



**TRAVEL ASSISTANCE**

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Helps prepare for  
emergency situations



When travelling across Canada or to another country, you can do so with confidence, knowing Emergency Travel Assistance coverage is included in your group benefits plan.

Allianz Global Assistance – Manulife's Emergency Travel Assistance provider – can assist you and your family in emergency medical situations while travelling outside your province.

## FIND OUT WHAT YOU NEED TO KNOW BEFORE YOU GO

- Pre-trip info for your travel destination: For useful travel tips, questions related to your travel benefits, and what to expect if you need to open a claim, call Allianz at **1-800-363-1835** or visit **[www.allianz-assistance.ca/en/help-for-customers/faq/](http://www.allianz-assistance.ca/en/help-for-customers/faq/)**
- For information on travel advisories, health risks, passport, visa, vaccination and inoculation requirements, visit **[travel.gc.ca](http://travel.gc.ca)**
- **Pack your Manulife Group Benefits and provincial health care cards:** your benefits card has important plan information and contact numbers you'll need in an emergency. Carrying your provincial health care card when travelling is also highly recommended.



**Taking your phone?  
Download Manulife Mobile**



**One of the great features of Manulife Mobile is a digital version of your benefits card! Download the app today from the Apple App Store or Google Play.**

**IN CASE OF A MEDICAL EMERGENCY  
CALL ALLIANZ AS SOON AS YOU CAN**

They will refer you to a local doctor or appropriate medical facility to treat your condition and help manage your claim and cover eligible medical expenses when possible.

**Call toll-free from around the world\* –  
landlines are preferred**

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**Canada and the U.S.:** 1-800-265-9977

**Mexico:** 00-1-800-514-3702

**Dominican Republic:** 1-888-751-4403

**International:** Country code + 800-9221-9221

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If you can't get through using the international toll-free number, call the Canada/U.S. number or call 519-741-8450 collect.

\*Toll-free for calls from local land lines and local SIM mobile phones. Otherwise connection charges may apply.



## GET THE RIGHT ASSISTANCE IN AN EMERGENCY – CALL ALLIANZ

### ■ **Out-of-pocket costs**

Help manage your claim and have eligible medical expenses covered when possible

### ■ **Stay connected**

Connect your family doctor and attending doctor to help ensure you're getting the right care while keeping your family at home informed

### ■ **Transportation**

Provide medical transportation, facilitate return home, or have a family member visit if eligible

### ■ **Missing something?**

Have lost or stolen documents replaced with the help of local authorities

### ■ **Legal advice**

Get in contact with legal representatives travelling outside of Canada if you need it

## WHAT'S COVERED WHEN YOU TRAVEL

Immediate medical treatment of a sudden, unexpected injury or new medical condition.

Immediate medical treatment of a specific medical problem or chronic condition that's been diagnosed but is **medically stable**<sup>1</sup> before departure.

Medical emergencies related to pregnancy if travel is completed 4 weeks before the due date and there's no evidence the pregnancy is high-risk.

<sup>1</sup> A medical problem or chronic condition is considered **medically stable** if in the past 90 days:

- You have not been treated or tested for new conditions or symptoms
- Your existing symptoms haven't increased or worsened
- You haven't changed treatments or medications
- You haven't been hospitalized for treatment of an existing condition
- You do not have appointments or tests planned after your return home.

## WHAT'S NOT COVERED

Medical expenses incurred following the **stabilization** of the condition which caused the medical emergency.

Emergency medical expenses related to a pre-existing, **unstable** medical condition such as a chronic condition or a condition/symptom being actively treated or investigated, even if a diagnosis has not yet been made.

Internet charges, including communications with Allianz.

Telephone charges, except for calls made directly to Allianz if you experience difficulties using the toll free and collect phone numbers from your location.

## TRAVEL CLAIMS

Allianz will do their best to make payment arrangements directly with the service providers – it helps if you contact them before paying health providers. However, you should always be prepared to pay for medical expenses up front and obtain original itemized receipts to submit with the Allianz claim form when you return home. Note that out of country claims take longer to process than Health and Dental claims.



For more on our travel insurance options, visit [manulife.ca/for-you/insurance/explore/travel.html](https://manulife.ca/for-you/insurance/explore/travel.html)



## REVIEW YOUR COVERAGE

Speak to your plan administrator or contact Manulife's Customer Service Centre to verify your travel coverage before you leave home. You can also sign in to your account at **[manulife.ca/planmember](https://manulife.ca/planmember)** to find your benefits booklet for complete coverage details including age restrictions, travel day maximums and dollar limits.

## HAVE A SAFE TRIP!

Hopefully, you won't need any of it, but you can travel with the added confidence of knowing what you're covered for while you're away.

In case of a medical emergency  
call toll free\*, from:

**Canada and the U.S.:** 1-800-265-9977

**Mexico:** 00-1-800-514-3702

**Dominican Republic:** 1-888-751-4403

**International:** Country code + 800-9221-9221

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toll-free number, call the Canada/U.S. number or  
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