



Case Study

Mabel Smith.

Mabel is a smart, 65 year old woman who wanted to better understand her policy after getting a divorce.

She was at a point in her life that she couldn't afford to continue paying her premiums and wanted to know her options. She contacted Manulife for assistance, and she was told to get information from her 'agent of record'. The only hitch was that he was no longer alive. After weeks of not being happy with the answers she was getting she somehow found me.

I was able to help her sort through the convoluted answers that she was getting from the company that had sold her the original policy. I began communicating with the company on her behalf for the next 6 months. I was shocked at the responses to her requests for information - they were abysmal. Many of the answers she was looking for could have been communicated in about 10 minutes but instead they kept her waiting.

She was given the names of 4 licensed advisors in her area. She tried to reach them. Two never got back to her. Another said he would get back to her in a few months. I said, "Let's meet for coffee tomorrow."

I quickly realized that she had 2 options to consider - take the cash option - or reduce the amount of life insurance she had (this is called "reduced paid up").

The information she received from Manulife was both incorrect and misleading. I read the policy contract and explained her options. Manulife confirmed it was correct. The policy amendment they sent was also incorrect, so I had to correct that document, as well. One of the issues with the policy was the way the cash value is taxed on surrender of the contract.

Very few clients, let alone accountants, know how to do this obscure calculation. I'm one of those very few people. Everything was settled to her satisfaction and she appreciated all the work I did to make it right.



The last time I saw Mabel, I had asked her to put her story in writing. A few days later she had it done, and I went to pick it up.

She is always happy and pleasant and has a great perspective on life. She loves to talk to people and you end up loving a talk with her. She's a Canadian hero.

When I met her a few weeks later for a coffee and she pulled out some homemade banana bread and applesauce. It was the best I have ever had. That is how grateful she was to get the best possible outcome for her financial future.

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