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Don't know

You are almost done. There are just have a few questions left to help us better analyze and understand responses to this survey.

SECTION Z DEMOGRAPHICS

Z1. Which of the following income brackets best represents your annual household income before taxes?

- Less than \$75,000
- \$75,000 to less than \$120,000
- \$120,000 or more
- Prefer not to answer

Z2. Do you have children in any of the following age groups? Please select all that apply.

- Under 18 years
- 18 years or older
- Do not have children [EXCLUSIVE]
- Prefer not to answer [EXCLUSIVE]

Z3. Which of the following best describes your employment status?

- Employed (full-time, part-time, self-employed)
- Full-time student
- Retired
- Other

Z4. How long have you been a resident of Canada?

- Born in Canada
- Less than 2 years
- 2 to less than 5 years
- 5 to less than 10 years
- 10 to less than 20 years
- More than 20 years

You have reached the end of this survey. Thank you for your responses and your time.

**CAFII – Mortgage and Home Equity Line of Credit – Incidence Omnibus
Questions
Final**

A. Please select the province in which you live:

- a. Newfoundland & Labrador
- b. Nova Scotia
- c. Prince Edward Island
- d. New Brunswick
- e. Quebec
- f. Ontario
- g. Manitoba
- h. Saskatchewan
- i. Alberta
- j. British Columbia
- k. Northwest Territories
- l. Yukon
- m. Nunavut
- n. Currently live outside Canada [TERMINATE]

[RECODE INTO REGIONS]

Atlantic Canada
Quebec
Ontario
Prairies
Alberta
BC and Territories

B. Please enter your year of birth:

[ENTER]

[TERMINATE IF UNDER 18]

C. Please select your gender:

Male
Female
Other
Prefer not to answer

1. Do you currently have the following: (Please select all that apply)

A mortgage
A Home Equity Line of Credit

2. **IF HAVE MORTGAGE IN Q1 ASK: Credit Protection Insurance for mortgages** - is optional insurance (depending on the coverage you have chosen) used to pay out the balance on your mortgage in the event of death or diagnosis of a critical illness, or make/postpone debt payments on your behalf in the event of disability or job loss. It is offered by banks and credit unions across Canada. Do you currently have Credit Protection Insurance on your mortgage to cover you for any of the following? Please select all that apply.

Life – pays out your insured balance in the event of death

Disability – payments for your mortgage will be made on your behalf until you are able to return to work or until you reach a designated maximum benefit (e.g. 24 months)

Critical Illness – pays out your insured balance if you are diagnosed with a covered critical illness

Job Loss – on involuntary unemployment, provides payment protection by making specific debt payments on your behalf, for a time-limited period

Do not have Credit Protection Insurance for my mortgage

Don't know

3. **IF HAVE LINE OF CREDIT IN Q1 ASK: Credit Protection Insurance for Home Equity Line of Credit** - is optional insurance (depending on the coverage you have chosen) used to pay out the balance of your Home Equity Line of Credit in the event of death or diagnosis of a critical illness, or make/postpone payments on your behalf in the event of disability or job loss. It is offered by banks and credit unions across Canada. Do you currently have Credit Protection Insurance on your Home Equity Line of Credit to cover you for any of the following? Please select all that apply.

Life – pays out your insured balance in the event of death

Disability – payments for your mortgage will be made on your behalf until you are able to return to work or until you reach a designated maximum benefit (e.g. 24 months)

Critical Illness – pays out your insured balance if you are diagnosed with a covered critical illness

Job Loss – on involuntary unemployment, provides payment protection by making specific debt payments on your behalf, for a time-limited period

Do not have Credit Protection Insurance for my Home Equity Line of Credit

Don't know

4. ASK EVERYONE: Have you ever submitted a claim for Credit Protection Insurance for your Mortgage or Home Equity Line of Credit? These claims would be made because a loved one had died, or you or a loved one had been diagnosed with a critical illness, became disabled or lost your/their job? Please select all that apply

Mortgage

Home Equity Line of Credit

Have never submitted a claim for Credit Protection Insurance

5. IF SUBMITTED A CLAIM ASK: For what type of coverage was the claim submitted? SHOW GRID ROWS CHOSEN IN Q4

GRID ROW

Mortgage

Home Equity Line of Credit

GRID COLUMNS

Life

Disability

Critical Illness

Job loss

Other

INCIDENCE OF HAVING MORTGAGE/HELOC:

Total Sample: All adult Canadians (n=1000)

- Have a mortgage: 39% (390 Canadians)
- Have HELOC: 27% (265 Canadians)

INCIDENCE OF HAVING CREDIT PROTECTION INSURANCE FOR MORTGAGE:

Total Sample: Those who currently have a mortgage (n=390)

Total – Any type of Credit Protection Insurance on Mortgage	45%
Life	40%
Critical illness	16%
Disability	21%
Job Loss	12%

INCIDENCE OF HAVING CREDIT PROTECTION INSURANCE FOR HELOC:

Total Sample: Those who currently have HELOC (n=265)

Total – Any type of Credit Protection Insurance on HELOC	35%
Life	28%
Critical illness	8%
Disability	14%
Job Loss	9%

INCIDENCE OF MAKING A CLAIM ON A CREDIT PROTECTION INSURANCE POLICY:

Total Sample: All Canadians, regardless of whether or not they currently have a mortgage, HELOC or any kind of Credit Protection Insurance (n=1000)

	For Mortgage	For HELOC
Total – Any Claim	7%	2%
Life	3%	1%
Critical illness	1%	1%
Disability	2%	1%
Job Loss	1%	<1%

Due to small base sizes of those who made a claim on any one type of insurance, results will be separated into those who made a Life or Critical Illness claim and those who made a Disability or Job Loss claim.