

# Notice To Customers Re: Wait Times and Service Interruptions



March 17, 2020

## Notice to Customers Regarding Contact Centre Wait Times and Service Interruptions

Dear valued customers,

Due to the continued coronavirus (COVID-19) outbreak and recent announcements from the Canadian government restricting international travel, we are currently experiencing unprecedented call volumes, which are resulting in long wait times.

We are making every effort to assist our customers in need. If you are having difficulty reaching one of our agents, please refer to the following information:

### For Trip Cancellation Claims

If you choose to cancel your trip, please ensure you have contacted your travel supplier to inquire about available refunds, credits or change options that may be available to you.

Travel insurance plans often require reimbursements, credits or changes to be explored first, and then your insurance coverage may provide reimbursement for the non-refundable portion of expenses. Proof of unavailable refunds and/or credits may also be required when you file a claim.

### Filing Trip Cancellation Claims Online

If refunds or credits are not available, or partially available, through your travel supplier and you need to file a trip cancellation claim, you can do so online at [www.allianzassistanceclaims.ca](http://www.allianzassistanceclaims.ca).

You can also submit claims for trip interruption, trip delay and baggage loss via the link above.

### Options for Contacting Us

Travel insurance plans typically allow 30 days from date of incident to file a claim. If you need to file a claim for trip cancellation but your trip is not departing in the next 30 days, please contact us at a later time once you are within 30 days of your departure date.

Alternatively, we have created an email address to make it easier for those of you who are not experiencing a medical emergency abroad or have travel planned in the next 48-72 hours.

Please email [COVID19inquiries@allianz-assistance.ca](mailto:COVID19inquiries@allianz-assistance.ca). Within your email, please be sure to include:

- Your name
- Name of the policyholder (if different)
- Details on your coverage: i.e. Insurance company name or name of employee benefits provider, association, travel agent, broker, bank or other provider)
- Policy/plan number
- Certificate/member ID
- Scheduled date of departure
- Scheduled date of return
- Description of your question

We will endeavour to reply to your message as soon as possible.

### **Medical Emergencies**

In addition to the wait time, due to the high call volumes, we may experience intermittent technical issues that can result in a busy signal or a call to drop. We are working diligently to resolve the issues as quickly as possible.

All calls are very important to us, however, our priority is to ensure customers experiencing a medical emergency are able to reach us. If you are experiencing a medical emergency and are unable reach our contact centre, please email us at [CaseManagementCA@allianz-assistance.ca](mailto:CaseManagementCA@allianz-assistance.ca) with "URGENT" included in the subject line.

***Please note that this inbox is dedicated to support for active medical emergencies, and any other inquiries to this inbox will not be responded to.***

We sincerely apologize for the inconvenience caused by the current wait times and greatly appreciate your continued patience.

Thank you,

Allianz Global Assistance