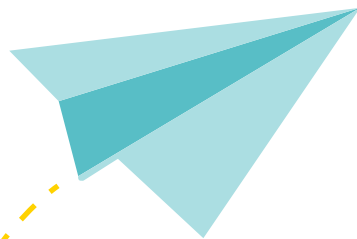


# TRAVEL INSURANCE

*What you should know and expect*

If you have any questions or need more information, call the number provided in your travel insurance package.

Prepare for your trip.  
Ready. Set. **Go!**



Know your...

- Trip
- Health
- Policy
- Rights
- Responsibilities

Visit the [Travel Health Association of Canada's website](#) to learn more!



# Don't forget

Pack these items:

Passport and Visa (if necessary)

Travel insurance documents

Your medication in your carry-on, but leave any cannabis products at home

Take the time to read and understand your policy, and confirm you have the right coverage.

If you have any known medical conditions, including a change in health, you might not be covered in certain situations.

Download the TripWise App and record your Emergency Assistance number in the Contact Us section.



Check your travel dates, flights, hotel bookings, and policy coverage dates – make sure all the dates line up!

Check travel advisories on the countries you will be visiting: [travel.gc.ca](https://travel.gc.ca).

Confirm how to call Canada from your destination country before you leave. [howtocallabroad.com](https://howtocallabroad.com)

Pack a re-usable bag to keep invoices, receipts, proof of departure (boarding pass) in.

**Remember: travel insurance doesn't cover everything!**

Travel insurance does not cover everything. For complete terms, conditions, limitations and exclusions, please refer to the policy / certificate. Travel insurance is administered by Allianz Global Assistance, which is a registered business name of AZGA Service Canada Inc.

# OH NO! *Deep breaths...*



**If you're able, contact us before seeking medical treatment. If you're having a serious medical emergency, call 911 and have a friend or family member contact us from the hospital once you are there.**

(TripWise has all the international 911 numbers)



We have a professional team, including doctors and nurses, available for you

## 24/7

To contact us 24/7 in an emergency, please use the toll-free numbers provided in your travel insurance policy.

To call collect from outside North America, international operator assistance is required.

**We'll ask for your policy number, so please have it ready when you call.**



We'll help you find a safe, and approved medical facility close by, and guide you through your medical emergency every step of the way.

We need your permission to help, so please sign the release forms we send. This allows us to gather information from the treating facility and your family doctor.



**TIP**

Keep everything! Including doctor's records, invoices and receipts and put them in the re-usable bag you packed.



...now exhale.

## Make sure you...

Gather all your claim information (invoices, receipts, etc.).  
**It's all in that re-usable bag, right?**

Complete and sign the claim form we send you.

Complete your provincial government health insurance form if needed (BC, AB, SK, ON, QC, NL). It will be included in your claim package.



**Remember**, submit your claim as soon as possible.

The sooner we receive the claim documents, the faster we can review your claim.

Send us  
your claim  
package



## We will get to work on your claim

- If information is missing, we will contact you.
- Each claim is unique and may require records from the facility where you were treated, and/or your doctors at home. Obtaining these records may take some time.
- Once your claim has been reviewed, you will receive your explanation of benefits in the mail.

