



Web Release

Contact: Michael Kewley
World Access Canada
1-800-461-1079 ext. 375
mkewley@worldaccess.com

Statement Regarding War in Iraq

In response to the War in Iraq, World Access Canada is taking numerous measures to safeguard our ability to assist our customers travelling abroad. Although we reside far from the heart of the conflict, our capability to assist in the safe return of our covered members remains strong due to the extensive reach of our global resources.

Our parent company, Mondial Assistance Group (MAG), has placed all Mondial Assistance Centres on high alert. MAG is prepared to launch the K-Plan, the group's formalized procedure for responding to a disaster involving Mondial Assistance Group clients, if necessary. All 37 Mondial Assistance Group platforms participate in the plan and can activate it at any time. The K Team, which resides at designated platforms, includes specialists in disaster management such as logisticians and medical personnel. In the event of a disaster, the K Team may travel to the disaster site to carry out repatriation and manage the event for our clients.

As well, countries impacted by the war have been classified into Red and Orange zones, based on their involvement and/or proximity to the epicenter of conflict. Depending on current events, these zones can change. Cases opened for covered members travelling in these zones are flagged daily and given special priority by our case management and medical teams.

While many insurance plans do not cover claims arising from war, whenever possible, World Access Canada will provide emergency assistance to our travelling customers by helping make emergency travel arrangements, contacting loved ones or business associates back home, or by gaining access to important information that may help in our customer's return.

Our hearts are with those whose lives have been changed by this war, and we hope for a swift resolution to the conflict.