

We're available 24/7 to answer your questions.



Toll-free Canada/US
1 877 704 0341



Collect Worldwide
1-519 741-0782

Email us
questions@allianz_assistance.ca



Read your Certificate of insurance
for a complete list of coverage details.

BMO® Government of Canada Travel Card



22 1698 600 Travel Card_ACC_E



Table of Contents

Product summary for travel insurance 3

Name and contact information for the insurer
and distributor. 3

Name and type of insurance. 3

Introduction. 4

Coverage summary 5

Travel insurance 6

Other important information 9

How to file a complaint. 11

Product summary for vehicle rental insurance 13

Name and contact information for the insurer
and distributor. 13

Name and type of insurance. 13

Introduction. 14

Coverage summary 15

Vehicle rental insurance 15

Other important information 18

How to file a complaint. 20

Product summary for travel insurance

Name and contact information for the insurer and distributor

INSURER
<p>CUMIS General Insurance Company P.O. Box 5065, 151 North Service Road Burlington, Ontario L7R 4C2 1-800-263-9120 Registered with the Autorité des marchés financiers under client number 2000383675. www.cumis.com</p>
ADMINISTRATOR OPERATIONS CENTRE
<p>Allianz Global Assistance 700 Jamieson Parkway Cambridge, ON N3C 4N6 1-877-704-0341 or 1-519-741-0782 www.allianz-assistance.ca</p>
DISTRIBUTOR
<p>Bank of Montreal 129 Saint-Jacques Street West, 2nd floor Montreal, QC H2Y 1L6 1-877-CALL BMO (1-877-225-5266) www.bmo.com</p>

The Autorité des marchés financiers can provide information about your rights and the duties of the insurer, administrator and distributor.

Autorité des marchés financiers

Place de la Cité, Tour Cominar
2640, boulevard Laurier, 4^e étage
Québec, QC G1V 5C1
1-877-525-0337
lautorite.qc.ca

Name and type of insurance

INSURANCE PRODUCT NAME: Common Carrier Accidental Death and Dismemberment Insurance, Lost or Stolen Baggage and Baggage Delay Insurance, Hotel/Motel Burglary Insurance, Flight Delay/Missed Connection Insurance, and Unexpected Return Home Insurance.

INSURANCE PRODUCT TYPE: The Autorité des marchés financiers classifies the above insurance products as Travel Insurance.

Introduction

This product summary provides an overview of the insurance benefits included with your BMO Government of Canada Travel Card to help you to make an informed decision in selecting this card. This document highlights some of the key benefits, exclusions, limitations and restrictions that apply to each of the coverages provided. There is no additional charge for the insurance benefits, as they are automatically included with the card.

NOTE: This is not the certificate/policy of insurance. Please refer to the certificate/policy of insurance for the complete terms and conditions.

The certificate/policy of insurance and this product summary can be found at: <https://www.cumis.com/quebec-summaries>

Defined Words

Some words and terms used in this document have specific meaning. Words and terms that appear in **bold italic** throughout this product summary are defined below. For a full list, refer to the certificate/policy of insurance.

Cardholder means the individual/section/division, etc., named on the card who shall receive and use the Individual Designated Travel Card or the Departmental Travel Expense Card or Departmental Travel Expense Account in accordance with the requirements and policies issued by the Treasury Board of Canada Secretariat and the individual's department. The **travel card** must be in good standing.

Coverage Period means the time insurance is in effect, as indicated in the certificate/policy of insurance.

Dependent Child means an unmarried natural or adopted child or stepchild of a **traveller** dependent on the **traveller** for maintenance and support who is:

- under the age of 21; or
- under the age of 26 if a full-time student attending a recognized college or university.

Travel card means an Individual Designated Travel Card (IDTC), or Departmental Travel Expense Card (DTEC) or Departmental Travel Expense Account (DTEA), as defined in the government's travel card policy, issued by Bank of Montreal and used by a **traveller** for the purpose of paying for authorized government travel and travel-related expenses. The travel card must be in good standing.

Traveller means individuals who are authorized to travel on federal government business per the National Joint Council Travel Directive. The term is used to designate both Public Service employees and other persons who travel on authorized government business, including a traveller's spouse and **dependent child**.

Coverage summary

The table below summarizes the types of insurance coverages that come with your BMO Government of Canada Travel Card and the coverage limits.

Each coverage is valid for a different **coverage period**. Details are found in the certificate/policy of insurance.

Type of coverage	Limits (in CAD\$)
Common Carrier Accidental Death and Dismemberment Insurance	<ul style="list-style-type: none">• Up to \$500,000 per traveller
Lost or Stolen Baggage and Baggage Delay Insurance	<ul style="list-style-type: none">• Lost, Stolen or Damaged Baggage: up to \$2,500 per incident• Baggage Delay: up to \$600 (maximum of 2 claims, per travel card, per 12-month period) when your baggage is delayed by the common carrier for more than 6 hours
Hotel/Motel Burglary Insurance	<ul style="list-style-type: none">• Up to \$600 per incident
Flight Delay/Missed Connection Insurance	<p>Up to \$600 for meals and accommodations (including ground travel to and from the airport) when:</p> <ul style="list-style-type: none">• the arrival or departure of your scheduled flight is delayed by more than 4 hours• you miss a connecting flight due to a flight delay, accident, breakdown of your vehicle or public transit, or emergency road closure
Unexpected Return Home Insurance	<ul style="list-style-type: none">• Up to \$2,500 per traveller

ⓘ IMPORTANT

To be eligible for this insurance you must be a **cardholder** or a **traveller**.

Travel insurance

Common carrier accidental death and dismemberment coverage

Who can be covered by this insurance?

Any **traveller** when the full cost of the common carrier passenger fare is charged to the **travel card** or paid through the redemption of the card loyalty program points.

What is covered and not covered?

Benefits
Common Carrier Accidental Death and Dismemberment Insurance provides coverage up to \$500,000 per traveller in the event of an accidental injury or death while a passenger on, or while entering or exiting a licensed common carrier (includes passenger plane, bus, taxi, car service, train, cruise ship, etc.).
Exclusions
You will not be covered for expenses that are caused by or related to the following: <ul style="list-style-type: none">• Sickness or illness.• Intentional acts, suicide or self-harm.• Criminal or illegal acts.• Voluntarily consuming drugs or poison.• Operation of an aircraft or being a crew member of an aircraft.• A travel advisory issued by the Canadian government for the destination that you are travelling to before you leave on your trip.

Refer to the Common Carrier Accidental Death and Dismemberment Insurance section in the certificate/policy of insurance for a complete list of what is and what is not covered.

CAUTION

If multiple **travellers** suffer a loss from the same accident, the total amount payable per **travel card** will be limited to \$1,500,000.

Lost or stolen baggage and baggage delay coverage

Who can be covered by this insurance?

Any **traveller** when the full cost of the common carrier passenger fare is charged to the **travel card** or paid through the redemption of the card loyalty program points.

What is covered and not covered?

Benefits
Lost or Stolen Baggage and Baggage Delay Insurance provides: <ul style="list-style-type: none">• Up to \$2,500 per incident for loss, theft or damage to your baggage and/or your personal items while travelling on a common carrier.• Up to \$600 (maximum of 2 claims, per travel card, per 12-month period) to purchase essential items (i.e., necessary toiletries and clothing) if your checked baggage is delayed by the common carrier for more than 6 hours.
Exclusions
You will not be covered for expenses that are caused by or related to the following: <ul style="list-style-type: none">• Normal wear and tear or deterioration.• Specific items including cell phones, computers, motorized vehicles, camera equipment, furs, plants, animals, eye glasses and contact lenses, prosthetic devices, tickets, money, travelers cheques, credit/debit cards, art, and electronic equipment.• Criminal offenses or illegal acts.• Items you insure with another company.

Refer to the Lost or Stolen Baggage and Baggage Delay section of the certificate/policy of insurance for a complete list of what is and what is not covered.

Hotel/motel burglary coverage

Who can be covered by this insurance?

Any **traveller** when the full cost of the hotel or motel accommodations is charged to the **travel card**.

What is covered and not covered?

Benefits
Hotel/Motel Burglary Insurance provides up to \$600 per incident to replace personal property that is lost as a result of a burglary while you are registered as a guest at your travel accommodation.

Exclusions
<p>You will not be covered for expenses that are caused by or related to the following:</p> <ul style="list-style-type: none"> • Specific items such as money, perishable goods, animals, motorized vehicles, camera equipment, eye glasses and contact lenses, prosthetic devices, tickets, travellers cheques, credit/debit cards, art, furs, electronic and sports equipment. • Criminal offenses or illegal acts. • Items in the hotel or motel safety deposit box. • Items you insure with another company.

Refer to the *Hotel/Motel Burglary Insurance* section of the certificate/policy of insurance for a complete list of what is and what is not covered.

Flight delay/missed connection coverage

Who can be covered by this insurance?

Any **traveller** when the full cost of the common carrier passenger fare is charged to the **travel card** or paid through the redemption of the card loyalty program points.

What is covered and not covered?

Benefits
<ul style="list-style-type: none"> • Flight Delay Insurance provides coverage if there is a delay in the arrival or departure of your regularly scheduled flight of more than 4 hours. You are eligible for up to \$600, for additional meal, accommodation and travelling expenses as a result of the delay. • Missed Connection Insurance also provides up to \$600 for meals and accommodations if you miss a connecting flight due to a flight delay, accident, breakdown or cancellation of public transport or breakdown of your vehicle, or an emergency police directed road closure.
Exclusions
<p>You will not be covered for expenses that are caused by or related to the following:</p> <ul style="list-style-type: none"> • Mechanical breakdown of the aircraft. • Air traffic delays. • Criminal offences or illegal acts. • A travel advisory issued by the Canadian government for the destination that you are travelling to before you leave on your trip.

Refer to the *Flight Delay/Missed Connection Insurance* section of the certificate/policy of insurance for a complete list of what is and what is not covered.

Unexpected return home coverage

Who can be covered by this insurance?

Any **traveller** when the full cost or a portion of the cost of a trip is charged to the **travel card**, prior to departure.

What is covered and not covered?

Benefits
<p>Unexpected Return Home Insurance covers up to \$2,500 per traveller if you need to return home early from a trip because of the death or sudden hospitalization of an immediate family member, or if a disaster renders your principal residence uninhabitable, while you are on a trip.</p>
Exclusions
<p>You will not be covered for expenses that are caused by or related to the following:</p> <ul style="list-style-type: none"> • Voluntarily consuming drugs or poison. • Intentional acts, suicide or self-harm. • Criminal offences or illegal acts. • Medical treatment or surgery (including any related complications) unless required as a result of an accident.

CAUTION

You must call the Allianz Global Assistance Operations Centre for help in making the necessary arrangements, otherwise your claim may be delayed or denied.

Refer to the *Unexpected Return Home Insurance* section in the certificate/policy of insurance for a complete list of what is and what is not covered.

Other important information

Cost of Insurance

What is the cost of the insurance plans featured on my travel card?

There is no additional charge for the insurance plans outlined in this document, since they are automatically included with the card.

Cancellation/Termination of Insurance

Can I cancel the insurance plans on my travel card?

The insurance plans that come with your **travel card** cannot be cancelled without cancelling your card. You can cancel your card at any time by speaking with your Card Program Administrator or by calling the number on the back of your card.

When do the insurance plans end?

Your insurance plans will end on the date that either:

1. the BMO Government of Canada Travel Card Program to which the **cardholder** belongs is terminated;
2. the **cardholder** is no longer eligible to participate;
3. the **travel card** is cancelled, closed, or **cardholder** privileges have expired, been revoked, suspended or terminated; or
4. the insurance plans or policies are cancelled by Allianz or by BMO;

whichever date occurs first.

Making a Claim

How do I submit a claim?

You must contact the Allianz Global Assistance Operations Centre as soon as reasonably possible to report a claim. Upon receipt of the notice, the Operations Centre will provide you with the appropriate claim forms.

SEND CLAIM FORMS AND SUPPORTING DOCUMENTS TO:

Operations Centre

c/o Allianz Global Assistance, Claims Department

P. O. Box 277

Waterloo, Ontario, Canada N2J 4A4

Toll-free Canada/U.S.A: 1-877-704-0341

Collect worldwide: 1-519-741-0782

Online at: allianz-assistance.ca/en_CA/customers/file-a-claim.

[html](#)

How long do I have to submit a claim?

For Quebec residents, claims should be reported within 30 days of occurrence, and documentation should be submitted within 90 days of occurrence. If this is not reasonably possible, notice and proof must be provided within 1 year of occurrence.

Eligible claims will be paid within 60 days of required documentation being received.

How are insurance benefits paid?

If you die as a result of an accident under the Common Carrier Accidental Death and Dismemberment Insurance, the death benefit will be paid to your estate, unless you had previously completed and submitted a beneficiary designation form to Allianz Global Assistance indicating to whom the benefit is to be paid. All other insurance benefits will be paid to you or any other person insured under this policy who suffers a loss.

Note: All amounts in this product summary and the certificate of insurance are in Canadian dollars and claim payments will be made in Canadian dollars.

Refer to the certificate of insurance for full claim details.

Misrepresentation and Non-Disclosure

If you provide incorrect or incomplete information when you submit a claim, or at any time before you make a claim, the insurer may choose to void your coverage and refuse to pay your claim.

Trip assistance

The following assistance services are available to you through the Allianz Global Assistance Operations Centre 24 hours a day/7 days a week:

- **Trip assistance services:** emergency cash, lost document and luggage assistance, pre-trip information, and emergency message transmission.
- **Medical assistance services:** locating medical care, medical transportation arrangements, and prescription drug assistance.
- **Legal assistance services:** legal referrals and communication services.

Questions

Who can I contact if I have questions about this insurance?

The insurance plans on your credit card are administered by Allianz Global Assistance through their Operations Centre. If you have any questions you can call the Operations Centre 24 hours a day / 7 days a week.

- From Canada and the United States call: 1-877-704-0341
- From elsewhere call collect: 1-519-741-0782
- Or email your questions to questions@allianz-assistance.ca

How to file a complaint

If you submit a claim and are not satisfied with the outcome you have the right to file a complaint by following the process below.

1. Contact Allianz Global Assistance

Appeals must be submitted in writing describing why the outcome of your claim is incorrect along with any new supporting documentation.

Allianz Global Assistance

Appeals Department

P.O. Box 277

Waterloo, ON N2J 4A4

appeals@allianz-assistance.ca

2. Contact the Ombudsman

If your complaint remains unresolved after following the appeals process above, you may request additional consideration from the Ombudsman Office.

CUMIS General Insurance Company

Ombudsperson

P.O. Box 5065, 151 North Service Road

Burlington, Ontario L7R 4C2

Phone: 1-877-720-6733

Email: ombuds@cooperators.ca

3. External Recourse

If after submitting an appeal and contacting the insurer's ombudsman you are still unable to resolve your concerns you may contact the General Insurance OmbudService (GIO).

General Insurance OmbudService (GIO)

Phone: 1-877-225-0446

Website: www.giocanada.org

QUEBEC RESIDENTS

You may request in writing that a copy of your file be sent to Autorité des marchés financiers (AMF) within 3 years of your claim being denied.

Autorité des marchés financiers (AMF)

Phone: 1-877-525-0337

Email: renseignement-consommateur@lautorite.qc.ca

4. The Financial Consumer Agency of Canada (FCAC)

The Financial Consumer Agency of Canada provides consumers with information about Financial Products and your rights and responsibilities. They ensure compliance with federal consumer protection laws that apply to banks and insurance companies.

Website: canada.ca/en/financial-consumer-agency.html

Product summary for vehicle rental insurance

Name and contact information for the insurer and distributor

INSURER

CUMIS General Insurance Company

P.O. Box 5065, 151 North Service Road

Burlington, Ontario L7R 4C2

1-800-263-9120

Registered with the Autorité des marchés financiers under client number 2000383675.

www.cumis.com

ADMINISTRATOR OPERATIONS CENTRE

Allianz Global Assistance

700 Jamieson Parkway

Cambridge, ON N3C 4N6

1-877-704-0341 or 1-519-741-0782

www.allianz-assistance.ca

DISTRIBUTOR

Bank of Montreal

129 Saint-Jacques Street West, 2nd floor

Montreal, QC H2Y 1L6

1-877-CALL BMO

(1-877-225-5266)

www.bmo.com

The Autorité des marchés financiers can provide information about your rights and the duties of the insurer, administrator and distributor.

Autorité des marchés financiers

Place de la Cité, Tour Cominar

2640, boulevard Laurier, 4^e étage

Québec, QC G1V 5C1

1-877-525-0337

lautorite.qc.ca

Name and type of insurance

INSURANCE PRODUCT NAME: Car Rental Insurance.

INSURANCE PRODUCT TYPE: The Autorité des marchés financiers classifies the above insurance as Vehicle Rental Insurance.

Introduction

This product summary provides an overview of the insurance benefits included with your BMO Government of Canada Travel Card to help you to make an informed decision in selecting this card. This document highlights some of the key benefits, exclusions, limitations and restrictions that apply to each of the coverages provided. There is no additional charge for the insurance benefits, as they are automatically included with the card.

NOTE: This is not the certificate/policy of insurance. Please refer to the certificate/policy of insurance for the complete terms and conditions.

The certificate/policy of insurance and this product summary can be found at: cumis.com/quebec-summaries

Defined Words

Some words and terms used in this document have specific meaning. Words and terms that appear in **bold italic** throughout this product summary are defined below. For a full list, refer to the certificate/policy of insurance.

Cardholder means the individual/section/division, etc., named on the card who shall receive and use the Individual Designated Travel Card or the Departmental Travel Expense Card or Departmental Travel Expense Account in accordance with the requirements and policies issued by the Treasury Board of Canada Secretariat and the individual's department. The **travel card** must be in good standing.

Dependent Child means an unmarried natural or adopted child or stepchild of a **traveller** dependent on the **traveller** for maintenance and support who is:

- under 21 years of age; or
- under 26 years of age if a full-time student attending a recognized college or university.

Rental Car means a land motor vehicle with four (4) or more wheels, that is designed for use mainly on public roads and that you have rented from a commercial rental agency for your business use for the period of time shown on the rental car agreement.

Travel card means an Individual Designated Travel Card (IDTC), or Departmental Travel Expense Card (DTEC) or Departmental Travel Expense Account (DTEA), as defined in the government's travel card policy, issued by Bank of Montreal and used by a **traveller** for the purpose of paying for authorized government travel and travel-related expenses. The travel card must be in good standing.

Traveller means individuals who are authorized to travel on federal government business per the National Joint Council Travel Directive. The term is used to designate both Public Service employees and other persons who travel on authorized government business, including a traveller's spouse and **dependent child**.

Coverage summary

The table below summarizes the types of insurance coverages that come with your BMO Government of Canada Travel Card and the coverage limits.

Each coverage is valid for a different coverage period. Details are found in the certificate/policy of insurance.

Type of coverage	Limits (in CAD\$)
Car Rental Insurance	<i>Collision Damage Waiver (CDW):</i> <ul style="list-style-type: none">• <i>Maximum Rental Period:</i> 48 consecutive days• <i>Accidental Death and Dismemberment:</i> up to \$500,000 per traveller• <i>Personal Effects:</i> up to \$2,500 per rental period per card

Vehicle rental insurance

Car rental coverage

Who can be covered by this insurance?

Any **traveller** while occupying a **rental car** who enters into a non-renewable rental car agreement, where the total rental period does not exceed 48 consecutive days, and:

- the **rental car** is rented by the **cardholder**;
- the **rental car** is rented from a commercial rental car agency;
- the **rental car** is rented for business purposes only;
- the full or partial cost of the rental must be charged the card;
- only one **rental car** can be rented during the rental period;
- you decline collision damage waiver benefits offered by the rental agency;
- the **rental car** is operated by the **cardholder** or **traveller** who is listed on the rental car agreement; and
- there is at least a full calendar day between rental periods.

Collision Damage Waiver (CDW)

What is covered and not covered?

Benefits

When the rental period does not exceed 48 consecutive days, Car Rental Insurance provides coverage for a **rental car** up to the full vehicle value for:

- Damages.
- Theft, including parts and accessories.
- Loss-of-use charges when the **rental car** is being repaired.
- Towing.

Exclusions

You will not be covered for expenses that are caused by or related to the following:

- Specific excluded vehicles such as trucks, trailers, off-road vehicles, motorcycles, mopeds, recreational vehicles and antiques.
- Normal wear and tear and gradual deterioration.
- Violation of the rental car agreement.
- Off-road operation or speed contests.
- Alcohol or drug use, or misuse of medication.
- Criminal offenses or illegal acts.

WARNING

This coverage does not provide any form of third-party automobile, property damage or personal injury liability insurance. It is your responsibility to have adequate third-party insurance.

Refer to the Car Rental Insurance section of the certificate/policy of insurance for a complete list of what is and what is not covered.

Personal Effects

What is covered and not covered?

Benefits

This coverage provides up to \$2,500 per rental period per **travel card** when a **traveller's** personal effects are stolen or damaged while in a **rental car** or in a hotel or other building en route during a trip with the **rental car** during the eligible rental period.

Exclusions

You will not be covered for expenses that are caused by or related to the following:

- Specific items such as money or perishable goods.
- Off-road operation or speed contests.
- Alcohol or drug use, or misuse of medication.
- Criminal offenses or illegal acts.
- Violation of the rental car agreement.
- Situations where the personal property goes missing, cannot be located, and there is no evidence that a theft occurred.
- Failure to take reasonable steps to protect your personal property from theft or damage.

Refer to the Car Rental Insurance section of the certificate/policy of insurance for a complete list of what is and what is not covered.

Accidental Death and Dismemberment

What is covered and not covered?

Benefits

Car Rental Accidental Death and Dismemberment Insurance provides up to \$500,000 for a **traveller** who suffers a loss that occurs as a result of an accident while occupying an eligible **rental car**.

- Amount payable varies by type of loss
- Losses include but are not limited to: loss of life, loss of sight, loss of speech or hearing, loss of hand or foot.

Exclusions

You will not be covered for expenses that are caused by or related to the following:

- Violation of the rental car agreement.
- Off-road operation or speed contests.
- Alcohol or drug use, or misuse of medication.
- Criminal offenses or illegal acts.
- Self-inflicted injury, suicide or attempted suicide.

Refer to the Car Rental Insurance section of the certificate/policy of insurance for a complete list of what is and what is not covered.

Other important information

Cost of Insurance

What is the cost of the insurance plans featured on my travel card?

There is no additional charge for the insurance plans outlined in this document, since they are automatically included with the card.

Cancellation/Termination of Insurance

Can I cancel the insurance plans on my travel card?

The insurance plans that come with your *travel card* cannot be cancelled without cancelling your card. You can cancel your card at any time by speaking with your Card Program Administrator or by calling the number on the back of your card.

When do the insurance plans end?

Your insurance plans will end on the date that either:

1. the BMO Government of Canada Travel Card Program to which the *cardholder* belongs is terminated;
2. the *cardholder* is no longer eligible to participate;
3. the *travel card* is cancelled, closed, or *cardholder* privileges have expired, been revoked, suspended or terminated; or
4. the insurance plans or policies are cancelled by Allianz or by BMO;

whichever date occurs first.

Making a Claim

How do I submit a claim?

You must contact the Allianz Global Assistance Operations Centre as soon as reasonably possible to report a claim. Upon receipt of the notice, the Operations Centre will provide you with the appropriate claim forms.

SEND CLAIM FORMS AND SUPPORTING DOCUMENTS TO:

Operations Centre

c/o Allianz Global Assistance, Claims Department

P. O. Box 277

Waterloo, Ontario, Canada N2J 4A4

Toll-free Canada/U.S.A.: 1-877-704-0341

Collect worldwide: 1-519-741-0782

Online at: allianz-assistance.ca/en_CA/customers/file-a-claim.html

How long do I have to submit a claim?

For Quebec residents, claims should be reported within 30 days of occurrence, and documentation should be submitted within 90 days of occurrence. If this is not reasonably possible, notice and proof must be provided within 1 year of occurrence.

Eligible claims will be paid within 60 days of required documentation being received.

How are insurance benefits paid?

If you die as a result of an accident under the Common Carrier Accidental Death and Dismemberment Insurance, the death benefit will be paid to your estate, unless you had previously completed and submitted a beneficiary designation form to Allianz Global Assistance indicating to whom the benefit is to be paid. All other insurance benefits will be paid to you or any other person insured under this policy who suffers a loss.

Note: All amounts in this product summary and the certificate of insurance are in Canadian dollars and claim payments will be made in Canadian dollars.

Refer to the certificate/policy of insurance for full claim details.

Misrepresentation and Non-Disclosure

If you provide incorrect or incomplete information when you submit a claim, or at any time before you make a claim, the insurer may choose to void your coverage and refuse to pay your claim.

Trip assistance

The following assistance services are available to you through the Allianz Global Assistance Operations Centre 24 hours a day/7 days a week:

- *Trip assistance services:* emergency cash, lost document and luggage assistance, pre-trip information, and emergency message transmission.
- *Medical assistance services:* locating medical care, medical transportation arrangements, and prescription drug assistance.
- *Legal assistance services:* legal referrals and communication services.

Questions

Who can I contact if I have questions about this insurance?

The insurance plans on your credit card are administered by Allianz Global Assistance through their Operations Centre. If you have any questions you can call the Operations Centre 24 hours a day / 7 days a week.

- From Canada and the United States call: 1-877-704-0341
- From elsewhere call collect: 1-519-741-0782
- Or email your questions to questions@allianz-assistance.ca

How to file a complaint

If you submit a claim and are not satisfied with the outcome you have the right to file a complaint by following the process below.

1. Contact Allianz Global Assistance

Appeals must be submitted in writing describing why the outcome of your claim is incorrect along with any new supporting documentation.

Allianz Global Assistance

Appeals Department

P.O. Box 277

Waterloo, ON N2J 4A4

appeals@allianz-assistance.ca

2. Contact the Ombudsman

If your complaint remains unresolved after following the appeals process above, you may request additional consideration from the Ombudsman Office.

CUMIS General Insurance Company

Ombudsperson

P.O. Box 5065, 151 North Service Road

Burlington, Ontario L7R 4C2

Phone: 1-877-720-6733

Email: ombuds@cooperators.ca

3. External Recourse

If after submitting an appeal and contacting the insurer's ombudsman you are still unable to resolve your concerns you may contact the General Insurance OmbudService (GIO).

General Insurance OmbudService (GIO)

Phone: 1-877-225-0446

Website: www.giocanada.org

QUEBEC RESIDENTS

You may request in writing that a copy of your file be sent to Autorité des marchés financiers (AMF) within 3 years of your claim being denied.

Autorité des marchés financiers (AMF)

Phone: 1-877-525-0337

Email: renseignement-consommateur@lautorite.qc.ca

4. The Financial Consumer Agency of Canada (FCAC)

The Financial Consumer Agency of Canada provides consumers with information about Financial Products and your rights and responsibilities. They ensure compliance with federal consumer protection laws that apply to banks and insurance companies.

Website: canada.ca/en/financial-consumer-agency.html