

# Travel Guard®



## Travel Insurance & Global Assistance



800209 P1, P4 0315; P2, P5, P6 0916

In the event of a claim, please refer to the above product number.

## PLEASE READ THIS POLICY CAREFULLY

Travel insurance is designed to cover losses arising from sudden and unforeseeable circumstances. It is important that You read and understand Your Policy before You travel as Your coverage may be subject to certain limitations or exclusions.

This Policy provides complete descriptions of the benefits, terms, conditions, limitations and exclusions of Your insurance coverage. This insurance is designed to cover certain medical expenses resulting from unanticipated Accidents. Your Policy may not provide coverage for Medical Conditions and/or symptoms that existed before Your Trip. Check to see how this applies in Your Policy and how it relates to Your Departure Date, date of purchase or effective date.

In the event of an Accident, Injury or Sickness, Your prior medical history may be reviewed when a claim is made.

If Your Policy provides travel assistance, You may be required to notify the designated assistance company prior to Treatment. Your Policy may limit benefits should You not contact the assistance company within a specified period.

This Policy contains a clause that may restrict Your right to designate a beneficiary. See page 20 of this Policy for detailed information with respect to this restriction. Further information can also be obtained from Travel Guard Canada.

### Limitation of Action

Every action or proceeding against an Insurer for the recovery of insurance money payable under the contract is absolutely barred unless commenced within the time set out in the *Insurance Act* (for actions or proceedings governed by the laws of Alberta and British Columbia), *The Insurance Act* (for actions or proceedings governed by the laws of Manitoba), the *Limitations Act, 2002* (for actions or proceedings governed by the laws of Ontario), or other applicable legislations.

**This Policy is the only contract under which benefits are paid. Please read Your Policy with care so You will understand the coverage.**

### YOU ARE NOT ELIGIBLE FOR ANY COVERAGE UNDER THIS POLICY IF:

1. A licensed Physician has diagnosed You with a Terminal Illness.
2. You have undergone a bone marrow transplant or an organ transplant (excluding corneal transplant) that requires the use of anti-rejection (immune suppression) drugs.
3. You require dialysis of any type for a kidney disease.
4. In the last 12 months, You have been prescribed or utilized home oxygen therapy at any time.

## RESTRICTED BENEFITS

1. This Policy covers losses resulting from unforeseeable and Emergency circumstances only.
2. Pre-existing condition exclusions apply to Medical Conditions and/or symptoms that existed prior to travel and, in certain coverage, prior to the date You purchased Your coverage. There may be no coverage if You have a pre-existing condition.
3. You must contact Us before seeking medical attention and a failure to call will result in Your being responsible for 30% of any eligible expenses incurred, or no reimbursement, unless Your Medical Condition prevents You from calling. You must call as soon as medically possible or have someone call on Your behalf.
4. Our medical department must approve all medical procedures (including, but not limited to, cardiac procedures and cardiac catheterization) in advance. A failure to call will result in Your being responsible for 30% of any eligible expenses incurred unless Your Medical Condition prevents You from calling, in which case You must call as soon as medically possible or have someone call on Your behalf.
5. If You choose not to receive Treatment or services from a Provider as directed by Us You may be responsible for 70% of any eligible expenses incurred.
6. The coverage provided by this Policy does not apply to risks and claims related to Cuba, as Cuba related risks and claims are not serviced and supported by Our United States affiliates (upon which We rely for service and support), unless such coverage would be permissible under all applicable sanctions.
7. The Insurer will not be liable to provide any coverage or make any payment hereunder if to do so would be in violation of any sanctions law or regulation which would expose the Insurer, its parent company or its ultimate controlling entity to any penalty under any sanctions law or regulations.
8. This Policy will not cover any loss, Injury, damage or legal liability arising directly or indirectly from planned or actual travel in, to, or through Iran, Syria, North Korea or the Crimea region.
9. This Policy offers coverage to Canadian Residents only.

Despite any other provision contained in the contract, the contract is subject to the statutory conditions in the *Insurance Act* respecting contracts of Accident and Sickness insurance.

## IMPORTANT INFORMATION

Some words have very specific meanings that are set out in the Definitions Section. These words are capitalized in this Policy document when the Policy definition applies with the exception of titles. Along with this Policy document, You should have received a document that sets out details specific to the product You purchased.

All of these documents make up Your contract of insurance. If You did not receive all of these documents, if any information contained in these documents is incorrect, or if You have questions regarding Your coverage, it is Your responsibility to contact Us at 1-866-648-8425. You should bring all of these documents with You when You travel.

**SCHEDULE OF BENEFITS**

COVERAGE	MAXIMUM LIMIT
<b>OPTION/PLAN 1: MEDICAL PLAN</b>	
Hospital & Medical Expenses	\$2,000,000
Expenses Related to Your Death	\$5,000
Accidental Death & Dismemberment (In-Flight Only)	\$100,000
Accidental Death & Dismemberment (Non-Flight Only)	\$25,000
Subsistence & Out of Pocket Expenses (Max \$300 per day)	\$1,200
Emergency Dental Expense	\$1,800
Emergency Air Transportation	Unlimited
Bedside Companion	Included
Emergency Assistance	Included
<b>OPTION/PLAN 2: DELUXE PACKAGE</b>	
Includes all the coverage in OPTION/PLAN 1 plus the following:	
Trip Cancellation	Up to \$15,000
Trip Interruption	Up to \$15,000
Next Occupancy	Unlimited
Missed Connection	\$800
Schedule Change	\$800
Flight Delay (\$50 per 12 hours)	\$200
Return of Vehicle	Unlimited
Baggage and Personal Effects (Max \$250 per article)	\$2,000
Baggage Delay (\$50 per 24 hours)	\$500
Bag Trak	Included
Vacation Rain Check (Travel voucher)	\$500
<b>OPTION ADDITIONAL COVERAGE*</b>	
Available as optional additional coverage to Option/Plan 2: Deluxe Package only	
School Board Ruling	Included

\* Subject to payment of additional premium.

## DEFINITIONS

**Accident/Accidental** means a sudden, unexpected, unintended, unforeseeable, external event, occurring during an Insured Trip that independently of any other cause, results in Injury (or damage, if the context relates to property loss or damage).

**Accidental Bodily Injury** means an Injury sustained during Your Trip which is caused by external violent and purely Accidental means, directly and independently of all other causes.

**AD&D** means Accidental Death and Dismemberment.

**Age** means Your age on Departure Date.

**Application for Insurance** means computer printout, printed form, invoice or document which confirms the coverage for which You have paid the required premium. The application for insurance forms part of this Policy.

**Canadian resident** means an insured who has a provincial or territorial government health care plan in place and:

- a) Is a Canadian citizen with a primary permanent residence in Canada; or,
- b) Has landed immigrant status in Canada and a primary permanent residence in Canada; or,
- c) Has a permit to study or work in Canada.

**Change(s) in Medication** means any change in the kind, type, dosage or action of medicine, and/or the Treatment prescribed by a Physician to manage a Medical Condition, including but not limited to a diet or a pacemaker adjustment (a pacemaker battery change is not considered a Treatment change in type or dosage). The following are not considered alterations or change(s) in medication: the change from a brand-named medication to a generic brand medication provided the usage or dosage has not changed; the dosage changes of the regulatory medications insulin and coumadin; and the decrease or elimination of a medication dosage, recommended by a Physician, provided it has been changed more than 90 days prior to Your Departure Date and has not had an effect on Your Medical Condition.

**Child/Children** means an unmarried dependent son or daughter under the age of 21 at the time the insurance was purchased or an unmarried, dependent son or daughter who is mentally or physically challenged.

**Common Carrier** means an air, land, or sea conveyance operated under a license for the transportation of passengers.

**Controlled** means a Medical Condition is not worsening and there has been no alteration in any medication or its usage or dosage for the condition, nor any Treatment, prescribed or recommended by a Physician, or received, within the period before Your Trip specified in this Policy.

**Departure Date** means the date on which You are scheduled to leave Your province/territory of residence as shown on Your Application for Insurance.

**Destination** means any place where the Insured expects to travel to on their Trip.

**Emergency** means an unforeseen Medical Condition that takes place during the period of coverage.

**Emergency Medical Treatment** means Treatment required for the immediate relief of an acute symptom or that, according to a Physician, cannot be delayed until You return to Your original point of departure. It must be ordered by a Physician (or in the case of dental Treatment, by a dentist) and administered by a licensed Physician, dentist, physiotherapist, chiropractor or podiatrist during Your Trip.

**Family Member** means Your Spouse; natural, step, or adopted Children; sons/daughters-in-law; persons for whom You are the legal guardian; parents; parents-in-law; step-parents; sisters; brothers; sisters/brothers-in-law; step-sisters/brothers; grandparents; grandchildren; aunts; uncles; nieces; and nephews.

**Government Health Insurance Plan (GHIP)** means the coverage that the provincial/territorial governments provide to residents of Canada.

**Home** means Your province/territory of residence or the place from which You leave on the first day of coverage and to which You are scheduled or ticketed to return on the last day of coverage.

**Hospital** means a facility that is licensed as a hospital where in-patients receive medical care that has a registered nurse on permanent duty and that includes a laboratory and operating theatre. A clinic; an extended or palliative care facility; a rehabilitation establishment; an addiction centre; a convalescence, rest, or nursing home; home for the aged; or health spa is not a hospital.

**Hospitalized/Hospitalization** means the state of being admitted to a Hospital and receiving Emergency Medical Treatment on an inpatient basis.

**Injury/Injured** means a bodily injury caused by an Accident occurring while the Insured's coverage under the Policy is in force and resulting directly and independently of all other causes of loss covered by the Policy. The injury must be verified by a Physician.

**Insured** means a person for whom:

- a. any required enrollment form has been completed;
- b. any required plan or package cost has been paid;
- c. is covered under this Policy.

**Insurer** means AIG Insurance Company of Canada, 120 Bremner Boulevard, Suite 2200 Toronto, ON M5J 0A8. This Policy is administered on AIG Insurance Company of Canada's, behalf by Travel Guard Group Canada, Inc. (Travel Guard Canada).

**Key-person** means someone to whom a dependent's full-time care is entrusted and who cannot reasonably be replaced, a business partner, or an employee who is critical to the ongoing affairs of Your business during Your Trip.

**Medical Condition** means complications of pregnancy within the first 31 weeks of pregnancy, a mental or emotional disorder that requires admission to a Hospital, Accidental Bodily Injury, illness, or disease validated by a Physician.

**Mountain Climbing** means the ascent or descent of a mountain requiring the use of specialized equipment, including pick-axes, anchors, bolts, crampons, carabineers and lead or top-rope anchoring equipment.

**Passenger Plane** means a certified multi-engine transport type aircraft provided by a regularly scheduled airline on any regularly scheduled Trip operated between licensed airports and holding a valid Canadian Air Transport Board or Charter Air Carrier license, or its foreign equivalent and operated by a certified licensed pilot.

**Physician** means a medical doctor who is duly licensed in the jurisdiction in which they operate and who gives medical care within the scope of their licensed authority. A physician must be a person other than Yourself or Your Family Member.

**Policy or Policies** means this Policy, any riders or endorsements to the Policy and the Application for Insurance shall form the entire contract. This policy is valid only if the required premium has been received by Us and only We have the authority to change the contract or waive any of its terms, conditions or provisions.

**Policy Effective Date** means the date Your coverage begins, as stated on Your Application for Insurance.

**Prescription Drugs** means drugs or medicine that can only be prescribed by a licensed Physician or dentist and are dispensed by a licensed pharmacist.

**Professional** means a person who is engaged in a specific activity and receives remuneration.

**Provider** means the Hospitals, clinics, Physicians, and other medical service providers, the use of which must be approved by Us at the time of the Medical Emergency.

**Rental Car** means a private passenger automobile used during Your Trip exclusively for transporting of passengers other than for hire.

**Return Date** means the date on which You are scheduled to return to Your original point of departure from Your Trip as shown on Your Application for Insurance.

**Sickness** means an acute illness, acute pain and suffering, or disease requiring Emergency Medical Treatment or Hospitalization due to the sudden onset of symptoms.

**Spouse** means someone to whom one (1) is legally married, or with whom one (1) has been living in a conjugal relationship for at least one (1) full year before the insurance starts.

**Terminal Illness** means a Medical Condition for which, prior to Your Policy Effective Date, a Physician gave a prognosis of eventual death or palliative care was received.

**Terrorism** means act(s) including but not limited to the use or threat of forces or violence (including hijacking and kidnapping) by an individual or group for the purpose of terrorizing or intimidating any person, government, group, association or the general public for ideological, political or religious reasons.

**Travel Advisory** means an advisory issued by the Department of Foreign Affairs and International Trade of the Canadian Government to advise Canadians not to travel to a country or a specific region of a country included in Your Trip.

**Travel Companion** means someone who shares travel arrangements with You up to a maximum of three (3) companions.

**Travel Supplier** means the tour operator, cruise line, and/or airline that provides pre-paid travel arrangements for the Insured's Trip.

**Treatment** means medical, therapeutic or diagnostic procedure prescribed, performed or recommended by a Physician, including but not limited to Prescription Drugs, investigative testing, and surgery. Treatment does not include a regular medical check-up where there is no medical clinical signs or patient-portrayed symptoms.

**Trip** means Your travel outside Your Home for which coverage under this Policy has been purchased and is in effect.

**Violent Acts** means human physical force which injures or abuses You but does not include Your involvement in an illegal activity, felonious assault or self-inflicted Injury.

**We, Us, Our** means AIG Insurance Company of Canada, 120 Bremner Boulevard, Suite 2200 Toronto, ON M5J 0A8. This Policy is administered on AIG Insurance Company of Canada's behalf by Travel Guard Group Canada, Inc. (Travel Guard Canada).

**You, Yourself, Your** means the person named as the Insured on the Application for Insurance.

## ELIGIBILITY, EFFECTIVE & TERMINATION DATES

**Eligibility:** Travellers who enroll, accept and purchase coverage through the Travel Supplier no later than final Trip payment.

**Effective Date:** After the premium has been paid, Trip Cancellation coverage will be effective for an Insured at 12:01 a.m. standard time on the date following receipt by Insurer's authorized representative of any required plan cost.

All other coverages will begin on the later of:

- a. 12:01 a.m. standard time on the scheduled Departure Date shown on the travel documents; or
- b. the date and time the Insured starts their Trip, provided the required plan cost has been paid.

**Termination Date:** All coverage, other than Trip Cancellation, ends on the earlier of:

- a. the date the Trip is completed; or
- b. the scheduled Return Date; or
- c. the Insured's arrival at Home.

**Trip Cancellation coverages ends on the earliest of:**

- a. the cancellation of the Insured's Trip; or
- b. the date and time the Insured starts on their Trip.

**Premium:** By paying the premium for this insurance, You agree that:

1. We may verify Your health card number and other information required to process Your claim, with government and other authorities;
2. Physicians, Hospitals and other medical Providers are authorized by You to provide to Us any and all



information they have regarding You, while under observation or Treatment, including Your medical history, diagnoses and test results; and

3. We may disclose the information available under 1) and 2) above and from other sources to such other persons, as may be required for the purposes of providing assistance about or processing Your claim for benefits.

**Automatic Extension of Coverage:** If You, Your Travel Companion or Family Member travelling with You is Hospitalized on Your Return Date, Your coverage will automatically be extended at no additional premium for the period of Hospitalization and up to 72 hours after discharge.

In addition, coverage will automatically be extended for up to 72 hours when there is a delay of a Common Carrier on which You are a passenger.

## GENERAL CONDITIONS

All of the following conditions apply to all coverage under this Policy.

1. We will insure You against eligible expenses incurred as the result of an Emergency or pay benefits for other covered losses in accordance with the product selected by You under the heading Schedule of Benefits. All benefits are subject to the terms, conditions, limits and exclusions of this Policy. The maximum period of coverage under this Policy shall not exceed 12 consecutive months.

Your application for Emergency Medical Plan (Option/Plan 1) must be submitted and the premium must be paid prior to Your Trip Departure Date.

Your application for Deluxe Package (Option/Plan 2) must be submitted and the premium paid at the time of booking Your Trip. Coverage will be declared null and void if: a) the premium is not received; b) the cheque is not honoured; or c) credit card charges are declined for any reason.

2. The coverage provided by this Policy does not apply to risks and claims related to Cuba, as Cuba related risks and claims are not serviced and supported by Our United States affiliates (upon which We rely for service and support), unless such coverage would be permissible under all applicable sanctions.
3. You must, at all times while You are covered under this Policy, act in a prudent manner so as to minimize costs to Us.
4. If any benefits payable to You under this Policy are in addition to similar benefits payable to You by any other insurer, total benefits paid to You by all insurers must not exceed Your actual total expenses. If You are covered under more than one (1) of Our Policies, the total amount paid to You will not exceed Your actual expenses; and the maximum to which You are entitled is the largest amount specified for the benefit in any one (1) of Our Policies. We co-ordinate payment of benefits with all insurers who provide You benefits similar to those provided under this Policy, up to a maximum of the largest amount specified by each insurer. We are last payor. We have full rights of subrogation. In the event of a payment of a claim under this Policy, We have the right to proceed, in Your name but at Our expense, against third parties who may be responsible for giving rise to a claim under this Policy. You will execute and deliver documents as necessary and co-operate fully with Us so as to allow Us to fully assert Our rights. You will do nothing to prejudice such rights.

5. Notwithstanding any provisions contained herein, this Policy is subject to the statutory conditions of the *Insurance Act* applicable to contracts of Accident and Sickness insurance and the laws and regulations in Your province/territory of residence in Canada. For non-residents, the *Insurance Act* and the laws and regulations of the Province of Ontario will apply.
6. The Application for Insurance, this Policy and any riders or endorsements to the Policy shall form the entire contract. Only We have the authority to change the contract or waive any of its terms, conditions or provisions. Any provision of this Policy which is in conflict with any federal law or provincial/territorial law of Your province/territory of residence in Canada is hereby amended to conform with the minimum requirements of that law, and all other provisions shall remain in full force and effect.
7. All premiums, benefits, and limits are quoted in Canadian currency. To facilitate direct payment to Providers, We may elect to pay the claim in the currency of the country where the charges were incurred, based on the rate of exchange established by any chartered bank in Canada on the last date of service, or where cheques are issued directly to doctors, Hospitals or other medical Providers, on the date of issuance. No refund of premium will be made in the event a claim has been incurred or paid under this Policy, or in respect of the Trip cancellation or interruption coverage after it is effective. Our liability under this Policy is limited solely to the payment of eligible benefits, up to the maximum amount specified herein for any loss or expense. Our maximum limit of liability resulting from all occurrences within a 168-hour period will be \$10,000,000 in the aggregate. If loss for all Insureds exceeds \$10,000,000, We will pay each Insured that portion of the benefit stated which \$10,000,000 bears to the total loss of all persons under all Travel Guard Canada Policies. We do not assume responsibility for the availability, quality, results or outcome of any Treatment or service, or Your failure to obtain any Treatment or service covered under the terms of this Policy.
8. If You have misstated or misrepresented any information on Your Application for Insurance which results in: (i) Your not paying the sufficient premium, or (ii) Your not being eligible for the option/plan which You have chosen, then any claim submitted by You will be denied and/or Your Policy will be declared null and void.
9. The Insurer will not be liable to provide any coverage or make any payment hereunder if to do so would be in violation of any sanctions law or regulation which would expose the Insurer, its parent company or its ultimate controlling entity to any penalty under any sanctions law or regulations.
10. This Policy will not cover any loss, injury, damage or legal liability arising directly or indirectly from planned or actual travel in, to, or through Iran, Syria, Sudan, North Korea or the Crimea region.
11. This Policy offers coverage only to individuals ordinarily resident in Canada and is null and void as to non-residents of Canada.

## GENERAL EXCLUSIONS

**These exclusions apply to all benefits. In addition to any exclusions which apply to a particular benefit (outlined under the Exclusions section for each benefit section), this Policy does not cover and no benefit is payable for any claim arising from:**

1. Routine or elective Treatment for pregnancy within the first 31 weeks of pregnancy; abortion; childbirth or complications of childbirth; pregnancy or complications thereof within the nine (9) weeks before or

- any time after the expected date of delivery; expenses incurred by an infant less than 15 days old or a person not named as an Insured on Your Application for Insurance; or a Medical Condition arising from or related to a congenital birth defect;
2. Emotional, mental or nervous disorders or other acute psychosis (including stress) while sane or insane by whatever cause that does not require admission to a Hospital;
  3. Committing or attempting to commit suicide or intentionally self-inflicted Injury;
  4. Your being impaired or adversely influenced by medication, Prescription Drugs, alcohol, prohibited drugs or intoxicants of any kind;
  5. A Trip undertaken in contravention of a Physician's recommendation or after the manifestation of medical symptoms which would cause an ordinarily prudent person to seek medical advice; or where a Terminal Illness prognosis has been given;
  6. A Trip undertaken for the purpose of securing medical Treatment, consultation or advice; whether or not recommended by any Physician;
  7. Elective, non-Emergency, or cosmetic medical or dental Treatment or routine follow-up procedures including but not limited to Treatment for varicose veins, gout, arthritis, cataracts;
  8. Any medical procedure, Hospitalization or air ambulance service that was not previously authorized or arranged in advance by Us;
  9. Civil unrest, acts of foreign enemies, acts of war, or rebellion, whether declared or not;
  10. Any loss arising directly or indirectly out of, or contributed to by, or resulting from actual, threatened, feared or perceived use of biological, chemical, radioactive or nuclear agent, material, device or weapon;
  11. Any unlawful or criminal/criminal-like acts or contravention of any statutory law/regulation; participation in protests or commercial sexual transactions; (committed by You, Your Family Member, Your Travel Companion, or Your Travel Companion's Family Member whether an Insured or not);
  12. Rock or Mountain Climbing; participation in a motor sport, motor racing or speed contests; or scuba diving (unless You hold an open water diving certificate);
  13. Your Professional participation in an organized sport;
  14. Operating or learning to operate any aircraft, as pilot or crew;
  15. Engagement in manual labour for wages or profit including the operation of transport vehicles; performing employment duties on any aircraft or ship; performing duties in any regular armed forces service;
  16. A travel, immigration or work visa that is not issued due to a late application, or has been previously refused;
  17. Expenses incurred in Your province/territory of residence (unless specifically provided for in this Policy);
  18. Any interest, finance or late payment charge;
  19. Expenses incurred if You chose to travel to or in a country or to or in a specific region of a country if there was a Travel Advisory issued after Your Policy Effective Date by the Department of Foreign Affairs and International Trade of the Canadian Government to advise Canadians not to travel to a country or to a specific region of a country included in Your Trip;
  20. The coverage provided by this Policy does not apply to risks and claims related to Cuba, as Cuba related risks and claims are not serviced and supported by Our United States affiliates (upon which We rely for service and support), unless such coverage would be permissible under all applicable sanctions;
  21. Concealment or Fraud: The Insurer does not provide coverage if the Insured has intentionally concealed or misrepresented any material fact or circumstance relating to the Policy or claim;

22. The Insurer will not be liable to provide any coverage or make any payment hereunder if to do so would be in violation of any sanctions law or regulation which would expose the Insurer, its parent company or its ultimate controlling entity to any penalty under any sanctions law or regulations;
23. This Policy will not cover any loss, injury, damage or legal liability arising directly or indirectly from planned or actual travel in, to, or through Iran, Syria, Sudan, North Korea or the Crimea region;
24. This Policy offers coverage only to individuals ordinarily resident in Canada and is null and void as to non-residents of Canada.

## TRIP CANCELLATION AND INTERRUPTION INSURANCE

If You have purchased and paid the applicable premium for Option/Plan 2, the following benefits, up to the limit shown below, will apply if an Insured cancels their Trip or is unable to continue on their Trip due to one (1) of the following unforeseen events subject to the General Conditions and General Exclusions listed in the Policy.

If You must cancel Your Trip before Your Departure Date, You must notify Us within 24 hours of notification of the need to cancel. Failure to do so will result in the benefits being restricted to the Trip cancellation benefits which were in effect on that date.

If You are unable to depart on Your scheduled Trip or return to Your original departure point, due to a covered risk, We will pay airfare and/or unused, non-refundable, prepaid travel arrangement costs up to the Policy limit, provided that the charges are not recoverable from any other source.

The following risks are covered prior to Your Departure Date.

- a. You, Your Travel Companion, Your Family Member, Your Key-person, or Your Travel Companion's Family Member develops a Medical Condition or dies; Your friend dies; or the person who is providing care and supervision of Your Child/Children while You are on Your Trip becomes Hospitalized or dies.
- b. You, Your Spouse, Your Travel Companion, or Your Travel Companion's Spouse a) becomes pregnant after You book Your Trip and Your Departure Date falls during the nine (9) weeks before the expected delivery date or b) legally adopts a Child and the date of the adoption falls during Your Trip.
- c. You, Your Spouse, Your Travel Companion or Your Travel Companion's Spouse loses a permanent job which any of You have had for at least 12 months (excluding contract work) because of layoff or dismissal without just cause; or Your employer, Your Spouse's employer or Your Travel Companion's employer initiates a job transfer which necessitates relocation of principal residence within 30 days of Your scheduled Departure Date (not applicable to self-employed persons). Your parent or legal guardian loses a permanent job, provided the employment has been active and with the same employer for at least 12 months, because of layoff or dismissal without just cause (not applicable if Your parent or legal guardian has contract work or temporary employment or is self-employed).
- d. Your parent's or legal guardian's employer initiates a job transfer which necessitates relocation of Your principal residence within 30 days of Your scheduled Departure Date (not applicable if Your parents or legal guardians are self-employed).
- e. You, Your Spouse, Your Travel Companion or Your Travel Companion's Spouse is called to service during Your Trip as a reservist, firefighter, or military or police staff, or called to jury duty or to be a defendant in a civil suit; or You or Your Spouse are subpoenaed as a witness.
- f. You, Your Spouse, Your Travel Companion or Your Travel Companion's Spouse is quarantined or hijacked.
- g. You or Your Spouse is unable to occupy Your principal residence or to operate Your business because of a natural disaster.

- h. A Travel Advisory is issued by the Department of Foreign Affairs and International Trade of the Canadian Government to advise Canadians not to travel to a country or to a specific region of a country included in Your Trip after You purchase Your Policy.
- i. Your or Your Travel Companion's visa is not issued for a reason beyond Your or Your Travel Companions control.
- j. Violent Acts while on Your Trip except for Violent Acts which occur in countries where travel advisories have been issued.
- k. Your or Your Travel Companion's Common Carrier is delayed by weather conditions for at least 30% of Your Trip and You or Your Travel Companion chooses not to continue Your Trip.

The following risks are covered on, or after, Your Departure Date.

- a. You, Your Travel Companion, Your Family Member, Your Key-person, or Your Travel Companion's Family Member develops a Medical Condition or dies; Your friend dies; or the person who is providing care and supervision of Your Child/Children while You are on Your Trip becomes Hospitalized or dies.
- b. You, Your Spouse, Your Travel Companion or Your Travel Companion's Spouse is called to service during Your Trip as a reservist, firefighter, or military or police staff, or called to jury duty or to be a defendant in a civil suit; or You or Your Spouse are subpoenaed as a witness.
- c. You, Your Spouse, Your Travel Companion or Your Travel Companion's Spouse is quarantined or hijacked.
- d. A Travel Advisory is issued by the Department of Foreign Affairs and International Trade of the Canadian Government to advise Canadians not to travel to a country or to a specific region of a country included in Your Trip after You have departed on Your Trip.
- e. Violent Acts while on Your Trip except for Violent Acts which occur in countries where travel advisories have been issued.
- f. Your or Your Travel Companion's Common Carrier is delayed by weather conditions for at least 30% of Your Trip and You or Your Travel Companion chooses not to continue Your Trip.

### **Benefits for Trip Cancellation and Interruption**

#### **Trip Cancellation:**

If You must cancel Your Trip due to a covered risk, prior to the Departure Date on Your Application for Insurance, You will be reimbursed for the non-refundable prepaid travel arrangement costs You selected on Your Application for Insurance and for which the premium You have paid.

**Trip Interruption:** If Your Trip is interrupted due to a covered risk, on or after the Departure Date shown on the Application for Insurance, We will pay for the non-refundable, unused Trip arrangements for which You have already paid and additional travel transportation expenses to return You to Your original departure point, (except Your prepaid unused return transportation).

**Next Occupancy Charge:** If You have prepaid shared accommodations and Your Travel Companion(s) cancels for a covered risk and You elect to travel as originally planned, You will be reimbursed the next occupancy charge.

**Missed Connection:** If You miss a connection or must interrupt Your Trip because of the delay of a private automobile or Your connecting Passenger Plane, ferry, cruise ship, bus, limousine, taxi, or train, when the delay is caused by the mechanical failure of the vehicle; a traffic Accident; an Emergency, police-directed road closure; or weather conditions, We will reimburse You up to \$800 for the extra cost of Your one-way airfare via the most cost-effective itinerary to Your next Destination or to Your original point of departure.

(You must have been scheduled to arrive at Your point of boarding at least two (2) hours before the scheduled time of departure.)

**Schedule Change:** We will reimburse up to the maximum of \$800 for the change fees charged by the airline(s) if Your or Your Travel Companion's Trip is cancelled, interrupted or delayed because Your or Your Travel Companion's next connecting flight leaves earlier or later than originally scheduled providing a two-hour connecting time was originally scheduled.

**Flight Delay:** If Your flight is delayed, You will receive \$50 for each full 12 hours of the Trip that is missed. (Maximum claim \$200)

**Return of Vehicle:** Expenses to return Your vehicle – if You are unable to drive Your vehicle to Your original departure point as a result of a medical Emergency; We will cover the reasonable costs charged by a commercial agency to return Your vehicle. If You used a Rental Car during Your Trip, We will cover its return to the rental agency.

**Vacation Rain Check:** We will provide payment in the form of a redeemable travel voucher payable only to You, up to a maximum of \$500, if Your Trip is interrupted and causes You to return earlier than Your contracted Return Date forcing You to miss at least 70% of Your Trip due to the death or Hospitalization of a non-travelling Family member or Key-person (Hospital records and/or death certificate required). You must book the replacement Trip before the 180th day following the date of Your early return from Your interrupted insured Trip through the same Travel Supplier which booked Your original interrupted Trip. No benefit is payable if the Travel Supplier named on the coupon are insolvent.

#### **Exclusions for all Trip Cancellation and Interruption Insurance**

This coverage is subject to the General Exclusions listed in this Policy. Also, this Policy does not cover and no benefit is payable for any claim arising from:

1. Your or Your Travel Companion's knowledge at the time of booking or application for this insurance of any reason why the Trip might be cancelled or interrupted;
2. any Injury or Sickness incurred by You, Your Family Member, Your Travel Companion or their Family Member which manifests itself during the 90 days immediately preceding and including the date of Your Application for Insurance, unless the condition is Controlled through the taking of Prescription Drugs or medication and remains Controlled throughout the 90-day period. A Sickness has manifested itself when: a) medical care or Treatment has been given; or b) there exist symptoms which would cause a reasonably prudent person to seek diagnosis, care or Treatment;
3. travel which is planned contrary to medical advice, or where a Terminal Illness prognosis has been given, or after the manifestation of medical symptoms which would cause an ordinarily prudent person to seek medical advice;
4. travel for the purpose of visiting a person suffering from a Medical Condition and the Medical Condition (or ensuing death) of that person is the cause of cancellation or interruption of Your Trip;
5. expenses incurred as a direct result of Terrorism except when a Travel Advisory is issued by the Department of Foreign Affairs and International Trade of the Canadian Government to advise Canadians not to travel to a country or to a specific region of a country included in Your Trip:
  - after You purchase Your Policy (for Trip Cancellation)
  - or after You depart on Your Trip (for Trip Interruption);
6. expenses incurred as the result of inadequate or invalid passport, travel or visa documentation required by countries included in Your Trip.

## SCHOOL BOARD RULING WITH CANCEL FOR ANY REASON

The following benefit is available only on Option/Plan 2

You have purchased and paid the applicable premium for Option/Plan 2, the following benefits, up to the limit shown below, will apply if an Insured cancels their Trip or is unable to continue on their Trip due to one (1) of the following unforeseen events subject to the General Conditions and General Exclusions listed in the Policy.

If You must cancel Your Trip due to a school board ruling as a result of a union mandated teachers' labour strike or a school board or principal of the school determines that there is a risk of harm to students travelling to a specific region of a country included in Your Trip, You will be reimbursed for the non-refundable prepaid travel arrangement cost up to the limits selected on Your Application for Insurance.

In addition should the school board cancel the Trip for any other reason, or the principal of the school advises of cancellation, You will be reimbursed for the non-refundable prepaid travel arrangement cost up to the limits selected on Your Application for Insurance.

## EMERGENCY MEDICAL INSURANCE

This coverage is available if You have purchased and paid the applicable premium for Option/Plan 1 or Option/Plan 2 and is subject to the General Conditions and General Exclusions listed in this Policy. The Emergency medical attention You receive must be outside of Your Home unless specifically provided for in this Policy and be required as part of Your Emergency Treatment and ordered by a Physician or a dentist. The following benefits, up to the Policy limit shown below, will apply:

### Emergency Medical:

1. We will pay for covered expenses incurred as a result of a medical Emergency, up to the Policy limits, for the actual expenses related to the medical attention You require if a Medical Condition begins unexpectedly after You leave Your province/territory of residence, and if these expenses are not covered by Your provincial/territorial health insurance plan or any other related insurance or reimbursement plan. Medical expenses will be limited to a maximum of \$25,000 if You are not covered under a Canadian provincial/territorial Government Health Insurance Plan (GHIP) or You are not a permanent resident of Canada. Canadian residents travelling outside their province/territory of residence for more than 182 days (212 days for Ontario and Newfoundland/Labrador) must receive written permission from their provincial/territorial government to maintain their GHIP.
2. We will pay covered expenses incurred as the direct result of Terrorism which causes Accidental Bodily Injury or Sickness to You during Your Trip. This Terrorism benefit is payable only after You have exhausted all other recovery sources. We will pay up to a maximum limit of \$10,000 as a direct result of Terrorism which causes Your death within 72 hours of the Terrorism occurrence. Our maximum limit of liability for all claims directly resulting from Terrorism occurring within a 72-hour period is \$500,000 in the aggregate. Our maximum limit of liability for all claims directly resulting from Terrorism occurring within a calendar year is \$1,000,000.

If loss for all Insureds exceeds the maximum limits listed above, We will pay each Insured that portion of the benefit stated which the maximum limits bear to the total loss of all Insureds under all Travel Guard Canada Policies after the end of the calendar year.

We, in consultation with Your attending Physician, reserve the right to return You to Your Home prior to any Treatment or following Emergency Treatment or Hospitalization for a Sickness or Injury, if on medical evidence You are able to return to Your Home without endangering Your health. If You elect not to return to Your Home of residence following the recommendation to do so, then any expenses incurred for continuing medical Treatment or surgery with respect to such Emergency will not be covered and all coverage and benefits under this Policy will cease.

### **Benefits for Emergency Medical Insurance**

#### **Emergency Medical Expenses:**

1. Care received from a Physician in or out of a Hospital, the cost of a Hospital room to a maximum of semi-private rates, the rental or purchase (whichever is less) of a Hospital bed, wheelchair, brace, crutch or other medical appliance, tests that are needed to diagnose Your condition, and Prescription Drugs. All of the above must be prescribed by a Physician or a dentist. This benefit is limited to \$2,000,000.
2. Professional services referred by a Physician – care received from a licensed chiropractor, osteopath, physiotherapist or podiatrist, up to \$250 per category of practitioner.
3. Ambulance transportation – local ground ambulance service to a medical service Provider in an Emergency.

**Emergency Evacuation and Repatriation:** If approved in advance by Us, expenses to return You to Your original point of departure of the insured Trip if Your attending Physician recommends Your return because of Your Medical Condition or if Your attending Physician recommends Your return after Your Emergency Treatment, We will pay via the most cost-effective itinerary for one (1) or more of:

- The extra cost of an economy/charter class fare;
- A stretcher fare on a commercial flight;
- The return economy/charter class fare of a qualified medical attendant and the attendant's reasonable fees and expenses, if required by the airline;
- The cost of air ambulance transportation, pre-approved and arranged by Us; or
- A Travel Companion's extra fare to accompany You.

**Expenses Related to Your Death:** If You die during Your Trip from a covered risk, We will reimburse Your estate up to \$3,000 for the preparation of Your remains and the transportation container plus the transportation costs (using customary airline procedures) to Your original departure point of the insured Trip or up to \$2,000 for the cremation or preparation of Your remains and the cost of a standard burial container at the place of death. If someone is legally required to identify Your body and must travel to the place of Your death, We will pay the economy/charter fare via the most cost-effective itinerary for that person, and up to a maximum of \$300 for that person's hotel and meal expenses.

**Subsistence Allowance:** If a medical Emergency prevents You or Your Travel Companion from returning to Your original point of departure of Your insured Trip or if Your Emergency Medical Treatment or that of Your Travel Companion requires Your transfer to a location that is different from Your original Destination, We will reimburse Your expenses for meals, hotel, phone calls, and taxis, up to \$300 per day to a maximum of \$1,200. We will only reimburse these expenses if You have actually paid for them (receipts must be submitted).



**Bedside Companion Travel and Subsistence:** If You are travelling alone and admitted to a Hospital for three (3) days or more, We will pay the economy/charter class fare via the most cost-effective itinerary for someone to be with You. We will also pay up to a maximum of \$300 for that person's hotel and meals (receipts must be submitted) and cover him/her under this Policy, subject to the terms, conditions, limits and exclusions, until You are medically fit to return to Your Home. For an insured Child, a bedside companion is available immediately upon Hospital admission.

**Emergency Dental:** You are covered for the following dental expenses when required as Emergency Treatment and ordered or prescribed by a licensed dentist:

- a) If You need dental Treatment to repair or replace Your natural or permanently attached artificial teeth because of an Accidental blow to Your mouth, You are covered for the Emergency dental expenses You incurred during Your Trip and to a maximum of \$1,000 to continue necessary Treatment after You return to Your Home. This Treatment must be completed within 90 days after the Accident. This benefit is limited to a maximum of \$1,800.
- b) If You need dental Treatment in an Emergency, We will pay up to \$250 for the relief of dental pain.

### **Exclusions for Emergency Medical Insurance**

This coverage is subject to the General Exclusions listed in this Policy. Also, this Policy does not cover and no benefit is payable for any claim arising from:

1. any Injury or Sickness that You have sought or received medical Treatment
  - (a) within 90 days prior to Your Trip departure if You are Age 59 or younger; or,
  - (b) within 180 days prior to Your Trip departure if You are Age 60 or older.UNLESS (applies to a and b): the condition is Controlled through the taking of Prescription Drugs or medication and remains Controlled throughout the applicable 90/180-day period. A Sickness has manifested itself when medical care or Treatment has been given, there has been a Change(s) in Medication, or there exists symptoms which would cause a reasonably prudent person to seek diagnosis, care or Treatment.
2. unless otherwise provided for in this Policy, expenses incurred for follow-up Treatment, recurrence of a condition or subsequent Emergency Treatment or Hospitalization for a condition or related condition for which You received Emergency Treatment during Your Trip.
3. cardiac procedures including cardiac catheterization, angioplasty or surgery, unless approval is specifically given by Us prior to the procedure being performed.

## **ACCIDENTAL DEATH AND DISMEMBERMENT INSURANCE**

This coverage is available if You have purchased and paid the applicable premium for Option/Plan 1 or Option/Plan 2 and is subject to the General Conditions and General Exclusions listed in this Policy. The following benefits, up to the Policy limit shown below, will apply:

If the total amount of all AD&D benefits You have under Our Policies is more than Your in-flight Policy limit Our aggregate liability will not exceed Your in-flight Policy limit and any excess insurance will be void, and the excess premiums paid will be refunded. Our total aggregate limit is \$10,000,000 for any one (1) Accident.

### **Benefits for Accidental Death and Dismemberment**

1. If an Accidental Bodily Injury sustained during Your Trip causes You:
  - a. to die, to become completely and permanently blind in both eyes, or to have two (2) of Your limbs fully severed above Your wrist or ankle joints in the 12 months after the Accident, We will pay 100% of the amount shown on the Schedule of Benefits;

- b. to become completely and permanently blind in one (1) eye or have one (1) of Your limbs fully severed above a wrist or ankle joint in the 12 months after the Accident, We will pay 50% of the amount shown on the Schedule of Benefits.
2. If You have more than one (1) Accidental Bodily Injury during Your Trip, We will pay the applicable insured sum only for the one (1) Accident that entitles You to the largest benefit amount.
3. If Your body is not found within 12 months of the Accident, We will presume that You died as a result of Your injuries.
4. Unless You have notified Us in writing prior to Your Departure Date of the name of Your designated beneficiary, this benefit will be paid to Your estate.

**In-Flight AD&D:** This benefit, as described in 1 and 2 above, applies only to an Accidental Bodily Injury sustained by You while riding as a passenger (but not as a pilot, operator, or member of the crew) in, on, boarding or alighting from any Passenger Plane having a current and valid airworthiness certificate or any transport type Passenger Plane operated by the Canadian Armed Forces or by the similar air transport service of any duly constituted governmental authority of the recognized government of any nation.

**Non-Flight AD&D:** This benefit, as described in 1 and 2 above, applies only to an Accidental Bodily Injury sustained by You other than while riding in an aircraft of any type. Our maximum liability is limited to the amount shown on the Schedule of Benefits for non-flight.

#### **Exclusions for Accidental Death and Dismemberment**

This coverage is subject to the General Exclusions listed in this Policy. Also, this Accidental Death and Dismemberment insurance does not cover and no benefit is payable for any claim arising from a disease, even if the proximate cause of its activation or reactivation is the Accidental Bodily Injury.

## **BAGGAGE AND PERSONAL EFFECTS INSURANCE**

This coverage is available if You have purchased and paid the applicable premium for Option/Plan 2 and is subject to the General Conditions and General Exclusions listed in this Policy. The following benefits, up to the Policy limit shown below, will apply:

#### **Benefits for Baggage and Personal Effects:**

This insurance is payable only after You have exhausted all benefits available from any other insurance or coverage.

1. We will pay this benefit up to \$2,000 after making proper allowance for wear and tear or depreciation for the loss of, or damage to the baggage and personal effects that belong to You and that You use during Your Trip. We cover the current actual cash value of Your property when it is lost or damaged up to \$2,000. We also reserve the option to repair or replace Your property with other of a similar kind, quality, and value. We may also ask You to submit damaged items for an appraisal of the damage. The limit for loss per single article including its attachments, accessories and equipment, or matched pair or set, or group of related articles is \$250. In the event of theft, burglary, robbery, malicious mischief, disappearance or loss of an item covered under this benefit, You must obtain written documented evidence from the police immediately or, if the police are unavailable, the hotel manager, tour guide, or transportation authorities. You must also take all precautions to protect, save or recover the property immediately, and advise Us as soon as You return Home. Your claim will not be valid under this Policy if You do not comply with these conditions.

**Baggage Delay:** If Your checked baggage is delayed due to a delay or misdirection by an airline or ground carrier but is subsequently recovered intact, You will receive \$50 for each full 24-hour period of delay. Maximum claim is \$500. This coverage provides reimbursement for necessary toiletries and clothing when Your checked baggage is delayed. This benefit applies only if the delay happens before Your return Home.

**Bag Trak:** The industry's premier baggage tracing service protects Your baggage and personal possessions if they are delayed.

### **Exclusions for Baggage and Personal Effects**

This coverage is subject to the General Exclusions listed in this Policy. Also, this baggage and personal effects insurance does not cover and no benefit is payable for any claim arising from:

1. Loss or theft of: animals, perishable items, household items and furniture, artificial teeth or limbs, hearing aids, glasses of any type, contact lenses, Prescription Drugs, tobacco products, money, tickets, securities, documents, items related to Your occupation, mobile phones, computers and accessories, CDs, DVDs and personal entertainment devices, antiques or collectors' items, items that are fragile, items that are obtained illegally, or articles that are insured on a valued basis or are insured by another insurer.
2. Damage or loss resulting from wear and tear, deterioration, defect, mechanical breakdown, Your imprudence or omission.
3. Unaccompanied baggage or personal property, baggage or personal property left in an unattended vehicle and which was not locked in the trunk, or baggage or personal property shipped under a freight contract.

## **24-HOUR EMERGENCY MEDICAL ASSISTANCE**

With all Hospital & Emergency medical expenses coverage, Your benefits include 24-hour Emergency medical assistance. Whether You need Emergency medical care or Emergency arrangements to return Home, You can count on Our Emergency assistance counsellors, doctors and nurses to help You anywhere in the world, anytime of day

Call Us 24-hours a day, seven (7) days a week:

- toll free 1-866-878-0192, if in Canada or Continental U.S.
- collect 1-416-646-3723, if calling from elsewhere in the world

For general inquiries, please call: 1-866-648-8425

## **CLAIM PROCEDURES**

### **Payment of Claims - To Whom Paid:**

Benefits are payable to the Insured who applied for coverage and paid any required plan cost.

Any benefits payable due to that Insured's death will be paid to the survivors of the first surviving class of those that follow:

1. the beneficiary named by that Insured and on file with Us; if no beneficiary, then
2. to the Insured's estate.

If a benefit is payable to a minor or other person who is incapable of giving a valid release, the Insurer may pay up to \$3,000 to a relative by blood or connection by marriage who has assumed care or custody of

the minor or responsibility for the incompetent person's affairs. Any payment Insurer makes in good faith fully discharges Insurer to the extent of that payment.

**To Claim For Emergency Medical and Dental Benefits:**

1. You must contact Us at the numbers below before seeking medical attention and a failure to call will result in Your being responsible for 30% of any eligible expenses incurred, or no reimbursement, unless Your Medical Condition prevents You from calling. You must call as soon as medically possible or have someone call on Your behalf.
2. Our medical department must approve all medical procedures (including, but not limited to, cardiac procedures and cardiac catheterization) in advance. A failure to call will result in Your being responsible for 30% of any eligible expenses incurred unless Your Medical Condition prevents You from calling, in which case You must call as soon as medically possible or have someone call on Your behalf.
3. If You choose not to receive Treatment or services from a Provider as directed by Us You may be responsible for 70% of any eligible expenses incurred.

New Brunswick, Newfoundland and Saskatchewan Residents:

Canada and Continental USA: 1-888-566-8028 OR

International Collect at 1-819-566-8028

All Other Provinces, Call:

Canada and Continental USA: 1-866-878-0192 OR

International Collect at 1-416-646-3723

Benefits for Emergency Medical Expense/Emergency Evacuation and Repatriation of Remains services may be payable directly to the Provider of the services. However, the Provider:

1. must comply with the statutory provision for direct payment; and
2. must not have been paid from any other sources.

Our assistance coordinators will provide guidance. We will make every effort, although We cannot guarantee, to pay Providers directly. You must provide Us with original receipts for incurred expenses including those for Subsistence Allowance expenses.

We do not subrogate against any retiree plan benefit if the lifetime maximum limits for all in-country and out-of-country benefits is \$50,000 or less.

**To Claim For Trip Cancellation, Interruption and Delay Benefits:**

You must notify Us immediately of a cancellation, interruption or delay no later than the next business day following a cancellation, interruption or delay. You must provide:

1. proof of all non-refundable, prepaid deposits or payments;
2. completed documentation if a Medical Condition was the cause for cancellation;
3. complete unused transportation tickets and vouchers;
4. original receipts for Subsistence Allowance expenses;
5. original receipts for new tickets;
6. reports from police or local authorities documenting the missed connection or travel delay; and
7. invoices and original receipts from travel service providers.

**To Claim For Baggage and Personal Effects Benefits:**

You must notify Us immediately of the loss or damage to baggage or personal effects. You must also report the loss or damage to police, local or conveyance authorities, tour operator representatives, the hotel manager or official transportation representative and obtain a written report.

When filing Your claim You must submit:

1. a letter of coverage or denial from the transportation carrier;
2. the written report regarding the loss or damage;
3. original receipts or sales slips for all lost or stolen articles over \$149.99 Canadian per item claimed and proof that You owned the articles; and
4. original receipts or sales slips for all items claimed under

Baggage and Personal Effects Coverage.

Failure to submit the written report to Us with Your claim will place Your claim on hold until the report(s) is received.

If You have any questions regarding Your claim, please call: 1-866-648-8425.

For all claims, You must include the following where required:

- Fully completed Claim Form;
- Proof of travel and insurance payment;
- Originals of all travel tickets, bills, invoices and receipts;
- Written incident reports, police reports, doctor/Hospital records and/or death certificate, autopsy or coroner's report (where lawful).

**For Baggage claims:**

- (a) the incident or police report must accompany Your claim;
- (b) claims for valuable items must be accompanied by original receipts;
- (c) You must also submit a letter of coverage or denial from the transportation carrier and/or Your homeowner's insurance company.

**10 Day Right to Examine**

You have the right to cancel Your Policy within ten (10) days from the date You purchased Your travel insurance coverage.

Please take the time to read Your Policy.

If You have any questions or You are unsure about Your coverage You must contact Your Travel Supplier as soon as possible.

**Beneficiary Designation and Change**

The Insured's beneficiary(ies) is (are) the person(s) designated by the Insured and on file with Us. If no beneficiary has been designated, payment will be made to the Insured's estate.

An Insured over the Age of majority and legally competent may change their beneficiary designation at any time unless the beneficiary designation is irrevocable, without the consent of the designated beneficiary(ies), by providing Us a written request for change. What the request is received, whether the Insured is then living or not, the change of beneficiary will relate back to and take effect as of the date of

execution of the written request, but without prejudice to the Insurer on account of any payment made by it prior to receipt of the request.

## PRIVACY PRINCIPLES

We abide by the Privacy Principles of the AIG Insurance Company of Canada and want You, Our policyholders, Insureds and claimants (referred to as “Customers” or “You”), to be aware of how and why We handle personal information. We work hard to respect and maintain Your privacy. However, the very nature of Our business is such that the collection, use and disclosure of personal information is fundamental to the products and services We provide.

For the purposes of the Privacy Principles, personal information means information that identifies an individual. For example: an individual’s name, birth date, address, age, health and financial information is personal information which We may collect, use and in certain circumstances, where necessary, disclose, in the course of providing insurance services and carrying on business. By applying for or purchasing AIG’s products and services, You are providing Your consent to Our collection, use, and disclosure of Your personal information for insurance purposes and carrying on business, as set out in the Privacy Principles.

You may obtain a copy of the Privacy Principles on Our website at [www.aig.ca](http://www.aig.ca) or request a copy by contacting Us at:

The Privacy Officer  
c/o AIG Insurance Company of Canada  
120 Bremner Boulevard, Suite 2200  
Toronto, ON M5J 0A8  
1-800-387-4481

### **24-HOUR EMERGENCY ASSISTANCE**

You must notify Us prior to any Emergency Medical Treatment and prior to any surgery, invasive procedure or Hospitalization. Failure to do so will result in Your being responsible for 30% of any eligible expenses incurred.

**New Brunswick, Newfoundland and Saskatchewan Residents**

**Call Global Excel Management:**

Canada and Continental USA: 1-888-566-8028 OR

International Collect at 1-819-566-8028

**All Other Provinces**

**Call Travel Guard Canada:**

Canada and Continental USA: 1-866-878-0192 OR

International Collect at 1-416-646-3723

When speaking with claims please refer to **Product Number 800209 P1.**