

The purpose of this fact sheet is to inform you of your rights.  
It does not relieve the insurer or the distributor of their obligations to you.

## LET'S TALK INSURANCE!

Name of distributor: Your distributor is required to provide you with this information

Name of insurer: CUMIS General Insurance Company

Name of insurance product: Emergency Medical Multi-trip Plan

### IT'S YOUR CHOICE

You are **never required** to purchase insurance:

- that is offered by your distributor;
- from a person who is assigned to you; or
- to obtain a better interest rate or any other benefit.

Even if you are required to be insured, **you do not have to** purchase the insurance that is being offered. **You can choose** your insurance product and your insurer.

### HOW TO CHOOSE

To choose the insurance product that's right for you, we recommend that you read the summary that describes the insurance product and that must be provided to you.

### DISTRIBUTOR REMUNERATION

A portion of the amount you pay for the insurance will be paid to the distributor as remuneration. The distributor **must** tell you when the remuneration exceeds 30% of that amount.

### RIGHT TO CANCEL

The Act allows you to rescind an insurance contract, **at no cost**, within 10 days after the purchase of your insurance. However, the insurer may grant you a longer period of time. After that time, fees may apply if you cancel the insurance. **Ask** your distributor about the period of time granted to cancel it **at no cost**.

If the cost of the insurance is added to the financing amount and you cancel the insurance, your monthly financing payments might not change. Instead, the refund could be used **to shorten the financing period**. **Ask your distributor for details**.

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**The *Autorité des marchés financiers* can provide you with unbiased, objective information.**

Visit [www.lautorite.qc.ca](http://www.lautorite.qc.ca) or call the AMF at 1-877-525-0337.

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**Reserved for use by the insurer:**

**This fact sheet cannot be modified**

## EMERGENCY MEDICAL MULTI TRIP PLAN PRODUCT SUMMARY

INSURER	ADMINISTRATOR	DISTRIBUTOR
<b>CUMIS General Insurance Company</b>  151 North Service Road  Burlington, ON L7R 4C2  1-800-263-9120  Registered with the Autorité des marchés financiers under client number 2000383675.	<b>Allianz Global Assistance</b>  700 Jamieson Parkway  Cambridge, ON N3C 4N6  1-800-670-4426	<b>Your distributor is required to provide you with this information.</b>  Name:  Address:  Phone:

### QUEBEC RESIDENTS

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, 4e étage  
Québec, QC G1V 5C1  
Toll-free: 1-877-525-0337  
Website: [lautorite.qc.ca](http://lautorite.qc.ca)

## INTRODUCTION

This Product Summary will provide an overview of the Emergency Medical Multi-trip Plan. It will help you determine if this insurance is right for you without the advice of an insurance advisor. This document highlights the benefits, exclusions, limitations and restrictions that apply to this coverage. Refer to the policy for the complete terms and conditions. If you have questions about this coverage, contact your insurance representative.

The policy can be found at:

<https://www.cumis.com/en/information/Pages/quebec-guides-and-summaries.aspx>



#### YOUR RIGHT TO CANCEL

If you are not completely satisfied with this policy, you may cancel it within 10 days of purchase for a full premium refund as long as you have not left on your trip and have not experienced an event that would cause you to submit a claim before you have left for your trip. To cancel your policy, please contact your insurance representative.

## PRODUCT DESCRIPTION

The Emergency Medical Multi-trip Plan provides emergency medical coverage for Canadian residents while travelling outside their home province or territory of residence for unlimited number of trips within a year. There are 4 days, 8 days, 15 days and 35 days options available. Your choice will be shown on your Confirmation of Coverage.

The Autorité des marchés financiers classifies the Emergency Medical Multi-trip Plan as Travel Insurance.

Coverage begins on the effective date and ends on the expiry date. These dates are determined at the time of purchase and can be found on the Confirmation of Coverage.

## COVERAGE SUMMARY PER PERSON

Coverage	Maximum Limit (\$CAD)
Emergency Medical	Up to \$10 million (overall policy maximum)
Dental	Up to \$5,000
Emergency Medical Transportation	Included
Pet Return	\$500
Return of Vehicle/Watercraft	\$5,000



### NOTE

If a specific benefit is limited to a lower maximum (a sublimit), this will be identified in the benefit descriptions under each coverage.

## DO YOU QUALIFY FOR THIS INSURANCE? (ELIGIBILITY)

### To be eligible for coverage, you must:

- be a Canadian resident and be covered by a Canadian government health insurance plan during the entire Coverage Period
  - not have been advised against travel by a physician
  - not be travelling to receive medical treatment
- In the two (2) years prior to the effective date, not have been diagnosed with or received treatment for a terminal condition
- If you are age 65 or older on the effective date, you must not require assistance with activities of daily living



### IMPORTANT NOTE ABOUT CHANGES IN YOUR HEALTH

If your health changes in any way before you travel, contact your insurance representative to see how this may affect your coverage.

## EMERGENCY MEDICAL

Emergency Medical covers you up to \$10 million for unexpected sickness or injury that happens during your trip.

Benefits	Exclusions
<p>If you experience a medical emergency while travelling this insurance provides coverage for the following:</p> <ul style="list-style-type: none"> <li>• Emergency hospital and medical expenses</li> <li>• Dental accident or emergency</li> <li>• Emergency transportation</li> <li>• Baggage return</li> <li>• Return of travelling companion</li> <li>• Return to trip destination</li> <li>• Transportation of family or friend</li> <li>• Pet return</li> <li>• Return of vehicle and watercraft</li> <li>• Return of deceased</li> </ul>	<p>You will not be paid for expenses that arise from, or relate to the following:</p> <ul style="list-style-type: none"> <li>• <b>Pre-existing medical condition that is not stable before the effective date.</b> The stability period varies based on your age, <ul style="list-style-type: none"> <li><b>If you are 64 years old or younger: 90 days</b></li> <li><b>If you are 65 years old or older: 150 days</b></li> </ul> </li> <li>• Unrepaired aneurysm 4 cm or greater</li> <li>• Heart conditions if diagnosed with, received treatment for, or had an episode of congestive heart failure in the two (2) years before the effective date</li> <li>• Complications after 31st week of pregnancy, and high-risk pregnancy</li> <li>• Elective or experimental treatment</li> </ul>

*Refer to the Emergency Medical & General Exclusions sections of the policy for a complete list of what is and what is not covered.*



### DEDUCTIBLE

A deductible is a dollar amount you must pay in each claim, before any expenses you submit are paid. The deductible amount is selected at the time of purchase and is shown on the Confirmation of Coverage.



### WARNING

If you do not notify Allianz Global Assistance prior to seeking treatment without reasonable cause, we will only pay 80% of the eligible medical expenses. You will be responsible for paying the remaining 20% of eligible expenses.

## GENERAL EXCLUSIONS

The following general exclusions apply to all benefits:

1. Any loss, condition, or event that was known, or expected when your policy was purchased.
2. Acts of self-harm.
3. Acts committed to cause loss.
4. Abuse of alcohol or drugs.
5. Participating in extreme, high-risk sports and activities.
6. Participating in professional sporting competition.
7. Illegal acts.
8. Epidemic or pandemic, except when covered under the policy.
9. Acts of war and terrorism or any nuclear occurrence.
10. Cyber risk.
11. Act of negligence.
12. Travel against the orders of any government or public authority.

*Refer to the General Exclusions section of the policy for the full list of General Exclusions.*

## LEGAL INFORMATION

**Benefit Payment** - This insurance only pays amounts that are beyond amounts payable from your government health insurance plan (if applicable), and any other insurance plan or source.

**Currency** - All amounts in the policy are in Canadian currency and reimbursements will be provided in Canadian currency.

**Misrepresentation and Nondisclosure** - If you provide incorrect or incomplete information when you make 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.

**Limitation of Action** – A proceeding against the insurer must begin within the timeline determined by the Insurance Act or Limitations Act of your home province or territory of residence. For Quebec residents this is in the Quebec Civil Code.

**Right to be Reimbursed (Subrogation)** – You agree to reimburse the insurer any amounts from a third party (in whole or in part) that is paid under a judgement or settlement agreement.

If you incur expenses due to a third party, the insurer may take legal action against the third party and you agree to cooperate fully with the insurer's right to recover funds.

*Refer to the Legal Information section of the policy for details.*

## COVERAGE CONDITIONS

### Automatic Extension of Coverage

Your coverage may be automatically extended beyond the expiry date stated on your Confirmation of Coverage for the following reasons:

**Medically unfit to travel:** Coverage automatically extends during hospitalization until you are deemed fit to travel, if medical evidence shows you are medically unfit to travel due to a covered sickness. Plus, an additional 5 days to travel to your province or territory of residence when deemed fit to travel.

**Transportation Delay:** If you are delayed due to a mechanical breakdown or accident of your travel carrier, coverage automatically extends for up to 72 hours.

*Refer to Automatic Extension of Coverage in the Coverage conditions section of the policy for details.*

## MAKING CHANGES TO YOUR COVERAGE

### What if you decide to stay longer?

*Before you leave on the trip:* Contact your insurance representative.

*After you leave on the trip:* Contact your insurance representative before the expiry of your existing coverage. You can apply if you are in good health and have no reason to seek medical attention or submit a claim during the new coverage period.

### Refunds

A full refund will only be given within 10 days of purchase if:

- you have not departed on a trip; and
- you have no reason to submit a claim.



### IMPORTANT

The refund will be calculated based on the date the refund request is received by Allianz Global Assistance. Refund amounts less than \$20 will not be issued.

## HOW TO FILE A CLAIM

If you require medical care, please contact Allianz Global Assistance before seeking treatment. If you are experiencing a medical emergency, please have a family member or friend contact Allianz Global Assistance on your behalf within 24 hours of hospital admission and before any surgery is performed.

In Canada or USA

Toll Free: 1-800-995-1662

Outside Canada or USA

Toll Free: 00-800-842-08420

Country code + 800-842-08420

Collect: 416-340-0049

Claims for out-of-pocket expenses can be submitted through the secure Allianz Global Assistance claims Portal: <https://www.allianzassistanceclaims.ca> for the most efficient claims experience.

**Notice of Claim:** Claims should be reported as soon as reasonably possible, within 30 days of occurrence, and no later than one (1) year after the date of occurrence.

**Proof of Loss:** Written proof of loss should be submitted as soon as reasonably possible, within 90 days of occurrence, and in no later than one (1) year after the date of occurrence.

## 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

Email: [appeals@allianz-assistance.ca](mailto: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.

#### **The Co-operators Group Limited**

Ombudsperson

130 MacDonnell Street

Guelph ON, N1H 6P8

Phone: 1-877-720-6733

Email: [Ombuds@cooperators.ca](mailto: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 Ombud Service (GIO).

#### **General Insurance Ombud Service (GIO)**

Phone: 1-877-225-0446

Website: [www.giocanada.org](http://www.giocanada.org)

#### **QUEBEC RESIDENTS**

You may request in writing that a copy of your file be sent to Autorité des marchés financiers (AMF). **Autorité des marchés financiers (AMF)**

Phone: 1-877-525-0337

Email: [renseignement-consommateur@lautorite.qc.ca](mailto: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: <https://www.canada.ca/en/financial-consumer-agency.html>



# Emergency Medical Multi-trip Plan

with deductible

Allianz 

Global Assistance



## Travel with confidence

### Welcome to your travel insurance policy

You put all the plans in place for a good trip, and made your well-being a priority by choosing travel insurance. Allianz Global Assistance is there to support you should an unexpected emergency happen with 24/7 assistance, medical monitoring and guided care from our experienced, in-house team and network of trusted physicians and hospitals.

Take the time to get to know your **policy** before you leave on your trip and talk to your insurance representative if:

- there is anything you do not understand,
- you have questions about this **policy**,
- your travel arrangements change, or
- you have a change in health.



## How to reach us

### Contact Information

If *you* require **medical care** while travelling, it is critical that *you* contact Allianz Global Assistance before seeking *treatment*. In a serious medical *emergency*, get to a *hospital* immediately and have a *family member* or friend call Allianz on *your* behalf within 24 hours of admission and before any surgery is performed.

**Please note:** If *you* do not notify Allianz Global Assistance prior to seeking *treatment* without reasonable cause, we will only pay 80% of the **eligible medical expenses**. *You* will be responsible for paying the remaining 20% of eligible expenses.

For additional travel assistance needs or questions, please contact Allianz Global Assistance.

### CALL US BEFORE SEEKING TREATMENT

Location	Number to call
In Canada or USA	Toll Free: <a href="tel:1-800-995-1662">1-800-995-1662</a>
Outside Canada or USA	Toll Free: <a href="tel:00-800-842-0842">00-800-842-0842</a> Country code + <a href="tel:800-842-0842">800-842-0842</a> Collect: <a href="tel:416-340-0049">416-340-0049</a>

International operator assistance may be required, depending on where *you* are calling from. Collect calls will be accepted.

It is recommended *you* confirm how to call Canada from *your* destination prior to departure so *you* are prepared in the event of an *emergency*.



## Coverage Summary

Full terms, conditions and limitations of *your* coverage begin on page 10. If a specific benefit is limited to a lower maximum (a sublimit), this will be identified in the benefit descriptions.

### Emergency Medical

Provides coverage for *emergency treatment* and services resulting from an **unexpected** *sickness* or *injury* occurring during *your trip*, up to an overall maximum of \$10 million.



Remember keep all of *your* documents together and take them with *you* when *you* travel!



## Medical Monitoring and 24/7 Emergency Assistance

You can rely on Allianz Global Assistance 24 hours a day, 7 days a week. Allianz Global Assistance has a caring and experienced in-house medical team, and a worldwide network of trusted *physicians* and *hospitals* ready to help when an unexpected *sickness* or *injury* arises.

Allianz Global Assistance will attempt to arrange direct billing with the medical facility whenever possible. Some facilities require payment up front and you may have to pay for *your treatment*. Be sure to keep all *your* original, itemized receipts.

Allianz Global Assistance provides the following **services** during a covered **unexpected sickness** or **injury**:

- Ensuring you receive the most optimal healthcare solution, based on *your* condition and location, from the first point of contact,
- A referral to the closest appropriate medical provider,

- Virtual care from qualified *physicians* in real-time via video or tele-conferencing, if appropriate for the situation,
- Monitoring the status of *your* medical case,
- Sharing important information and next steps related to *your* claim,
- Communicating with *you* and others *you* request such as *your* family, *your physician*, *travel supplier*, or consulate, and
- Coordinating Emergency Transportation arrangements, including air ambulance when immediate evacuation is required, related to *your* medical *emergency*.

Allianz Global Assistance will make commercially reasonable efforts to provide these services during a covered unexpected *sickness* or *injury*.

# Emergency Medical Multi-trip Plan

## with deductible

### Who We Are

Travel insurance is underwritten by CUMIS General Insurance Company, a member of The Co-operators group of companies.

Administered by Allianz Global Assistance, which is a registered business name of AZGA Service Canada Inc. and AZGA Insurance Agency Canada Ltd. Allianz Global Assistance provides claims and travel assistance services on behalf of the insurance company.



## Important Notices

Travel insurance is designed to reimburse *you* for **covered losses** that are sudden and unforeseen. It does not cover every situation and expense. *Your* coverage is subject to certain conditions, limitations and exclusions. It is important for *you* to read and understand *your policy* before *you* travel.

Please note that key terms are printed in *italics* throughout this **policy** and are defined in the Definitions section on page 7. Referring to the definitions will help *you* to better understand *your policy*.

- Please review *your* Confirmation of Coverage to confirm all information *you* provided is complete and accurate. If *you* provide false information (misrepresentation) or do not share important details (non-disclosure), *your policy* may be void or voided and leave *you* without coverage.
- This **policy** must be accompanied by a Confirmation of Coverage to complete the contract.
- *You* must meet all Eligibility criteria on page 5 on the *effective date* shown on *your* Confirmation of Coverage. If it is determined *you* are ineligible for coverage, *our* only obligation will be to refund *your premium* (premium is the amount *you* paid for this **policy**).
- **Claims** for **pre-existing medical conditions** will only be considered if they meet the specific stability requirements on page 6.
- Any changes in *your* health may affect *your* coverage. If *you* experience a change in health after purchasing this **policy**, contact *your* insurance representative to determine how this may affect *your* coverage.
- *Your* prior medical history may be reviewed when a claim is reported.
- Some severe *medical conditions* have strict limitations on coverage. Please refer to the General Exclusions on page 12 for details.

- In the event of a medical *emergency*, *you* or someone on *your* behalf must contact Allianz Global Assistance before seeking *treatment*, or as soon as reasonably possible. Failure to notify Allianz Global Assistance will delay the processing of *your* claim and may result in a reduction or denial of *your* claim.

This **policy** contains a clause which may limit the amount payable.

### Right to Cancel

Please review this **policy** when *you* receive it to ensure it meets *your* needs. If *you* are not completely satisfied with this **policy**, *you* may cancel it within 10 days of purchase for a full premium refund as long as *you* have not left on *your trip* and have not experienced an event that would cause *you* to submit a claim before *you* have left for *your trip*.

## How to navigate this policy

Consider this page *your* home base which provides *you* with an overview of this **policy**. From here *you* can easily explore the sections below by clicking on the topic *you* want to read more about.

Once *you* jump to *your* chosen section *you* can either continue to scroll and explore, or simply click on the

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button located on the bottom right of each page which will bring *you* back to this table of contents.

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## Coverage Conditions

### Coverage Period

#### When Your Coverage Starts

Your coverage starts on the *effective date*.

The *effective date* is the later of:

- a) The date indicated as the *effective date* on your Confirmation of Coverage, or
- b) The date you begin a *trip*.

Coverage is only provided for losses that occur while your *policy* is in effect.

#### When Your Coverage Ends

Your coverage ends on the *expiry date*.

The *expiry date* is the earlier of:

- a) The date you reach the maximum number of days permitted for each *trip*, as selected and paid for at the time you applied for coverage, as shown on your Confirmation of Coverage,
- b) The date indicated as the *expiry date* on your Confirmation of Coverage, or
- c) The date you end your *trip*.

#### IMPORTANT:

Multi-trip Plans must be purchased prior to departing on your *trip*.

Coverage is provided for the duration of your *trip* that is within the Coverage Period, as shown on your Confirmation of Coverage. The maximum duration of each *trip* cannot exceed the number of days shown on your Confirmation of Coverage and begins the date you exit Canada. *Trips* within Canada are covered up to the maximum number of days allowed by your provincial or territorial health insurance plan.

If your *trip departure date* extends past the *expiry date* of your *policy*, to ensure you have coverage, you must purchase a new policy to cover the gap between the expiry of your *policy* and your *departure date*.

The new policy must:

1. be purchased prior to the expiry of your existing policy,
2. begin immediately after the expiry of your existing policy, and
3. provide coverage for the full duration of your *trip*.

#### IMPORTANT:

Failure to purchase a new policy, or failure to purchase a policy that meets the conditions above, will impact your coverage.

### Eligibility

Review this section to confirm you are eligible for coverage.

To be eligible for coverage, all of the following conditions must be met:

1. As of the *effective date* of your *policy* you must:
  - a) be at least 15 days old,
  - b) be a Canadian resident and be insured for benefits under a Canadian government health insurance plan during the entire Coverage Period,
  - c) not have been advised against travel by a *physician* for a period of time which includes your *trip*, and
  - d) not be travelling or going on your *trip* to receive *treatment* or alternative therapy of any kind.

Canadian resident means a person legally authorized to reside in Canada and who maintains a permanent residence in Canada.

The provincial and territorial government health insurance plans limit the time a person can be out of Canada and still remain eligible for provincial coverage. It is your responsibility to ensure you remain eligible during your Coverage Period. Check your province or territory's health insurance plan for details.

2. In the two (2) years prior to the *effective date*, you must not have been **diagnosed** with or received *treatment* for a terminal condition for which a *physician* gave you a prognosis of eventual death or for which palliative care was or is being received.
3. If you are age 65 or older on the *effective date*, to be eligible for coverage you must not require assistance with activities of daily living including but not limited to, eating, bathing, using the toilet, changing positions (including getting in and out of a bed or chair), or dressing, as the result of a *medical condition* or state of health.

#### Important note about changes in your health:

If your health changes in any way before your *effective date*, contact your insurance representative to see how this may affect your coverage.

## Automatic Extension of Coverage

Your coverage may be automatically extended beyond the *expiry date* stated on your Confirmation of Coverage for the following reasons:

- **Medically unfit to travel:** If you or your travelling companion is deemed unfit to travel due to a covered sickness or injury, your coverage will be extended until you or your travelling companion is deemed fit to travel, plus an additional five (5) days to travel to your province or territory of residence. Allianz Global Assistance medical staff in consultation with the attending *physician* will determine when you or your travelling companion is deemed fit to travel.
- **Transportation Delay:** If your travel carrier is delayed, or the automobile in which you are travelling is involved in a *traffic accident* or *mechanical breakdown*, preventing you from returning on your scheduled return date, your coverage will be automatically extended for up to 72 hours.



## Insuring Agreement

This section outlines the legal agreement made between you and us.

We will provide the coverage described in this **policy** in return for payment of the premium shown on your Confirmation of Coverage.

Your Confirmation of Coverage summarizes the benefit limits that we agree to provide during your Coverage Period.

Unless otherwise stated, benefit limits are per insured person, per *trip*. Benefits are payable up to the specified limits and in excess of any amount allowed or paid for by any other insurance plan(s) or other sources of reimbursement. All benefit limits, premiums and other amounts referenced are shown in Canadian currency. Some benefits are subject to advance approval by Allianz Global Assistance.



## Pre-existing Medical Conditions

Expenses that are due to, contributed by, or resulting from pre-existing *medical conditions*, may qualify for coverage, if your pre-existing *medical condition* meets the **stability period** that applies to you. All exclusions, including those for specific *medical conditions*, still apply.

To be considered stable during your **stability period**, your pre-existing *medical condition* or related conditions must not have resulted in any of the following:

1. New *treatment* (including new prescriptions),
2. Change in *treatment* including frequency, dosage or type (including prescriptions),
3. *Signs or symptoms*,
4. A new diagnosis,
5. Test results showing your condition is worsening,
6. Hospitalization,
7. A referral to a specialist, received or recommended, or
8. Waiting for any test results, further investigation, or surgery.

The following are considered stable:

1. **Diabetic Insulin users** - Routine insulin adjustment not prescribed by your *physician*, as long as insulin was not first prescribed during your **stability period**,
2. **Coumadin, Warfarin users** - Routine adjustment of these medications, as long as Coumadin or Warfarin were not first prescribed during your **stability period**,

### IMPORTANT:

If you are age 64 or younger on your *effective date*:

Pre-existing *medical conditions* that are stable for 90 days before the *effective date* qualify for coverage, up to the **Sum Insured** shown on your Confirmation of Coverage.

If you are age 65 or older on your *effective date*:

Pre-existing *medical conditions* that are stable for 150 days before the *effective date* qualify for coverage, up to the **Sum Insured** shown on your Confirmation of Coverage.

### REMEMBER :

Your stability is assessed before each *trip* you take during the Coverage Period.

3. A change from a brand name medication to a generic medication, or
4. **Minor Ailments** - a *sickness* or *injury* that ended more than 30 days prior to *your effective date* and did not require:

- a) *treatment* (including prescriptions) for more than 30 consecutive days, or
- b) more than one (1) follow-up with a *physician*.

A-Z

## Definitions

Throughout this **policy**, words and any form of the word appearing in italics are defined in this section.

### **Accident(al)**

An unexpected and unintended event that causes *injury*, property damage, or both.

### **Accommodation(s)**

A hotel or any other kind of commercial lodging for which *you* make a reservation or where *you* stay and incur an expense.

### **Baggage**

Personal property *you* take with *you* or acquire on *your trip*.

### **Climbing sports**

An activity utilizing harnesses, ropes, belays, crampons, or ice axes. It does not include supervised climbing on artificial surfaces intended for recreational climbing.

### **Cohabitant**

A person *you* currently live with and have lived with for at least 12 consecutive months and who is at least 18 years old.

### **Computer System**

Any computer, hardware, software, or communication system or electronic device (including but not limited to smart phone, laptop, tablet, wearable device), server, cloud, microcontroller, or similar system, including any associated input, output, data storage device, networking equipment, or backup facility.

### **Cyber Risk**

Any loss, damage, liability, claim, cost, or expense of any nature directly or indirectly caused by, contributed to by, resulting from, or arising out of or in connection with, any one (1) or more instances of any of the following:

1. Any unauthorized, malicious, or *illegal act*, or the threat of such act(s), involving access to, or the processing, use, or operation of, any *computer system*;
2. Any error or omission involving access to, or the processing, use, or operation of any *computer system*;
3. Any partial or total unavailability or failure to access, process, use, or operate any *computer system*; or

4. Any loss of use, reduction in functionality, repair, replacement, restoration or reproduction of any data, including any amount pertaining to the value of such data.

### **Deductible**

The dollar amount *you* are responsible to pay before any remaining eligible expenses are reimbursed under this **policy**. *Your deductible is indicated on your Confirmation of Coverage and applies once per incident.*

### **Departure date**

The date on which *you* are originally scheduled to begin *your travel*.

### **Dependent child(ren)**

*Your* unmarried biological, adopted or step child living in the same residence as *you*, for whom *you* have legal custody and/or control and is financially dependent on *you*, at least 15 days old, and:

1. No more than 21 years old, or
2. No more than 25 years old if full-time students, and
3. Cannot self-sustain independently without *your aid* or support due to mental or physical disability.

### **Effective date**

As stated in the Coverage Period section.

### **Emergency**

Sudden, unforeseen *sickness* or *injury* occurring during the Coverage Period that requires immediate *treatment* and cannot reasonably be delayed. An emergency is deemed to no longer exist when medical evidence indicates that *you* are able to continue *your trip* or return to *your province* or territory of residence.

### **Epidemic**

A contagious disease recognized or referred to as an epidemic by a representative of the World Health Organization (WHO) or an official government authority.

### **Expiry date**

As stated in the Coverage Period section.

## **Family member**

Your:

1. Spouse (by marriage, common law, domestic partnership, or civil union);
2. Cohabitants;
3. Parents and stepparents;
4. Children, stepchildren, foster children, adopted children, or children currently in the adoption process;
5. Siblings and stepsiblings;
6. Grandparents and grandchildren;
7. The following in-laws: mother, father, son, daughter, brother, sister, and grandparent;
8. Aunts, uncles, nieces, and nephews;
9. Legal guardians and wards; and
10. Paid, live-in caregivers;

## **Heart condition**

Includes angina or chest pain, arrhythmia, coronary artery disease, congenital heart defect, acute and chronic heart failure, cardiomyopathy, myocardial infarction, cardiac tamponade, cardiogenic shock, cardiogenic syncope, heart block, heart murmur, and any other condition relating to the heart or cardiovascular system like carotid artery occlusions, vessel dissection and aneurysms of the great vessels.

## **High-altitude activity**

An activity that includes, or is intended to include, going above 4500 meters in elevation, other than as a passenger in a commercial aircraft.

## **Hospital**

A medical facility or institution incorporated, registered and licensed as a hospital by the local jurisdiction that operates and functions for the provision of care and *treatment* of resident inpatients and where medically related services such as diagnosis, testing, *treatment* and surgery are provided and/or made available to patients. A Hospital shall have organized facilities on its premises or on a facility available to it that can provide accommodations for resident in-patients, a laboratory, a registered graduate nurse and *physician* always on duty and an operating room where surgical operations are performed by a *physician*. This does not include a convalescent or nursing home, palliative care, home for the aged, health spa, or an institution for the care of drug addiction, alcohol addiction or persons suffering from mental or emotional disorders.

## **Illegal act**

An act that violates law where it is committed.

## **Incident date**

The first date *you* exhibited *signs or symptoms* or sought *treatment* for a *medical condition, sickness or injury*.

## **Injury or Injured**

Physical bodily harm.

## **Local public transportation**

Local, commuter, or other urban transit system carriers (such as commuter rail, city bus, subway, ferry, taxi, for-hire driver, or other such carriers) that transport *you* or a *travelling companion* less than 150 kilometers.

## **Lung/respiratory Condition**

Includes asbestosis, bronchiectasis, chronic bronchitis, chronic obstructive pulmonary disease (COPD), emphysema, pulmonary embolism, pulmonary fibrosis, Interstitial lung diseases, lung transplant, pleural effusions, pulmonary edema, tuberculosis or any other condition relating to lungs or respiratory system.

## **Medical condition**

Any *sickness* (including *signs or symptoms* of undiagnosed conditions), *injury*, or condition for which *you* consulted a *physician*.

## **Natural disaster**

A large-scale extreme weather or geological event that damages property, disrupts transportation or utilities, or endangers people, including without limitation: earthquake, fire, flood, hurricane, or volcanic eruption.

## **Pandemic**

An *epidemic* that is recognized or referred to as a pandemic by a representative of the World Health Organization (WHO) or an official government authority.

## **Physician**

A person, other than *you*, a *family member* or a *travelling companion*, who is a medical practitioner and whose legal and professional standing within his or her jurisdiction is equivalent to that of a doctor of medicine (M.D.) licensed in Canada.

## **Policy**

This travel insurance document containing terms and conditions of this insurance.

## **Political risk**

Any kind of events, organized resistance or actions intending or implying the intention to overthrow, supplant or change the existing ruler or constitutional government, including but not limited to:



- Nationalization;
- Confiscation;
- Expropriation (including Selective Discrimination and Forced Abandonment);
- Deprivation;
- Requisition;
- Revolution;
- Rebellion;
- Insurrection;
- Civil commotion assuming to proportion of or amounting to an uprising;
- Military and usurped power.

### **Primary residence**

Your permanent, fixed home address for legal and tax purposes.

### **Professional sporting competition**

A sporting competition in which competitors take part at either a professional or semi-professional level, while under contract to a club or sporting organization for payment or financial remuneration.

### **Reasonable and Customary**

The services customarily provided or the costs customarily incurred for covered losses, which are not in excess of the standard practice or fee in the geographical area where the services are provided or costs are incurred for comparable *treatment*, services or supplies for a similar *sickness or injury or medical condition*.

### **Service animal**

Any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Examples of work or tasks include, but are not limited to, guiding people who are blind, alerting people who are deaf, and pulling a wheelchair. Other species of animals, whether wild or domestic, trained or untrained, are not considered service animals. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship are not considered work or tasks under this definition.

### **Sick or Sickness**

Any sudden illness or disease requiring the medical care or *treatment of a physician*.

### **Signs or Symptoms**

Any abnormalities observed or uncovered in any examination, or any evidence of *sickness or injury* experienced by *you*.

### **Sporting equipment**

Equipment or goods used to participate in a sport.

### **Travel carrier**

A company licensed to commercially transport passengers between cities for a fee by land, air, or water. It does not include:

1. Rental vehicle companies;
2. Private or non-commercial transportation carriers;
3. Chartered transportation, except for group transportation chartered by *your* tour operator; or
4. *Local public transportation*.

### **Travel supplier**

A travel agent, tour operator, airline, cruise line, hotel, railway company, or other travel service provider.

### **Travelling companion**

A person or *service animal* travelling with *you* or travelling to accompany *you* on *your trip*. A group or tour leader is not considered a travelling companion unless *you* are sharing the same room with the group or tour leader.

### **Treatment**

A medical or diagnostic procedure prescribed, performed or recommended by a *physician*, including but not limited to, prescribed medication, investigative testing or surgery.

### **Trip**

A period of time *you* are travelling outside of *your* province or territory of residence and for which coverage is in effect.

### **We, Us or Our**

CUMIS General Insurance Company, a member of The Co-operators group of companies and/or AZGA Service Canada Inc. operating as Allianz Global Assistance (AGA).

### **You or Your**

All persons listed as insureds on the Confirmation of Coverage.

# Description of Coverage



## Emergency Medical



### Benefits

This **policy** contains a clause which may limit the amount payable.

We will pay insured losses up to an overall coverage maximum shown on *your* Confirmation of Coverage, for *reasonable and customary* expenses arising from an unexpected *sickness* (including being diagnosed with an *epidemic or pandemic* disease such as COVID-19) or *injury or medical condition*, when both the *incident date* occurs and the expenses are incurred during the Coverage Period. Any *treatment* or service not listed below is not covered. The benefits and coverage are available to *you* worldwide other than in *your* home province or territory of residence.

Some benefits are subject to lower maximums (a sublimit), or require advance approval by Allianz Global Assistance.



### Deductible

If a *deductible* is shown on *your* Confirmation of Coverage, *you* will be responsible for paying the *deductible*. We will pay for eligible expenses above *your deductible* amount. The *deductible* will apply once per incident.

## Emergency Care

If *you* experience an unexpected *sickness* or *injury* during *your trip*, we will pay for the following *reasonable and customary* expenses:

### Services

1. Hospital accommodation in a private or semi-private room, medical services and supplies when medically necessary for *your treatment* when *you* are a resident inpatient. *Your accommodation* at the *hospital* shall not exceed the maximum amount of time allowable and covered under the Emergency Medical Limit and any stay over such period of time shall be at *your* cost and not payable by *us*.
2. Medical professional services, including virtual visits, provided by a *physician*. Services of anesthesiologists, specialists and surgeons shall require the advance approval of Allianz Global Assistance. Failure to obtain the advance approval may result in a reduction in the insured losses payable.

3. Medically necessary lab tests or x-rays to obtain a diagnosis for *your emergency*, when ordered by a *physician*. All other diagnostic testing shall require the advance approval of Allianz Global Assistance. Failure to obtain the advance approval may result in a reduction in the insured losses payable.
4. One (1) follow-up visit during *your* Coverage Period when declared medically necessary by a *physician*. The follow-up visit must occur within the 15 days after the *incident date* (or 15 days after *your* discharge date, if hospitalized). Additional follow up visits shall require the advance approval of Allianz Global Assistance. Failure to obtain the advance approval may result in a reduction in the insured losses payable.
5. Up to \$10,000 for private medically related duty services performed in *your residence* by a licensed registered nurse when approved in advance by Allianz Global Assistance.
6. One (1) visit during *your* Coverage Period to a *physician* to obtain a written prescription for *your* medication if it was lost, stolen or damaged during *your trip*. The cost of the medication is *your* responsibility and not covered by this **policy**.

### Supplies

1. Rental of crutches or hospital-type bed, not exceeding the purchase price; and the cost of splints, trusses, braces or other prosthetic appliances when approved in advance by Allianz Global Assistance.

### Treatment

1. Physiotherapist, chiropractor, podiatrist, chiropodist services to treat *your emergency* when medically necessary. We will pay up to a maximum of \$500 per profession.
2. Prescriptions required as an outpatient as a result of *your covered sickness* or *injury* are limited to a 30 day supply. This does not include medication available without a prescription where *treatment* is received.

### Dental

If *you* experience a dental *accident* or *emergency*, we will pay for the following *reasonable and customary* expenses related to the services that are provided by a licensed dentist, up to the maximum **Sum Insured** shown on *your* Confirmation of Coverage:



1. An *accidental* and unintentional strike to the face that causes damage to *your* natural teeth (including capped or crowned teeth) up to the maximum **Sum Insured** shown on *your* Confirmation of Coverage, or
2. Up to \$500 to relieve temporary dental pain you experience while on *your trip*.

### Emergency Transportation

If *you* require transportation to get to a medical facility to obtain medical *treatment* due to an unexpected *sickness* or *injury* we will pay for the following *reasonable and customary* expenses:

1. Local transportation, or local ground, air or sea ambulance (including mountain or sea evacuation) to the nearest *hospital*.
2. Emergency transportation to another medical facility when required to receive appropriate care.
3. Emergency transportation to return *you* to Canada once *your* condition has stabilized according to the opinion of *your* treating or attending *physician*.

Emergency transportation must be approved in advance and arranged by Allianz Global Assistance. Arrangements for transportation are subject to availability of appropriate care, a receiving bed and a receiving *physician* at the receiving medical facility. If required, this will include additional expenses such as seat upgrades, stretchers, a medical attendant or approved *family member* to accompany *you*.



If *you* refuse to be transported when *you* are declared fit and stable to travel by Allianz Global Assistance in consultation with the attending *physician*, *you* will no longer have coverage and be eligible to receive payments for insured losses for the *medical condition* that caused *your* claim for the remainder of the *trip*.

The following benefits apply if *you* are returned to Canada under the Emergency Transportation benefit.

### Baggage Return

We will pay up to \$500 to ship *your baggage* to *your primary residence* if it cannot be returned with *you* under the Emergency Transportation benefit.

### Return of Travelling Companion

We will pay for the following *reasonable and customary* expenses when approved in advance by Allianz Global Assistance:

1. Extra cost for one-way economy transportation for *your dependent child(ren)* requiring *your* full-time supervision and care or one (1) *travelling companion* to return to their province or territory of residence, and

2. Round trip economy transportation for the cost of one (1) attendant or one (1) approved *family member* to return *your dependent child(ren)* requiring *your* full-time supervision and care to their province or territory of residence.

### Return to Trip Destination

We will pay for one-way economy transportation by the most direct and affordable route to resume *your trip*, if after seeking and obtaining medical *treatment* in Canada *you* are declared medically fit to continue *your trip* by *your* attending *physician*. Any reoccurrence or complication of the condition that caused the return to Canada will not be covered under this **policy** if *you* continue *your trip*.

### Additional Expenses While Hospitalized

These benefits apply if *you* are hospitalized for a minimum of 24 hours.

### Incidental Expenses

When supported by receipts, we agree to pay for the following incidental *reasonable and customary* expenses incurred by *you* or any person insured under this **policy** staying with *you*:

1. Meals;
2. Commercial *accommodation*;
3. Phone calls;
4. TV rental or internet rental fees;
5. Local transportation; and
6. Child care provided by someone other than *your travelling companion* or *family member* (if a *dependent child* was travelling with *you*).

There is a per *trip* maximum of \$500 per day, up to a maximum of \$5,000 for this benefit.

### Bedside Companion

In the event:

1. *You* are hospitalized and a *physician* advises a *family member* or a friend's presence is necessary; or
2. Local authorities legally require *your* remains to be identified if *you* die as result of an unexpected *sickness* or *injury*;

we will pay for the following bedside companion expenses only when approved in advance by Allianz Global Assistance:

- a) Round-trip economy transportation to bring one (1) *family member* or one (1) friend to *your* location, and



- b) Commercial *accommodation*, meals, phone calls and local transportation expenses. There is a per *trip* maximum of \$300 per day, up to a maximum of \$1,500 applicable for this benefit.

### Pet Return

This benefit applies if *you* are returned to *your* province or territory of residence under the Emergency Transportation Benefit, or if *you* are hospitalized due to a covered *sickness* or *injury*. We agree to reimburse *you* up to \$500 for:

1. The cost to return *your* pet(s) to *your* province or territory of residence; or
2. The cost to board *your* pet(s) while *you* are hospitalized.

Pet means an animal owned by *you* for *your* personal companionship, emotional support or medical service purposes. Pet(s) not travelling with *you* and animals owned for commercial or business purposes are not covered. If *you* are travelling with more than one (1) pet, the maximum payable for all pets combined is \$500.

### Return of Vehicle/Watercraft

This benefit applies if *you* cannot return to Canada with *your* vehicle or watercraft that *you* took with *you* and used for *your* *trip*, due to a covered unexpected *sickness* or *injury*. We will pay up to a total of \$5,000 to return *your* vehicle or watercraft used for *your* *trip* to its point of origin, or in the case of a rental vehicle, to the closest rental agency.

Watercraft means a personal boat either owned or rented by *you*.

### Return of Deceased

In the event of *your* death due to a covered unexpected *sickness* or *injury*, we will pay for one (1) of the following:

1. The *reasonable and customary* costs to prepare and return *your* remains, in a standard transportation container, back to *your* province or territory of residence, or
2. Up to \$5,000 for the cremation or burial at the place of *your* death.

The cost of a funeral, burial coffin, or urn is not covered.



## General Exclusions

This section describes the exclusions applicable to *your* **policy**.

An exclusion is something that is not covered by this **policy**, and therefore no payment would be available.

This **policy** does not provide coverage for any loss that results directly or indirectly from any of the following general exclusions if they affect *you*, a *travelling companion*, or a *family member*:

1. Pre-existing *medical conditions* that do not meet *your* stability period as stated in Pre-existing Medical Conditions on page 6.
2. An unrepaired aneurysm 4 cm or greater, measured in either length or diameter, diagnosed at any time before the *effective date*.
3. Any *heart condition* if *you* used or were prescribed nitroglycerin in the 90 days before the *effective date*.
4. Any *heart condition* if *you* were diagnosed with, received *treatment* for, or had an episode of congestive heart failure in the two (2) years before the *effective date*.
5. Any kidney condition that required dialysis in the 90 days before the *effective date*.
6. Any *lung/respiratory condition* if *you* used or were prescribed home oxygen or oral steroids (inhalers are not considered oral steroids) for a *lung/respiratory condition* in the 90 days before the *effective date*.
7. Any cancer if *you* had any cancer *treatment* (other than for basal or squamous cell skin cancer or breast cancer treated only with hormone therapy) in the 90 days before the *effective date*.
8. Any bone marrow, stem cell, or organ transplant (excluding skin or cornea) received or recommended in the two (2) years before the *effective date*.
9. Dental procedures, except as otherwise described in the Dental benefit.
10. The following pregnancy related conditions:
  - a) Routine pre-natal or post-natal care;
  - b) Pregnancy, childbirth or related complications after the 31st week of pregnancy; or
  - c) High-risk pregnancy. High-risk pregnancy means a pregnancy involving a *medical condition* that puts the mother, the developing fetus or both at a higher than normal risk of developing medical complications during or after the pregnancy and birth. These *medical conditions* include, but are not limited to, pre-eclampsia, eclampsia, hypertension, Rh incompatibility, gestational diabetes, or placenta previa.
11. Continued *treatment* or recurrence of a *medical condition* during *your* *trip*, if:
  - a) The *emergency* is declared over by Allianz Global Assistance in conjunction with the treating or attending *physician*;

A child born during a *trip* is not an insured person under this **policy**.

- b) You refuse to be transported to another medical facility or to Canada when you are declared safe and fit to travel by Allianz Global Assistance in conjunction with the opinion of the treating *physician*. As of the date you refuse to be transported, you will no longer have coverage for the *medical condition* that caused your claim; or
  - c) You continued on your *trip* after being returned to Canada, as stated in the Return to Trip Destination benefit.
12. Any of the following *treatment(s)*:
- a) *Treatment* not related to an *emergency*;
  - b) Elective *treatment*; or
  - c) Experimental *treatment*.
13. Your travel to a country, region or city with a published formal travel advisory issued by the Canadian government or responsible ministry or public authority, before your *effective date*, advising travellers to avoid all travel, or to avoid non-essential travel, and you have an *emergency* or *medical condition* related to the reason for the travel warning, your claim will not be paid. This includes written warnings to avoid non-essential travel, or to avoid all travel, on a *travel carrier*.
14. Any loss, condition, or event that was known, foreseeable, intended, or expected when your **policy** was purchased.
15. Your intentional self-harm or if you attempt or commit suicide.
16. Any *medical condition* arising during your *trip* resulting from, or in any way related to, the abuse of alcohol that results in a blood alcohol level of more than 80 milligrams in 100 millilitres of blood, drugs or other intoxicants. This does not apply to drugs prescribed to you by a *physician* and used by you as prescribed.
17. Acts committed with the intent to cause loss.
18. Participating in or training for any *professional sporting competition*.
19. Operating or working as a crew member (including as a trainee or learner/student) aboard any aircraft or commercial vehicle or commercial watercraft.
20. Participating in extreme, high-risk sports and activities in general and the following activities in particular:
- a) Skydiving, BASE jumping, hang gliding, or parachuting;
  - b) Bungee jumping;
  - c) Caving, rappelling, or spelunking;
  - d) Skiing or snowboarding outside marked trails or in an area accessed by helicopter;
  - e) *Climbing sports* or free climbing;
  - f) Any *high-altitude activity*;
  - g) Personal combat or fighting sports;

- h) Racing or practicing to race any motorized vehicle or watercraft;
- i) Free diving; or
- j) Scuba diving at a depth greater than 20 meters or without a dive master.

For high-risk sports and activities that are not expressly excluded to be covered, they must be:

- i. Arranged as part of your *trip*;
- ii. Provided by a company that is regulated or licensed where required; and
- iii. Not otherwise prohibited by law.

You must wear all recommended safety equipment while participating in your high-risk sports and activities and the *sporting equipment* must be used in the manner for which it was intended in order to be eligible for coverage.

- 21. An *illegal act* resulting in a conviction, except when you, a *travelling companion*, a *family member*, or your *service animal* is the victim of such act.
- 22. *Natural disaster*.
- 23. Air, water, or other pollution, or the threat of a pollutant release, including thermal, biological, and chemical pollution or contamination.
- 24. *Nuclear reaction*, radiation, or radioactive contamination.
- 25. War (declared or undeclared) or acts of war.
- 26. Military duty.
- 27. *Political risk*.
- 28. *Cyber risk*.
- 29. Civil disorder or unrest.
- 30. An act of negligence or gross negligence or any omission or failure, by you or a *travelling companion*, to exercise the standard of care expected of a reasonable person in similar circumstances.
- 31. Acts, travel alerts/bulletins, or prohibitions by any government or public authority.
- 32. Travel against the orders or advice of any government or other public authority.

This **policy** does not provide any coverage, benefit, or services for any activity that would violate any applicable law or regulation, including without limitation any economic/trade sanction or embargo.

#### IMPORTANT:

You are not eligible for reimbursement under any coverage if your *travel carrier* tickets do not show travel date(s).



## Making Changes to Your Coverage

### Change in Effective Date

If *you* need to change the *effective date* shown on *your* Confirmation of Coverage, contact *your* insurance representative to make the request. Changes can only be completed within 10 days of purchase as long as *you* have not left on *your trip* and have not experienced an event that would cause *you* to submit a claim.

*You* can apply for additional coverage after *you* have left on *your trip*, by contacting *your* insurance representative, if:

1. *You* purchase additional coverage before the *expiry date* of *your* existing coverage,
2. *You* have no reason to seek medical attention during the new Coverage Period, and
3. *You* have no reason to submit a claim during the new Coverage Period.

If *you* have incurred a claim, *your* file will be reviewed before deciding on granting an extension. Each *policy* or term of coverage is considered a separate contract. We reserve the right to decline any request for new terms of coverage.

### Refunds

#### Within 10 days of purchase:

- A full premium refund will be provided when *you* cancel *your policy* within 10 days of purchase, as long as *you* have not left on *your trip* and have not experienced an event that would cause *you* to submit a claim, as described in the section titled Right to Cancel on page 3. After 10 days from purchase, the *policy* will not be refundable.

Please contact *your* insurance representative where coverage was originally purchased if *you* need to request a premium refund. When submitting a request for a refund of *your* premium, please include:

1. A fully completed and signed Premium Refund Request Form,
2. A copy of *your* Confirmation of Coverage, and
3. Any other documentation to support *your* refund request.

#### IMPORTANT:

The refund will be calculated based on the date the refund request is received by Allianz Global Assistance. Refund amounts less than \$20 will not be issued.



## How to Claim Your Expenses

If *you* require medical care while travelling, it is critical that *you* contact Allianz Global Assistance before seeking *treatment*. In a severe medical *emergency*, get to a *hospital* immediately and have a *family member* or friend call Allianz Global Assistance on *your* behalf within 24 hours of admission and before any surgery is performed. For more details, refer to Medical Monitoring and 24/7 Emergency Assistance on page 2.



Claims for out-of-pocket expenses can be submitted through the secure Allianz Global Assistance. Claims Portal: [www.allianzassistanceclaims.ca](http://www.allianzassistanceclaims.ca) for the most efficient claims experience.

#### IMPORTANT:

**Notice of Claim.** Claims should be reported as soon as reasonably possible, within 30 days of occurrence, and in no event later than one (1) year after the date of occurrence.

**Proof of Loss.** Written proof of loss should be submitted as soon as reasonably possible, within 90 days of occurrence, and in no event later than one (1) year after the date of occurrence.

All eligible claims must be supported by receipts from commercial organizations and medical documentation regarding *your treatment*. Other documentation may be required and/or requested by Allianz Global Assistance.

Any expenses for documentation or required reports are *your* responsibility.

Incomplete information when submitting *your* claim will cause delay.



## Legal Information

This section outlines the general provisions and statutory conditions that apply to this **policy**, and how *your* information is kept safe and secure. *You* are encouraged to reach out to *your* insurance representative anytime if something in *your policy* is not clear to *you*.

### General Provisions

#### Assignment

Any benefits payable or which may become payable under this **policy** cannot be assigned by *you*, and we are not responsible for and will not be bound by any assignment entered into by *you*.

#### Benefit Payment

Unless otherwise stated, all provisions in this **policy** apply to *you* during a *trip*. Benefits are only payable to *you* under one (1) **policy** during a *trip*.

If more than one (1) **policy** issued by *us* is in effect at the same time, benefits will only be paid under one (1) **policy**; specifically the one with the highest amount of insurance. Benefits are only payable for the plans and the specific amount of insurance selected, paid for by *you*, and accepted by *us* at the time of application, and shown on *your* Confirmation of Coverage.

Any benefits payable do not include payment for interest charges.

Benefits payable as a result of *your* death will be payable to *your* named beneficiary or to *your* estate.

#### Conformity with Law

Any **policy** provision that conflicts with any applicable law is hereby amended to conform to the minimum requirements of that law.

#### Coordination of Benefits

Amounts payable under this plan are in excess of any amounts available or collectible under any existing coverage concurrently in force and held by or available to *you*.

Other coverage includes but is not limited to:

- *Your* provincial or territorial health insurance plan,
- Homeowners insurance,
- Tenants insurance,
- Multi-risk insurance,
- Any credit card, third-party liability, group or individual basic or extended health insurance,

- Any private or legislative plan of motor vehicle insurance providing hospital, medical or therapeutic coverage.

We will coordinate all benefits in accordance with the Canadian Life and Health Insurance Association guidelines.

Reimbursement will not be made for any costs, services or supplies that are payable to *you* under a motor vehicle insurance policy or legislative plan pursuant to the no-fault benefits schedule under any Insurance Act, or for which *you* receive benefits from any other party under any policy or legislative plan of motor vehicle insurance, until such benefits are exhausted.

*You* may not claim or receive in total more than 100% of the loss caused by the insured event.

If *you* are retired with an extended health plan provided by a former employer, that has a lifetime limit of up to \$100,000, we will not coordinate benefits, except in the event of *your* death.

#### Currency

All benefit limits stated in *your policy* and Confirmation of Coverage are in Canadian dollars.

At the option of Allianz Global Assistance, benefits may be paid in the currency of the country where the loss occurred. If currency conversion is necessary, the exchange rate in effect on the date the service was supplied to *you* will be used.

#### General Terms

Insurance terms and conditions are subject to change with each new **policy** purchased, without prior notice, to reflect actual experience in the marketplace.

#### Governing Law

This **policy** will be governed by the laws of the Canadian province or territory in which *you* normally reside.

#### Language

The parties request that the **policy** and all related documentation be drawn in English. Les parties demandent que la présente police ainsi que toute documentation pertinente soient rédigées en anglais.

#### Limit on Liability

It is a condition precedent to liability under this **policy** that at the time of application and on the *effective date*, *you* know of no reason to seek medical attention.

## 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), *The Limitations Act* (for actions or proceedings governed by the laws of Saskatchewan), or other applicable legislation. For those actions or proceedings governed by the laws of Quebec, the prescriptive period is set out in the *Quebec Civil Code*.

## Misrepresentation or Nondisclosure

Your failure to disclose or misrepresentation of any material fact, or fraud, at any time, shall render the entire contract null and void at our option, and any claim submitted thereunder shall not be payable.

Where there is an error as to your age, provided that your age is within the insurable limits of this **policy**, the premiums will be adjusted according to your correct age.

## Premiums

The total premium amount is due and payable at the time of application. The premium is calculated using the most current rates on the *effective date* of this **policy** as shown on your Confirmation of Coverage.

## Repayment Obligations

If, due to mistake or any other reason, you receive payments in excess of what this **policy** provides, you shall repay the overpayment to us if a reimbursement request is made of you. If you fail to repay the overpayment, then without limiting any other available remedies available to us, we may deduct the amount of the overpayment from any other benefits that become payable under this **policy**.

## Right to be Reimbursed (Subrogation)

As a condition to receiving benefits under the **policy**, you agree to:

1. Reimburse us for all *emergency* medical and *hospital* costs paid under the **policy** from any amounts you receive from a third party responsible (in whole or in part) for your *sickness* or *injury* whether such amounts are paid under a judgment or settlement agreement,
2. Whenever reasonable, initiate a legal action against the third party to recover your damages, including *emergency* medical and *hospital* costs paid under the **policy**,

3. Act reasonably, including in any settlement agreement, to preserve our rights to be reimbursed for any *emergency* medical or *hospital* costs paid under the **policy**,
4. Keep us informed of the status of any legal action against the third party,
5. Include all *emergency* medical and *hospital* costs paid under the **policy** in any settlement agreement you reach with the third party, and
6. Advise your counsel of our right to reimbursement under the **policy**.

Your obligations under this section of the **policy** in no way restrict our right to bring a subrogated claim in your name against the third party and you agree to cooperate with us fully should we choose to exercise its right of subrogation.

## Sanctions

Benefits are not payable under this **policy** for any losses or expenses incurred due to or as a result of your travel to a sanctioned country for any business or activity that would violate any Canadian or any other applicable national economic or trade sanction law or regulation.

## Time

This **policy** will be governed by the local time of the Canadian province or territory in which you normally reside.

## Statutory Conditions

### Contract

The application, this **policy**, any document (including but not limited to the completed Medical Screening and Confirmation of Coverage) attached to this **policy** when issued and any amendment to the contract agreed on in writing after this **policy** is issued, constitute the entire contract, and no agent has the authority to change the contract or waive any of its provisions.

### Waiver

We shall be deemed not to have waived any condition of this contract, either in whole or in part, unless the waiver is clearly expressed in writing and signed by us.

### Copy of Application

We shall, upon request, furnish you or a claimant under the contract a copy of the application.

### Material Facts

No statement made by you or a person insured at the time of application for the contract shall be used in defence of a



claim under or to avoid the contract unless it is contained in the application or any other statements or answers furnished as evidence of insurability.

### Termination

You may at any time request that this contract be terminated and we shall, as soon as practical after you make the request, refund the amount of premium actually paid by you that is in excess of the short-rate premium calculated to the date of the request according to the table in use by us at the time of the termination.

Please refer to Making Changes to Your Coverage on page 14.

### Notice and Proof of Claim

Please refer to How to Claim Your Expenses on page 14.

You or the claimant, if other than you, shall be responsible for providing Allianz Global Assistance with the following:

1. Receipts from commercial organizations for all costs incurred and itemized accounts of all services which have been provided,
2. Any payment made by any other insurance plan or contract, including a government hospital/medical plan, and
3. Supporting documentation, at the request of Allianz Global Assistance. If you do not provide the required supporting documentation, your claim will not be paid.

### Failure to give Notice and Proof

Failure to give notice of claim or furnish proof of claim within the time prescribed does not invalidate the claim if:

1. The notice or proof is given or furnished as soon as reasonably possible, and in no event later than the limitation period set out in *The Limitations Act* from the date of the *accident* or the date a claim arises under the contract on account of *sickness* or *disability* if it is shown that it was not reasonably possible to give notice or furnish proof within the time so prescribed, or
2. In the case of your death, if a declaration of presumption of death is necessary, the notice or proof is given or furnished no later than the limitation period set out in *The Limitations Act* after the date a court makes the declaration.

### Insurer to Furnish Proof of Claims

Claims forms are available by contacting Allianz Global Assistance's Claims Department and shall be furnished to you upon request, and no later than 15 days after receiving notice of claim.

### Rights of Examination

The claimant shall provide us with the opportunity to examine you when and so often as it reasonably requires while a claim is pending. In the case of your death, we may require an autopsy, subject to any laws of the applicable jurisdiction relating to autopsies. We shall bear the costs of any examination or autopsy and shall provide copies of the reports of any examination or autopsy to the insured or the insured's representative.

### When Money Payable

All money payable under this contract shall be paid by us within 60 days after we have received proof of claim.

## Privacy Notice

### Protecting your personal information

Protecting your personal information is a top priority. This Privacy Notice explains how and what types of personal data will be collected, why it is collected and to whom it is shared or disclosed. PLEASE READ THIS NOTICE CAREFULLY.

CUMIS General Insurance Company (the "insurer") and the insurer's insurance administrator, Allianz Global Assistance, and the insurer's agents, representatives and reinsurers (for the purpose of this Privacy Notice collectively "We" "Us" and "Our") require your personal information.

### Personal information we collect

We will collect your personal information including but not limited to:

- Surname, First name
- Address
- Date of Birth
- Telephone numbers
- Email addresses
- Credit/debit card and bank account information
- Employment details including termination notices and accepted offers of employment
- Sensitive personal information such as: Medical information relating to your health status, excluding genetic test results

### How will we obtain and use your personal information?

This personal information is collected for the following insurance purposes when offering and providing insurance and related services:

- To identify and communicate with you
- To consider any application for insurance

- If approved, to issue a Policy or Certificate of Insurance
- To administer insurance and related benefits
- To evaluate insurance risk, manage and coordinate claims, re-price medical expenses and negotiate payment of claims expenses
- To adjudicate claims and to determine eligibility for insurance benefits
- To provide assistance services
- For fraud prevention and debt collection purposes
- As required or permitted by law

We reserve our right to collect personal information, necessary for insurance purposes, from the following individuals:

- Individuals who apply for insurance products
- Certificate holder and/or Policyholders
- Insureds and/or Claimants
- *Family members, friends or travelling companions* of a Certificate or Policyholder, Insured or Claimant, in cases where *you*, for medical or other reasons, cannot communicate directly with Us.

### Who will have access to your personal information?

We disclose information for insurance purposes, to and with, third parties such as, but not necessarily limited to, other Allianz group companies, health care practitioners and facilities in Canada and abroad, government and private health insurers, *family members* and friends/ *travelling companions* of the Certificate holder or Policyholder, Insured or Claimant and agencies. We may also use and disclose information from Our existing files for insurance purposes. Our employees who require this information for the purposes of administering your insurance will have access to this file. Upon *your* request and authorization, We may also disclose this information to other persons. From time to time, and if permitted by applicable law, We may also collect, use or disclose personal information in order to offer additional or upgraded products and services (the “optional purposes”). In some instances We may additionally maintain or communicate or transfer information to health care and other service providers located outside of Canada. As a result, personal information may be accessible to regulatory authorities in accordance with the law of these other jurisdictions.

### What are your rights in respect of your personal data?

When permitted by applicable law and regulations *you* have the right to:

- Access *your* personal data held about *you*
- Withdraw consent at any time where *your* personal data is processed
- Update or correct *your* personal information so that it is always accurate

- Delete *your* personal information from our records, if it is no longer needed for the purposes indicated above
- File a complaint with Us and/or relevant data protection authority

You may exercise these rights by contacting the Privacy Officer at [privacy@allianz-assistance.ca](mailto:privacy@allianz-assistance.ca).

### How long do we keep your personal data?

We will retain the personal information We collect for a specified period of time and in a storage method appropriate with legal and Our internal corporate requirements. Personal information will be securely destroyed following the expiration of the appropriate retention period. Individuals have a right to request to access or correct personal information We have on file by contacting the Privacy Officer at [privacy@allianz-assistance.ca](mailto:privacy@allianz-assistance.ca) or by writing to:

### Privacy Officer

Allianz Global Assistance  
700 Jamieson Parkway  
Cambridge, Ontario N3C 4N6 Canada

### How can you contact us?

For information about how to obtain access to written information about Our policies and procedures with respect to service providers outside of Canada, please contact the Privacy Officer at [privacy@allianz-assistance.ca](mailto:privacy@allianz-assistance.ca).

For a complete copy of Our Privacy Policy, please visit [www.allianz-assistance.ca](http://www.allianz-assistance.ca).

### How often do we update this privacy notice?

We regularly review this Privacy Notice. We will ensure the most recent version is available on Our website, [www.allianz-assistance.ca](http://www.allianz-assistance.ca).

## Contact Information

### Administrator:

Allianz Global Assistance  
700 Jamieson Parkway  
Cambridge, Ontario N3C 4N6  
[1-800-995-1662](tel:1-800-995-1662)

### Insurer:

CUMIS General Insurance Company  
P.O. Box 5065, 151 North Service Road  
Burlington, Ontario L7R 4C2  
[1-800-263-9120](tel:1-800-263-9120)

**THE ACT RESPECTING THE DISTRIBUTION OF FINANCIAL PRODUCTS AND SERVICES GIVES YOU IMPORTANT RIGHTS.**

The Act allows you to rescind an insurance contract, **without penalty**, within 10 days of the date on which it is signed. However, the insurer may grant you a longer period.

To rescind the contract, you must give the insurer notice, within that time, by registered mail or any other means that allows you to obtain an acknowledgement of receipt.

Despite the rescission of the insurance contract, the first contract entered into will remain in force. Caution, it is possible that you may lose advantageous conditions as a result of this insurance contract; contact your distributor or consult your contract.

After the expiry of the applicable time, you may rescind the insurance contract at any time; however, penalties may apply.

For further information, contact the Autorité des marchés financiers at 1-877-525-0337 or visit [www.lautorite.qc.ca](http://www.lautorite.qc.ca).

**NOTICE OF RESCISSION OF AN INSURANCE CONTRACT**

To :

\_\_\_\_\_ (name of insurer)

\_\_\_\_\_ (address of insurer)

Date: \_\_\_\_\_ (date of sending of notice)

Pursuant to section 441 of the Act respecting the distribution of financial products and services, I hereby rescind insurance contract no.: \_\_\_\_\_ (number of contract, if indicated)

Entered into on: \_\_\_\_\_ (date of signature of contract)

In: \_\_\_\_\_ (place of signature of contract)

\_\_\_\_\_ (name of client)

\_\_\_\_\_ (signature of client)