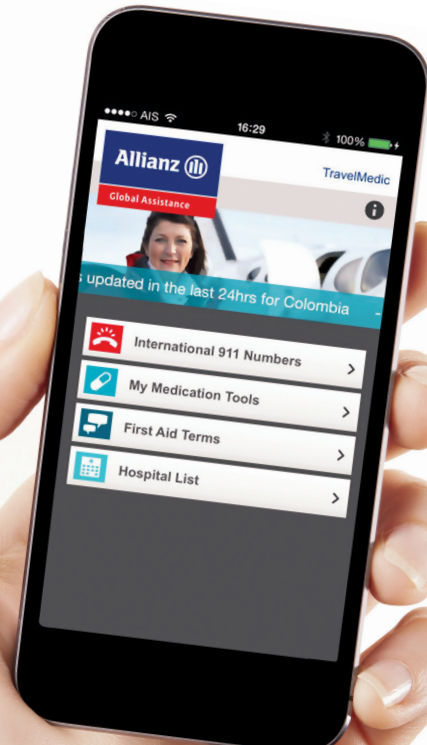


## Travel Assist does NOT cover:

- Medical expenses that are NOT related to an emergency medical situation are not covered
- Emergencies related to an unstable, pre-existing medical condition(s) are NOT covered. When an insured person is under active care for a chronic condition, emergency services do NOT include any treatment related to that condition outside your province of residence. Consider additional healthcare coverage if you or a dependant is traveling with known health issues.
- Expenses related to trip cancellation, trip interruption and loss of luggage are NOT covered

\*Services may be limited or suspended in some countries because of political conditions, war, unrest or other situations that interfere with normal conduct of our business. If you are unsure about current conditions in the country you will be visiting, or want information about current travel advisories, please contact Allianz Global Assistance or visit the Government of Canada's Consular Affairs web site at [www.voyage.gc.ca](http://www.voyage.gc.ca)

## Download the TravelMedic App for iPhone® or Android®



The Allianz Global Assistance TravelMedic app gives you immediate access to medical information and support while travelling out of your province of residence, 24 hours a day, 365 days a year.



### The TravelMedic app features:

- A comprehensive list of hospitals, with contact details, by country
- A hospital locator function, via GPS
- An easy-to-use first aid and medicine translator
- An international emergency service contact list (Police, Fire and Ambulance)
- Relevant travel advisories powered by up-to-date RSS feed

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# TRAVEL ASSIST

## GROUP BENEFITS



537(2014/12/23)

# Enjoy your trip

## Know what to do in a medical emergency.

### How to use Travel Assist

1. Call before you fly for pre-trip assistance and benefit information.
2. Pack your Equitable Life benefits card and provincial health card.
3. In a medical emergency, call the Travel Assist 24-Hour Hotline.

### Travel Assist 24-Hour Emergency Hotline

Toll-free Canada / USA: 1.800.321.9998

Global call collect: 519.742.3287

Allianz Global Assistance ID #9089

### Travel Assist Coverage

Your Group Benefits plan provides coverage for emergency medical assistance while travelling outside your Province\* up to the maximum number of days stated in your Group Benefits Plan Booklet.

### Allianz Global Assistance administers Equitable Life's Travel Assist benefits.

Allianz has an international network of medical facilities, transportation providers, medical correspondents and multilingual administrative agents who provide assistance for medical, legal and most travel-related emergencies 24-hours a day, seven days a week.



### In an out-of-province medical emergency, Allianz Global Assistance will provide:

#### Medical assistance

- Direct you to the best, pre-qualified emergency care facility that is appropriate for your condition.
- Monitor your condition and ensure you receive proper emergency medical care.
- Maintain frequent contact with you, your treating physician, and your family at home.

#### Medical transportation

- If medically necessary, arrangements will be made to transport you to the nearest local hospital.
- In the event of a medical emergency, medical transportation arrangements will be made for your return to your province of residence.

#### Payment arrangements

If you call Allianz Global Assistance before incurring an emergency medical expense, every effort will be made to arrange treatment without the need for a cash payment or deposit. Travel Assist will then arrange and coordinate payment on your behalf so you can avoid paying foreign hospitals – in cash – prior to leaving.

#### Additional services

- Direct you to a local pharmacy if you need to replace lost medication
- Assist with lost documents
- Refer you to a legal advisor in a foreign country\*
- Provide emergency interpretation service
- Deliver urgent messages for family, friends, or business associates
- Provide vehicle return in the event of a medical emergency

In some situations you may be eligible for additional Travel Assist services to help you and your eligible dependants through a medical or other travel-related emergency including:

- Return of dependent children
- Return of family members
- Visit an immediate family member
- In the event of death, authorization and arrangements will be made to transport your body to your province of residence.

See your Group Benefits Plan Booklet for provisions and limitations of Travel Assist.