

Freedom

Travel Insurance

TRAVEL POLICY

Effective date: September 13, 2006



TRAVEL UNDERWRITERS

Table of contents

The Insuring Agreement	5
Validation of Coverage	5
Emergency Excess Hospital/Medical Insurance— Multi Trip Annual & Single Trip.	5
Trip Cancellation/Trip Interruption Insurance and Trip Interruption Insurance only— Multi Trip Annual & Single Trip.	12
Accidental Death and Dismemberment Insurance— Multi Trip Annual & Single Trip.	17
Visitors to Canada Emergency Hospital/Medical Insurance—Single Trip	19
Baggage Insurance—Single Trip	24
All Inclusive Holiday Package— Single Trip.	26
Visitors to Canada Holiday Package— Single Trip.	26
Rental Car Protection—Single Trip	27
General Exclusions	28
General Conditions.	30
Authorized Extensions to Period of Coverage	32
Automatic Annual Renewal Option	33
Definitions.	33
Statutory Conditions	38
How to Claim	41
International Assistance Services.	44

CONTACT INFORMATION

Keep these numbers handy when you travel.

Claims/Hospitalization

In the event of a medical emergency, call OneWorld Assist immediately:

From Canada & USA	1-800-663-0399
From Mexico	001-800-514-9976
Outside N. America & Mexico (global toll-free)	*800-663-00399
Worldwide (collect)	**604-278-4108

Notice to insured, physicians and hospitals

It is a condition of the Insurance that in the event of medical emergency due to sickness or injury which may require or result in hospitalization, the insurer must be notified as soon as possible.

Policy Extensions

To extend your policy while travelling, simply call us:

From Canada & USA	1-800-663-5389
From Mexico	001-800-514-9976
Outside N. America & Mexico (global toll-free)	*800-663-00399
Worldwide (collect)	**604-276-9900

* To use the global toll-free service when you are travelling outside North America and Mexico, you must first dial the international access code (see list below) to reach Canada, then enter our 11-digit toll-free number. For example, if you are in Australia you must dial 0011 + 800-663-00399.

Service not available in all countries.

Australia	0011	Luxembourg	00
Austria	00	Macau	00
Belgium	00	Malaysia	00
China	00	Netherlands	00
Costa Rica	00	New Zealand	00
Denmark	00	Norway	00
Finland	00 or 990	Philippines	00
France	00	Portugal	00
Germany	00	Singapore	001
Hong Kong	001	South Africa	09
Hungary	00	South Korea	001 or 002
Ireland	00	Spain	00
Israel	00	Sweden	00
Italy	00	Switzerland	00
Japan	010 or 0061 010 or 0041 010 or 001 010 or 0033 010	Taiwan	00
		United Kingdom	00

** If you are not able to call from any of the numbers listed above or are having trouble reaching us, please call us collect using one of the Canada Direct access numbers listed on our website at www.oneworldassist.com. A Canada Direct access number allows you to speak immediately with a Canadian operator. Once you are speaking with a Canadian operator simply tell them you wish to make a collect call to one of the numbers listed above.

This is your insurance document. This document contains clauses that may exclude or limit your coverage. Please read it carefully.

All italicized terms are defined as stated in the Definitions' section.

The Insuring Agreement

In consideration of having paid the required premium in full for the coverage(s) chosen and having completed in full the *application* which has been provided to *you* either by Travel Underwriters or one of its *designated representatives*, this policy wording booklet becomes *your* Policy of Insurance. The *company* hereby agrees to provide Insurance in accordance with the terms and conditions of the Policy as set forth herein.

Coverage for Baggage Insurance is exclusively provided by *Lloyd's Underwriters*. All other coverages are provided by *Lloyd's Underwriters* to a maximum liability amount of 10% and by Industrial-Alliance *Pacific* Life Insurance Company to a maximum liability amount of 90%.

All the limits of Insurance under each benefit are per trip.

Validation of Coverage

At the time the required premium is paid *your* coverage will be validated when the *company* or the *designated representative* provides *you* with a completed, time dated and numbered *application*.

Emergency Excess Hospital/Medical Insurance—Multi Trip Annual & Single Trip

Eligibility

You are eligible for coverage if:

1. *You* have not yet reached the age of 90 years at the time of application date of the Policy.
2. *You* are a *Canadian resident*, and *you* must be insured or eligible for benefits under the government health care plan of the province or territory in which *you* reside. If *you* are not insured under the government health care plan in the province in which *you* reside, the portion that would have been refunded by the provincial government health care plan is not a benefit of this Insurance.
3. The expenses *you* incur result from an *acute*, sudden and unexpected *emergency*.
4. The *emergency* first occurs and the *medical treatment* is provided outside *your home province*.
5. The length of travel out of *your home province* does not exceed the number of days selected at the time of application or authorized extension period.

Period of Coverage

Multi Trip Annual

This Policy begins at 12:01 AM on the effective date as shown on the *application* and continues in force for a period of one year from the effective date. Coverage commences on the time and date of each departure from *your home province*, which must be on or after the effective date as shown on the *application*. The *insured* may travel as many times as they wish during the period of coverage provided that no one trip exceeds the maximum number of days as specified and *contracted* for at the time of *application*.

Coverage terminates on each return to *your home province*, subject to the maximum duration limitation of each trip as specified in the *application*, or at 12:00 Midnight on the expiry date, whichever occurs first.

Single Trip

Coverage commences at 12:01 AM on the effective date as shown on the *application*, which is the same as the date *you* depart from *your home province*.

Coverage terminates on the date when *you* return to *your home province*, or at 12:00 Midnight on the expiry date as shown on the *application*, whichever first occurs.

Applicable to Emergency Excess Hospital/Medical for travel Worldwide excluding USA, coverage is limited to travel outside the USA except for transit or stopovers of up to 48 hours.

Top-Up Coverage

When this Policy is purchased to top-up any other insurance plan, coverage commences the day following the expiry date of the insurance plan named in the *application* under top-up coverage.

Coverage shall be void in the following cases:

1. if purchased after the date of departure from *your home province*; or,
2. if purchased for a trip not originating in Canada.

Benefits

Maximum limit – \$5,000,000 per insured person per trip.

The wording in this section applies to Emergency Excess Hospital/Medical:

- Multi Trip Annual and Single Trip Worldwide
- Multi Trip Annual and Single Trip for Travel within Canada
- Single Trip Worldwide excluding USA

If *hospitalization* or *medical treatment* due to a medical *emergency* is required by *you* while travelling outside *your home province*, the *company* will pay *you* or the *physician* of *your* choice for all eligible medical expenses up to the sum insured in the event of a covered claim. To qualify for reimbursement the expenses must be *medically necessary* for the treatment of an *acute*, sudden and unexpected *sickness* or *accident*.

Eligible medical related expenses are described below.

1. Emergency medical treatment

The *company* agrees to pay *you* or the *physician* and *hospital* directly in respect of the expenses set out below for losses incurred in excess of the amount of the *deductible* as shown on the *application* per *insured* per covered claim. This *deductible* applies to the portion of *emergency* medical expenses remaining after payment by *your* provincial government health care plan or other insurance policies, plans or contracts, including private or provincial automobile insurance.

• Hospital confinement and treatment

Emergency hospital confinement (limited to semi-private accommodation) and/or *emergency medical treatment* by a *physician* for the actual, usual and customary charges for reasonable and necessary *hospital* and medical expenses. This expense includes one *follow-up* visit (not including ongoing treatment), when the medical process in dealing with the *emergency* requires such *follow-up* visit. The *follow-up* visit must take place within 14 days of the initial *emergency*. In the case of *hospital* confinement any coverage related to the *hospital* confinement terminates upon release from *hospital*.

• Physician

The services of a *physician*.

• Ambulance services

The services of a licensed ambulance, including mountain and sea rescue, from the scene of the *accident* or place of onset of the *sickness* to the nearest *hospital*.

• X-ray examinations

X-ray examinations and diagnostic laboratory procedures when performed at time of initial *emergency*.

• Medicines and/or drugs

Medicines and/or drugs (excluding vitamins, minerals, dietary supplements and over the counter medicines) that require a *physician's* written prescription following a consultation, for a maximum period of 30 days (original pharmacy prescription receipts are required). While *you* are confined to *hospital*, the *company* will reimburse the total cost of such medicines and/or drugs.

• Rental of essential medical appliances

Rental of essential medical appliances including but not limited to wheelchairs, crutches and canes, but in no event will the rental amount payable exceed the total purchase price.

• Private duty nursing

Private duty nursing services, performed by a registered nurse (R.N.) other than a relative, when ordered in writing by the attending *physician* expressly in lieu of *hospitalization*.

2. Other professional medical services

The services of a licensed physiotherapist, chiropractor, chiropodist, osteopath and podiatrist for the relief of *acute emergency* pain limited to a maximum of \$500 for any one *emergency* for each practitioner. Chiropractic benefits are limited to the initial office visit.

3. Dental services

Benefits are payable to a maximum limit of \$4,000 for an *accident* requiring the repair or replacement of sound natural teeth or permanently attached artificial teeth. Also, benefits are payable for other *emergency* treatment for dental pain relief other than pain caused by an *accident*, up to a maximum limit of \$500. All dental treatment must be initiated within 48 hours from the time the *emergency* began and completed no later than 90 days after the treatment has begun.

4. Hospital allowance

Expenses of \$50 per day to a maximum of \$500 are allowed to cover incidental *hospital* charges, which are billed by the *hospital*, such as TV rental and telephone charges.

5. Emergency air transportation

This benefit is payable only when pre-approved and arranged by OneWorld Assist Inc.

- a) Medical air evacuation to the nearest medical facility equipped to provide the required treatment, or for return to Canada; or,
- b) the cost of stretcher fare or one-way economy airfare on a commercial flight via the most direct route to return to *your home province* for immediate *medical treatment* as a result of an *emergency* providing *medical treatment* is sought within 48 hours of arrival to *home province*, and if the attending *physician* providing treatment outside *your home province* recommends it in writing; and,
- c) the cost of a return economy airfare on a commercial flight via the most direct route for a qualified medical attendant, to accompany *you* when the attendant is *medically necessary* or required by the airline.

6. Return of insured travelling companion

This benefit is payable only when pre-approved and arranged by OneWorld Assist Inc.

If *you* are returned to *your home province* under the emergency air transportation benefit or the repatriation benefit, the *company* will reimburse a one-way economy airfare back to point of departure, for one travelling companion up to \$3,000.

7. Escort of insured children

This benefit is payable only when pre-approved and arranged by OneWorld Assist Inc.

In the event *you* have been air evacuated to Canada for medical reasons, the *company* will pay the economy class airfare to return an accompanying insured child/children (up to the age of 18 years) to the original point of departure. The *company* will also pay for an escort to accompany the children when necessary.

8. Repatriation

In the event of *your* death during a trip as a result of an *accident* or an unexpected *sickness* covered under the Policy benefits, the *company* will reimburse for:

- a) preparation and return of *your* body, including the cost of a standard shipping container (excluding cost of a burial

coffin), to *your home province* in Canada to a maximum of \$10,000; or,

- b) burial or cremation at the place of death (excluding cost of a burial coffin or urn), in the event *your* body is not returned to *your home province*, to a maximum of \$4,000.

9. Family transportation

This benefit is payable only when pre-approved and arranged by OneWorld Assist Inc.

If an attending *physician* considers it necessary, the *company* will reimburse one economy return airfare or ground transportation costs for a *family member* to be with *you* while *you* are in *hospital* due to a covered *sickness* or *injury*, and up to a maximum of \$150 per day for meals and commercial accommodation.

10. Additional board and lodging

The *company* will reimburse up to \$400 per day to a maximum of \$4,000, in the event *you* or *your* travelling companion are confined to *hospital* on the date *you* are scheduled to return to *your home province*, for reasonable and necessary commercial accommodation, meals, telephone calls, taxi or bus fare and child care costs for dependants up to the age of 18 years (excluding child care provided by a *family member*) and for other *insureds* who remain with *you* while *you* or *your* travelling companion are *hospitalized*.

11. Return of vehicle

If the attending *physician* determines that as a result of an *emergency*, *you* are incapable of continuing *your* trip by means of the *vehicle* used for the trip and *your* travelling companion is unable to do so for *you*, the *company* will reimburse the actual reasonable and necessary charges incurred for a commercial agency to return a *vehicle* that *you* own or rent to either *your home province* or the nearest appropriate *vehicle* rental agency. The maximum benefit payable is limited to the amount it would cost the insurer to return *your vehicle*, but in no event will the maximum benefit payable exceed \$4,000.

12. Return of insured to destination

If *you* are returned to *your home province* under the emergency air transportation benefit, the *company* will pay the cost of a one-way economy airfare to return *you* to the place where the emergency air transportation commenced. This benefit can only be offered once during the same covered trip, and will not apply after *your* original expected return date.

13. Return of accompanying dog or cat

In the event *you* are medically air evacuated back to Canada, the *company* will reimburse up to a maximum of \$300 for the cost of returning *your* accompanying dog or cat to Canada.

Exclusions

In addition to the general exclusions, the *company* will not be liable to provide coverage or services, or to pay claims for expenses incurred directly or indirectly as a result of:

1. Any *pre-existing condition* as defined, except as follows:

Applicable to persons 59 years and under

- a) On trips 35 days and less, except for conditions for which symptoms arose or for which medical consultation was required on the date of departure or at any time within the seven days prior to the date of departure, other than a *minor ailment*.
- b) On trips over 35 days, any condition which has remained *stable* in the 90 days prior to the commencement date of a covered trip.

Applicable to persons 60 to 89 years

- a) On all trip lengths, *pre-existing conditions* must be *stable* in the 365 days prior to the commencement date of a covered trip.

Pre-existing conditions that do not meet the criteria set out above are not covered.

2. Any condition(s) for which *you* are registered on a waiting list in Canada for treatment or diagnosis.
3. Conditions or any related conditions for which, prior to departure, testing or investigative consultation took place, was scheduled to take place or was recommended, and for which results had not yet been received at the time of departure. This includes tests that were recommended or scheduled prior to departure, but had not yet taken place at the time of departure.
4. Tests and investigative consultation, including but not limited to biopsies, except when performed at the time of initial *emergency sickness* or *injury*.
5. Loss of or damage to prescription glasses, contact lenses, prosthetic devices, hearing aids.
6. Any subsequent claim of the same medical condition with respect to a *sickness* or *injury* which occurred:

Multi Trip Annual

During a covered trip and for which a claim has already been paid or is pending. On any subsequent covered trip of more than 35 days, no coverage will apply unless such medical condition which required the medical attention has remained *stable* as follows:

- a) in the 90 days prior to the commencement date of a covered trip for persons 59 years and under; or,
- b) in the 365 days prior to the commencement date of a covered trip for persons 60 to 89 years.

Single Trip

During a covered trip and for which a claim has already been made or is pending.

7. Treatment or services that contravene any provisions of any provincial government health care plan of the province or territory in which *you* reside.
8. Any *medical treatment* which is a continuation of or subsequent to an *emergency sickness* or *accident*, unless *you* are declared by an attending *physician* medically unfit to return to *your home province*.
9. This Policy does not provide reimbursement for expenses once the *emergency* ends and in the opinion of the

attending *physician* or dentist, *you* are able to travel to *your home province* for any further treatment relating to the *sickness* or *accident* that led to the *emergency* (other than for a *follow-up* visit as listed under the benefits for *emergency medical treatment*).

10. Expenses incurred after emergency air transportation, when the emergency air transportation was not arranged by OneWorld Assist Inc.
11. Expenses incurred for trips where the date of departure from Canada preceded the effective date of coverage under this Policy, unless authorized in advance by Travel Underwriters.

Deductible

This Policy will reimburse eligible medical expenses for losses incurred in excess of the amount of the *deductible* as shown on the *application*, per *insured* per covered claim. This *deductible* applies to the portion of eligible expenses listed in section Benefits, under benefit number 1 Emergency medical treatment, remaining after payment by *your* provincial government health care plan or other insurance policies, plans or contracts, including private or provincial automobile insurance.

Automatic Extensions to Coverage

This Policy, after termination of any one period of coverage, will be automatically extended:

1. For 72 hours in the event a *delayed common carrier* prevents *you* from returning to *your home province*.
2. If *you* are *hospitalized* during the term of this Policy, for the period of *hospital* confinement plus 72 hours after release for *you* to travel home.

Refunds

Refunds are not available if a claim has been or will be submitted.

Multi Trip Annual

A full refund is only available if the request for refund is received PRIOR to the effective date or a full refund less an administration fee is available AFTER the effective date, provided no travel has taken place and the request is received no later than 30 days after the effective date of the Policy.

Single Trip

Refunds are available as follows:

1. When no travel has taken place:
 - a) A full refund is available when the request for refund is received PRIOR to the effective date of the Policy.
 - b) A full refund less an administration fee is available when the request for refund is received AFTER the effective date provided the request for refund is received no later than 30 days after the effective date and prior to the expiry date of the Policy.
2. In the case of early return a partial refund is available if *you* return to *your home province* and the refund request is received by Travel Underwriters no later than 30 days after *your* actual return date.

3. A written request for refund, including proof of return to *your home province*, must be sent to Travel Underwriters. Refunds will be calculated from the date of return. All refunds will be subject to an administration fee.

Trip Cancellation/Trip Interruption Insurance and Trip Interruption Insurance only – Multi Trip Annual & Single Trip

Eligibility

Applicable to Trip Cancellation/Trip Interruption Insurance and Trip Interruption Insurance only

Multi Trip Annual and Single Trip

You are eligible for coverage if:

1. You have not yet reached the age of 90 years at the time of *application date* of the Policy.
2. You are a *Canadian resident*.

Single Trip

1. You are a visitor to Canada purchasing this Insurance as follows:
 - a) Prior to arriving in Canada, provided *your* travel arrangements are booked and Insurance is paid for in Canada; or,
 - b) after arriving in Canada, for travel anywhere in the world provided the travel originates in Canada.

Applicable to Trip Interruption Insurance Only

1. To be eligible for coverage this Insurance must be purchased prior to leaving for *your trip*.

Period of Coverage

Applicable to Trip Cancellation/Trip Interruption Insurance and Trip Interruption Insurance only

Multi Trip Annual

This Policy begins at 12:01 AM on the effective date as shown on the *application* and continues in force for a period of one year from the effective date. Coverage commences at the time of booking *your trip*. Coverage terminates on the date of the cause of cancellation if the *trip* is cancelled prior to the *contracted* departure date, or on the date when *you* return to *your home province* or country of permanent residence, or at 12:00 Midnight on the expiry date as shown on the *application*, whichever first occurs.

Single Trip

Coverage commences on the *application date* as shown on the *application* and terminates on the date of the cause of cancellation if the insured *trip* is cancelled prior to the *contracted* departure date, or on the date when *you* return to *your home province* or country of permanent residence, or at 12:00 Midnight on the expiry date as shown on the *application*, whichever first occurs.

Covered Risks

Applicable to Trip Cancellation/Trip Interruption Insurance and Trip Interruption Insurance only

1. *Your* and/or *your travelling companion's* sickness, injury, death or quarantine.
2. *Sickness, injury, death* or quarantine of *your immediate family* or *your travelling companion's immediate family*.
3. Death or *hospitalization* of *your* or *your travelling companion's* business partner, or key employer/employee. Death or admission to *hospital* must occur either 10 days prior to departure date or anytime during the insured *trip* (*hospital* records and/or death certificate required).
4. Death or *hospitalization* of host at final destination (*hospital* records and/or death certificate required).
5. *Sickness* or *injury* of *your immediate family* who is at *your* final destination.
6. A natural disaster, which renders *your* or *your travelling companion's* principal residence uninhabitable or place of business inoperative.
7. Hijacking in which *you* or *your travelling companion* is a victim.
8. Missed connection or departure:
 - a) if journey includes a regularly scheduled two or more hours connection on a *common carrier* and this connection is missed due to weather conditions, mechanical failure of the *common carrier*, a traffic accident, or an emergency police-directed road closure; or,
 - b) delay of a private automobile resulting from mechanical failure of that automobile, weather conditions, a traffic accident, or an emergency police-directed road closure, provided that the automobile was scheduled to arrive at the departure point at least two hours before the scheduled time of departure.
9. An accident on the way to the point of departure involving a private passenger automobile in which *you* are a passenger or driver; or *common carrier* in which *you* were a passenger (police report required).
10. A travel advisory and/or travel warning issued by the Canadian government after the date the *trip* is booked, recommending that, on the *contracted* dates, *you* do not travel to the *contracted* destinations.
11. A *schedule change* of the airline carrier that is providing transportation for a portion of *your trip*, causing *you* to miss a connection.
12. *You* or *your travelling companion* being summoned to military (active or reserve) police or fire service.
13. A cancellation of a *business meeting* at *your* final destination.
14. Delay of *your* or *your travelling companion's* scheduled *common carrier*, due to weather conditions, for a period of at least 30% of the total duration of an insured *trip*, when *you* choose not to continue with the insured *trip*.

Applicable to Trip Cancellation only (coverage for prior to departure)

1. Job transfer that results in the relocation of *your* principal residence of at least 160 km and within 30 days of departure or return (self-employment not applicable).
2. *You* or *your travelling companion* being subpoenaed, after the *trip* is booked, for jury duty, as a witness, or required to appear at a court proceeding during the period of travel (excluding law enforcement officers).
3. Involuntary loss of permanent employment provided *you* or *your travelling companion* have been continuously employed by the same employer for more than one year prior to job loss.
4. The non-issuance of *your* or *your travelling companion's* travel visa for reasons beyond *your* or *your travelling companion's* control. This does not include an immigration or employment visa.
5. *You* or *your spouse's* pregnancy, or *your travelling companion's* or *your travelling companion's spouse's* pregnancy, being diagnosed after *your trip* is booked, if *you* or *your travelling companion's* departure is scheduled to take place in the nine weeks before or after the expected date of delivery.

Benefits

Applicable to Trip Cancellation/Trip Interruption Insurance and Trip Interruption Insurance only

The sum insured amount as shown on the *application* is an aggregate limit per *insured*. Benefits as outlined below, are payable if disruption of travel plans results in unexpected travel costs such as cancellation penalties before departure, or additional expenses after departure for catch up, or early or delayed return, as a result of a covered risk.

Trip Cancellation Before Departure—payable up to the sum insured prior to departure

1. Reimbursement of non-refundable prepaid airfare and/or prepaid travel arrangement costs that cannot be recovered from another source, as a result of a covered risk.
2. Reimbursement of the additional single supplement commercial accommodation expense in the event *your travelling companion* cancels due to a covered risk.

Trip Interruption After Departure—payable up to the sum insured after departure

These benefits as outlined below, subject to the exclusions, provisions and conditions of this Policy, include reimbursement for unexpected airfare and other specified travel costs incurred as a result of a covered risk.

1. Reimbursement of the extra cost of a one-way economy airfare to the original *contracted* point of departure to return earlier or later than the *contracted* return date and/or unused non-refundable land or sea arrangements.
2. Reimbursement of *your* non-refundable unused prepaid airfare costs when *trip* is interrupted after arrival at *your* destination.

3. Reimbursement of reasonable catch-up costs to rejoin a tour or a one-way economy airfare to *your* next destination if a portion was missed due to a covered risk.
4. Repatriation—In the event of *your* death during a covered *trip*, as result of an unexpected *sickness* or *injury*, the *company* will reimburse for:
 - a) preparation and return of *your* body, including the cost of a standard shipping container (excluding cost of a burial coffin), to *your home province* or country of permanent residence, to a maximum of \$10,000; or,
 - b) burial or cremation at the place of death (excluding cost of a burial coffin or urn), in the event *your* body is not returned to *your home province* or country of permanent residence, to a maximum of \$4,000.
5. **In the event your return is delayed due to a covered risk**—Reimbursement for the cost to return *you*, by one-way economy airfare, to *your home province* or country of permanent residence, and/or the reasonable out-of-pocket expenses up to the limit of \$350 per day to a maximum of \$1,500 for commercial accommodation, meals, telephone and facsimile charges and taxi expenses.
6. **Trip link**—In the event *you* return to *your home province* from *your trip* before *your* scheduled return date as a result of:
 - a) *hospitalization* or death of a *family member* not travelling with *you* after *your* date of departure; or,
 - b) a natural disaster rendering *your* principal residence inhabitable after *your* departure date.

The *company* will reimburse up to a maximum of \$2,500 for the cost of a one-way economy airfare to travel back to *your* original travel destination point provided the return takes place within the period of coverage.

Conditions

Applicable to Trip Cancellation/Trip Interruption Insurance and Trip Interruption Insurance only

In addition to the general conditions shown on page 30, the following conditions apply:

1. At the time the *trip* is booked no circumstance is known which might reasonably be expected to prevent travel as booked.
2. No claims will be considered unless the original unused transportation ticket(s) are provided to OneWorld Assist Inc.
3. If *your trip* is cancelled because of *sickness* or *injury*, the patient must consult a *physician* on or before *your* departure date and time, and prior to the date and time of cancellation. If *your trip* is interrupted or delayed for *sickness* or *injury*, the patient must consult a *physician* on or before the date and time of interruption or delay. In either case *you* must provide a medical certificate completed by the *physician* that includes: a complete diagnosis, the date of onset of the condition, the dates and type of treatment, and the medical necessity of cancelling, delaying or interrupting your trip. **If a *physician* was not consulted as required or if *you* cannot**

provide the complete written certificate, your claim will be denied. *Your* claim must also include original unused tickets, copies of substitute transportation tickets and travel agent or tour operator invoices (if applicable).

4. If *your contracted* travel dates change, *you* must notify the *company* of *your* new travel dates. Failure to do so may result in denial of *your* claim.

Applicable to Trip Cancellation only

1. When the reason for cancellation occurs prior to departure, *you* must:
 - a) cancel the travel arrangements with the travel agent or airline on the day the reason for cancellation occurs or on the next business day; and,
 - b) advise OneWorld Assist Inc. within the same period.

Exclusions

Applicable to Trip Cancellation/Trip Interruption Insurance and Trip Interruption Insurance only

In addition to the general exclusions, this Insurance does not cover loss caused by or arising from:

1. Cancellation or interruption caused by or related to a circumstance known to *you* prior to the date the *trip* is booked or prior to purchase of the Policy, whichever occurs later, and which might reasonably be expected to prevent or interrupt travel as booked.
2. A *sickness* claim occurring within 72 hours after the purchase of the Policy if the Policy was purchased more than 72 hours after the transportation and/or commercial accommodations are booked.
3. Any *pre-existing condition* affecting *you*, *your travelling companion* or business partner, employer or key employee of either, or *family member*, business associate or host at destination, unless the *pre-existing condition* was *stable* during the 60 days prior to the date *your trip* is booked or during the 60 days prior to the date the non-refundable deposit is paid, whichever occurs later.
4. Travel to visit an ailing *family member* where the medical condition or death of that *family member* is the cause of the claim.
5. Travel arrangements for which no premium was paid before departure.
6. The non-issuance of a travel visa due to late visa application.
7. *Terrorist activity*.
8. Refundable tickets, if, as result of a *trip* cancellation, an airline refunds the amount paid for the purchase of a ticket by *you* and does not charge *you* any cancellation penalties. This Insurance will not provide reimbursement for any amounts that are refundable by the airline.
9. Cancellation or interruption due to *sickness* or *injury* when a *physician* has not been consulted on or before *your* date and time of departure or date and time of interruption or delay.

10. An early or late return, unless ordered by the attending *physician* or unless returning to *your home province* or country of permanent residence to seek immediate *medical treatment*.

Refunds

Refunds are not available if a claim has been or will be submitted.

Applicable to Trip Cancellation/Trip Interruption Insurance

Multi Trip Annual

1. A full refund is available if *you* have not travelled, no cancellation penalties are applicable and the request for refund is received prior to the effective date of the Policy.
2. A full refund less an administration fee is available, if *you* have not travelled, no cancellation penalties are applicable and the request for refund is received no later than 30 days after the effective date of the Policy.

Single Trip

A full refund less an administration fee is available only if:

1. the tour operator (airline etc.) cancels the *trip* and all penalties are waived; or,
2. *you* cancel the *trip* prior to the effective date of any cancellation penalties; or,
3. the tour operator changes the travel date and if *you* are unable to travel on the new dates, the tour operator waives all cancellation penalties.

Applicable to Trip Interruption Insurance only

Multi Trip Annual

1. A full refund is available if *you* have not travelled and the request for refund is received prior to the effective date of the Policy.
2. A full refund less an administration fee is available if *you* have not travelled and the request for refund is received no later than 30 days after the effective date of the Policy.

Single Trip

A full refund is available only if the coverage is cancelled prior to *your* departure date.

Accidental Death and Dismemberment Insurance—Multi Trip Annual & Single Trip

Air Flight/Common Carrier Accident:

Maximum sum insured—\$100,000 per *insured person*, per trip

24-Hour Accident:

Maximum sum insured—\$25,000 per *insured person*, per trip

Eligibility

Multi Trip Annual and Single Trip

You are eligible for coverage if:

1. *You* have not yet reached the age of 90 years at the time of application date of the Policy.
2. *You* are a *Canadian resident*.

Single Trip

1. *You* are a visitor to Canada purchasing this Insurance as follows:
 - a) Prior to arriving in Canada, provided *your* travel arrangements are booked and Insurance is paid for in Canada; or,
 - b) after arriving in Canada, for travel anywhere in the world provided the travel originates in Canada.

Period of Coverage

Multi Trip Annual

The policy begins at 12:01 AM on the effective date as shown on the *application* and continues in force for a period of one year from the effective date. Coverage commences on the date and time *you* leave for *your* trip, provided the trip includes air travel and/or a pre-booked overnight stay away from *your* ordinary place of residence when the commitment to air travel and/or pre-booked overnight stay is made prior to leaving *your* ordinary place of residence.

Coverage terminates on the date and time *you* return to *your* ordinary place of residence, or at 12:00 Midnight on the expiry date, whichever occurs first.

Single Trip

Coverage commences on the date and time *you* leave for *your* trip which is the same date as the effective date shown on the *application* provided the trip includes air travel and/or a pre-booked overnight stay away from *your* ordinary place of residence when the commitment to air travel and/or pre-booked overnight stay is made prior to leaving *your* ordinary place of residence. Coverage terminates on the date and time *you* return to *your* ordinary place of residence.

Covered Risks

Air Flight/Common Carrier Accident

Death or dismemberment as a result of an *injury* sustained during the period of coverage while:

1. Riding as a fare-paying passenger, entering or leaving an airplane or helicopter flight lawfully operated by a licensed public air *common carrier*.
2. Riding as a fare-paying passenger, entering or leaving a lawfully operated licensed public *common carrier* other than an air *common carrier*.

24-Hour Accident

Death or dismemberment as a result of an *injury* sustained during the period of coverage in any other situation not specifically mentioned in 1 or 2 above.

Benefits

In the case of *your* accidental death or certain *losses* resulting from *accident*, the *company* will pay to or on behalf of *you*, *your* estate or other *beneficiary*, such benefits as defined below, but in no event shall payment exceed the maximum sum insured under this section:

1. 100% of the sum insured for loss of life, double dismemberment or *loss* of sight in both eyes.
2. 50% of the sum insured for single dismemberment or *loss* of sight in one eye.

Benefits for *loss* of life, limb or sight are payable for *loss* which occurs within 90 days of the date of the *accident*.

Any claim for indemnity for loss of life, dismemberment or *loss* of sight must be substantiated by a certificate from the attending medical *physician* at the place of the *accident* attesting to the actual *injuries* sustained.

Exclusion

This Policy does not provide payment or indemnity for expenses incurred directly or indirectly as a result of:

1. *Terrorist activity*.

Limitation

The total aggregate limit is \$10 million for any one *accident* or event.

Refunds

Refunds are not available if a claim has been or will be submitted. Multi Trip Annual and Single Trip

Refunds are available as follows:

1. When no travel has taken place:
 - a) A full refund is available when the request for refund is received PRIOR to the effective date of the Policy.
 - b) A full refund less an administration fee is available when the request for refund is received AFTER the effective date provided the request for refund is received no later than 30 days after the effective date and prior to the expiry date of the Policy.

Single Trip

1. In the case of early return a partial refund is available if *you* return to *your* ordinary place of residence and the refund request is received by Travel Underwriters no later than 30 days after *your* actual return date.
2. A written request for refund, including proof of return to *your* ordinary place of residence, must be sent to Travel Underwriters. Refunds will be calculated from the date of return. All refunds will be subject to an administration fee.

Visitors to Canada Emergency Hospital/Medical Insurance—Single Trip

Eligibility

You are eligible for coverage if:

1. *You* have not yet reached the age of 90 years at the time of application date of the Policy.
2. *You* are a visitor to Canada, an immigrant awaiting provincial government health care coverage, or a returning Canadian.

- The expenses *you* incur result from an *acute*, sudden and unexpected *emergency*.
- You* have not been residing continuously in Canada for more than two years.

Period of Coverage

Coverage commences on the effective date as shown on the *application*, subject to the *waiting period* requirements. The effective date must be on or after *your* arrival date in Canada.

Coverage terminates on the date *you* leave Canada to return to *your* country of permanent residence or at 12:00 Midnight on the expiry date as shown on the *application*, whichever first occurs.

This period of coverage is also applicable to the 24-Hour Accident Insurance as stated in the section Visitors to Canada Emergency Hospital/Medical Insurance, benefit number 7 Additional benefit.

Conditions

Special Note: Travel worldwide during the period of coverage is valid as long as the majority of the period of coverage is spent in Canada. Coverage is not applicable while in *your* country of permanent residence.

Benefits

Maximum limit—\$150,000 per insured person, per trip

If *hospitalization* or *medical treatment* due to a medical *emergency* is required by *you* while travelling outside *your* country of permanent residence, the *company* will pay *you* or the *physician* of *your* choice for all eligible medical expenses up to the sum insured. To qualify for reimbursement, the expenses must be *medically necessary* for the treatment of an *acute*, sudden and unexpected *sickness* or *accident*.

The following expenses will be reimbursed up to the maximum aggregate benefit limit as shown on the *application* for which the appropriate premium has been paid:

1. Emergency medical treatment

The *company* agrees to pay *you* or *your physician* and *hospital* directly in respect of the expenses set out below for *losses* incurred in excess of the amount of the *deductible* as shown on the *application*, per *insured* per covered claim.

• Hospital confinement and treatment

Emergency hospital confinement (limited to semi-private accommodation) and/or *emergency medical treatment* by a *physician* for the actual, usual and customary charges for reasonable and necessary *hospital* and medical expenses. This expense includes three *follow-up* visits (not including ongoing treatment), when the medical process in dealing with the *emergency* requires such *follow-up* visits. The *follow-up* visits must take place within 14 days of the initial *emergency*. In the case of *hospital* confinement any coverage related to the *hospital* confinement terminates upon release from *hospital*.

• Physician

The services of a *physician*.

• Ambulance services

The services of a licensed ambulance, including mountain and sea rescue, from the scene of the *accident* or place of onset of the *sickness* to the nearest *hospital*.

• X-ray examinations

X-ray examinations and diagnostic laboratory procedures when performed at time of initial *emergency*.

• Medicines and/or drugs

Medicines and/or drugs (excluding vitamins, minerals, dietary supplements and over the counter medicines) that require a *physician's* written prescription following a consultation for a maximum period of 30 days (original pharmacy prescription receipts are required). While *you* are confined to *hospital*, the *company* will reimburse the total cost of such medicines and/or drugs.

• Rental of essential medical appliances

Rental of essential medical appliances including but not limited to wheelchairs, crutches and canes, but in no event will the rental amount payable exceed the total purchase price.

• Private duty nursing

Private duty nursing services, performed by a registered nurse (R.N.) other than a relative, when ordered in writing by the attending *physician* expressly in lieu of *hospitalization*.

2. Other professional medical services

Services of a licensed physiotherapist, chiropractor, chiropodist, osteopath and podiatrist for the relief of *acute emergency* pain up to a maximum limit of \$500 per practitioner. Chiropractic benefits are limited to the initial office visit.

3. Emergency air transportation

This benefit is payable only when pre-approved and arranged by OneWorld Assist Inc.

- Medical air evacuation to the nearest medical facility equipped to provide the required treatment, or for return to *your* country of permanent residence; or,
- the cost of a return economy airfare on a commercial flight via the most direct route for a qualified medical attendant, other than a relative, to accompany *you* when an attendant is *medically necessary* or required by the airline.

This benefit is limited to the maximum aggregate benefit, which is indicated on the *application* and for which the appropriate premium has been paid.

4. Additional board and lodging

The *company* will reimburse up to \$100 per day to a maximum of \$1,000, in the event *you* or *your* travelling companion are confined to *hospital* on the date on which *you* are scheduled to return to *your* country of permanent residence, for reasonable and necessary commercial accommodation, meals, telephone calls, taxi or bus fare

and for other *insureds* who remain with *you* or *your* travelling companion while *hospitalized*.

5. Dental services

Benefits are payable to a maximum limit of \$4,000 for an *accident* requiring the repair or replacement of sound natural teeth or permanently attached artificial teeth. Also, benefits are payable for other *emergency* treatment for dental pain relief, other than pain caused by an *accident*, up to a maximum limit of \$500. All dental treatment must be initiated within 48 hours from the time the *emergency* began and completed no later than 90 days after the treatment began.

6. Repatriation

In the event of *your* death during a trip, as a result of an *accident* or unexpected *sickness* covered under the Policy benefits, the *company* will reimburse for:

- a) preparation and return of *your* body, including the cost of a standard shipping container (excluding the cost of a burial coffin) to *your* country of permanent residence to a maximum of \$10,000; or,
- b) burial or cremation at the place of death (excluding cost of a burial coffin or urn), in the event *your* body is not returned to *your* country of permanent residence, to a maximum of \$4,000.

7. Additional benefit

24-Hour Accident Insurance: Maximum sum insured—\$25,000.

Refer to section Accidental Death and Dismemberment Insurance for details.

This benefit is not applicable for the Visitors to Canada Holiday Package.

Exclusions

In addition to the general exclusions, this Insurance does not provide payment or indemnity for expenses incurred directly or indirectly as a result of:

1. A medical condition which existed prior to the effective date of the Policy or any condition wholly or partly, directly or indirectly, related thereto.
2. Any *loss* incurred as a result of *sickness* that originated or was symptomatic during the *waiting period*.
 - a) the first 48 hours from the effective date of this Policy, if this Policy was purchased prior to *your* arrival date in Canada or within 60 days of *your* arrival date in Canada; or,
 - b) within the first seven days from the effective date of this Policy, if this Policy was purchased 61 days or more after *your* arrival date in Canada.
3. Loss of or damage to prescription glasses, contact lenses, prosthetic devices, hearing aids.
4. Conditions or any related conditions for which, prior to arrival date in Canada, testing or investigative consultation took place, was scheduled to take place or

was recommended, and for which results had not yet been received at the time of departure from country of permanent residence. This includes tests, which were recommended or scheduled prior to departure, but had not yet taken place at the time of departure.

5. Tests and investigative consultation, including but not limited to biopsies, except when performed at the time of initial *emergency sickness* or *injury*.
6. *Medical treatment* and expenses incurred while in *your* country of permanent residence.
7. Any subsequent claim with respect to a *sickness* or *injury*, which occurred during the effective term of this Insurance and for which a claim has already been made or is pending.

Deductible

This Policy will reimburse eligible medical expenses for *losses* incurred in excess of the amount of the *deductible* as shown on the *application*, per *insured* per covered claim. This *deductible* applies to the portion of eligible expenses listed in section Benefits, under benefit number 1 Emergency medical treatment.

Refunds

Refunds are not available if a claim has been or will be submitted.

Refunds are available as follows:

1. When no travel has taken place:
 - a) A full refund is available when the request for refund is received PRIOR to the effective date of the Policy.
 - b) A full refund less a cancellation fee is available when the request for refund is received AFTER the effective date of the Policy provided the request for refund is received no later than 30 days after the effective date and prior to the expiry date of the Policy.
2. A partial refund is available if:
 - a) *You* return to *your* country of permanent residence and the refund request is received by Travel Underwriters no later than 30 days from the date *you* return to *your* country of permanent residence; or,
 - b) *you* become eligible and covered under a provincial or territorial government health care plan during the period of coverage and the refund request is received by Travel Underwriters no later than 30 days from the date *you* became covered under a provincial or territorial government health care plan.
3. A written request for refund, including proof of *your* return to *your* country of permanent residence or proof of the date, *you* became covered under a provincial or territorial government health care plan must be sent to Travel Underwriters. Refunds will be calculated from the date *you* become covered under a provincial or territorial government health care plan. All refunds will be subject to an administration fee.

Baggage Insurance—Single Trip

Maximum sum insured—\$1,500 per *insured person*

Maximum sum insured—\$3,000 per *family*

Eligibility

You are eligible for coverage if:

1. *You* have not yet reached the age of 90 years at the time of application date of the Policy.
2. *You* are a *Canadian resident*; or,
3. *You* are a visitor to Canada purchasing this Insurance as follows:
 - a) Prior to arriving in Canada, provided your *travel* arrangements are booked and Insurance is paid for in Canada; or,
 - b) after arriving in Canada, for travel anywhere in the world provided the travel originates in Canada.

Period of Coverage

Coverage commences on the date and time *you* leave for *your* trip which is the same date as the effective date shown on the *application* provided the trip includes air travel and/or a pre-booked overnight stay away from *your* ordinary place of residence when the commitment to air travel and/or pre-booked overnight stay is made prior to leaving *your* ordinary place of residence. Coverage terminates on the date and time *you* return to *your* ordinary place of residence.

Benefits

Baggage and Personal Effects

Lloyd's Underwriters agree to pay for the loss, damage, destruction or theft of personal effects owned by *you* while in transit, or while in any hotel or other building, en route anywhere in the world, on land or water or in the air.

Currency

Lloyd's Underwriters agree to pay for loss of currency through theft or robbery of personal currency (excluding unexplained disappearance; police report required), up to a limit of \$100.

Flight Delay

Lloyd's Underwriters agree to pay for personal necessities if *your flight* is *delayed* beyond 12 hours (airline confirmation of delay required) up to a limit of \$200.

Conditions

1. **Notice of loss**—If the insured property is lost or damaged through perils insured against, *you* must notify OneWorld Assist Inc. within 30 days of return from journey and take all reasonable measures to protect, save and/or recover the property, and promptly notify either police, hotel proprietors, steamship lines, railroad or station authorities, airlines or any other carrier or bailee in whose custody the property was at the time of loss, damage or theft. This coverage is conditional upon *your* compliance with this clause.

2. **Payment of loss**—Any claim hereunder for damage and/or destruction shall be paid immediately after presentation to OneWorld Assist Inc. of evidence substantiating such damage and/or destruction, and any claim payable hereunder for lost property shall be paid immediately following the failure to recover the lost property for a period of seven days, providing *you* present evidence of such loss and the values involved.
3. **Valuation**—*Lloyd's Underwriters* shall not reimburse beyond the actual cash value of the property at the time any loss or damage occurs.
4. **Reduction in amount of insurance**—Upon the occurrence of any loss covered hereunder, the amount of insurance and the applicable limit is reduced by the amount of such loss.

Limitation

Coverage for risk of loss of or damage to *your* property for any single item is limited to not more than 25% of the sum insured per person per claim.

Exclusions

This Policy does not provide payment or indemnity for expenses incurred directly or indirectly as a result of loss or damage to:

1. Animals; self-propelled conveyances of any kind or their equipment; trailers, boats, motors, aircraft or other conveyances or their appurtenances; bicycles except while checked as baggage with a *common carrier*; household effects and furnishings; artificial teeth and limbs; hearing aids; eye glasses, contact lenses; money (except as provided for currency), securities, tickets and documents; personal computers, software, pagers or cellular phones; professional or occupational equipment or property; antiques and collectors items; property illegally acquired, kept or stored, or transported; works of art, jewellery, furs, cameras or camera equipment.
2. Loss or damage caused by wear and tear, deterioration, moths or vermin.
3. Property insured under other insurance.

Refunds

Refunds are not available if a claim has been or will be submitted.

Refunds are available as follows:

1. When no travel has taken place:
 - a) A full refund is available when the request for refund is received PRIOR to the effective date of the Policy.
 - b) A full refund less an administration fee is available when the request for refund is received AFTER the effective date provided the request for refund is received no later than 30 days after the effective date and prior to the expiry date of the Policy.
2. In the case of early return a partial refund is available if *you* return to *your* ordinary place of residence and the refund request is received by Travel Underwriters no later than 30 days after *your* actual return date.

3. A written request for refund, including proof of return to *your* ordinary place of residence, must be sent to Travel Underwriters. Refunds will be calculated from the date of return. All refunds will be subject to an administration fee.

All Inclusive Holiday Package—Single Trip

This Insurance is subject to the benefits, terms, conditions, limitations and exclusions as specified for each of the Insurance coverages listed below:

Emergency Excess Hospital/Medical

Maximum limit—\$5,000,000

Trip Cancellation/Trip Interruption

Sum insured prior to departure—Up to the limit of Insurance purchased

Sum insured after departure—\$25,000

Air Flight/Common Carrier Accident

Sum insured—\$100,000

24-Hour Accident

Sum insured—\$25,000

Baggage

Sum insured—\$500

Refunds

Refunds are not available if a claim has been or will be submitted.

A full refund less an administration fee is available only if:

1. the tour operator (airline etc.) cancels the *trip* and all penalties are waived; or,
2. *you* cancel the *trip* prior to the effective date of any cancellation penalties; or,
3. the tour operator changes the travel date and if *you* are unable to travel on the new dates, the tour operator waives all cancellation penalties.

Visitors To Canada Holiday Package—Single Trip

This Insurance is subject to the benefits, terms, conditions, limitations and exclusions as specified for each of the Insurance coverages listed below:

Visitors to Canada Emergency Hospital/Medical

Maximum limit—Up to the limit of Insurance purchased

Trip Cancellation/Trip Interruption

Sum insured prior to departure—Up to the limit of Insurance purchased

Sum insured after departure—\$25,000

Air Flight/Common Carrier Accident

Sum insured—\$100,000

24-Hour Accident

Sum insured—\$25,000

Baggage

Sum insured—\$500

Refunds

Refunds are not available if a claim has been or will be submitted.

A full refund less an administration fee is available only if:

1. the tour operator (airline etc.) cancels the *trip* and all penalties are waived; or,
2. *you* cancel the *trip* prior to the effective date of any cancellation penalties; or,
3. the tour operator changes the travel date and if *you* are unable to travel on the new dates, the tour operator waives all cancellation penalties.

Rental Car Protection—Single Trip

Eligibility

This Insurance is only available to those persons holding a valid driver's license, and not over the age of 90 years at the time of application date of the Policy.

Benefits

In consideration of the payment of the required premium and in consideration of the use of a leased or rented *automobile* by *you*, the *company* agrees to indemnify *you*, up to a maximum liability of \$50,000, for *loss* due to *physical damage* or *loss* of such *automobile*.

Indemnity will be limited to the amount of *loss* which would have been waived had *you* purchased collision damage waiver from the car rental or leasing agency or company less:

1. any amount payable by *your* own automobile insurance policy, and
2. any amount assumed, waived or paid by the rental or leasing agency or company or its insurer.

Period of Indemnity

Coverage commences either at the time control is taken by *you* of the rented or leased *vehicle* or on the effective date of the Policy, whichever is later and ends at the earliest of:

1. the time the rental or leasing agency or company assumes control of the *vehicle*; or,
2. the time the rental or lease agreement expires or is terminated; or,
3. the expiry date of the Policy.

The effective and expiry dates are determined by the dates *you* established with a) travel agent at the time of purchase or rental; or, b) leasing agency or company at the time of purchase, whichever applies.

Conditions

1. There is a *deductible* of \$100 CAD which each *insured* must incur before becoming entitled to benefits.
2. No coverage is provided for any form of third party automobile liability or personal accident insurance benefits.

3. No coverage is provided if collision damage waiver is purchased from the rental agency or company.
4. No coverage is provided unless all terms and conditions of the rental or lease agreement or contract have been met and no restrictions are violated.
5. *Losses* in excess of \$700 must be documented by a police report.
6. Such *automobile* is leased or rented from a duly authorized rental or leasing agency or company.
7. The *automobile* is not used for carrying passengers for compensation or hire or for commercial *vehicle*.

Exclusions

This Insurance does not cover:

1. Operation of the *vehicle* contrary to the terms of the rental contract that results in damage or damage-related expenses.
2. Bodily *injury* to or for the death of any person under this Insurance.
3. Damage to the property of third persons other than damage to the rental car of the licensed car rental agency.
4. Expenses resulting from any kind of race or speed contest.
5. *Vehicles* that are not private passenger *vehicles* or station wagons.

Refunds

Refunds are not available if a claim has been or will be submitted.

Refunds are available as follows:

1. When no travel has taken place:
 - a) A full refund is available when the request for refund is received PRIOR to the effective date of the Policy.
 - b) A full refund less an administration fee is available when the request for refund is received AFTER the effective date provided the request for refund is received no later than 30 days after the effective date and prior to the expiry date of the Policy.
2. In the case of early return a partial refund is available if *you* return to *your* ordinary place of residence and the refund request is received by Travel Underwriters no later than 30 days after *your* actual return date.
3. A written request for refund, including proof of return to *your* ordinary place of residence, must be sent to Travel Underwriters. Refunds will be calculated from the date of return. All refunds will be subject to an administration fee.

General Exclusions

In addition to the exclusions specified in each Insurance coverage, this Insurance does not provide payment or indemnity for expenses incurred directly or indirectly as a result of:

1. a) War, civil war, riot, rebellion, insurrection, revolution, invasion, hostilities or warlike operations (whether war

be declared or undeclared), civil commotion, overthrow of the legally constituted government, military or usurped power, explosions of war weapons, utilization of nuclear, chemical or biological weapons;

- b) death or disablement in any way caused by or contributed by radioactive contamination; or
 - c) any action taken in controlling, preventing or suppressing any, or all of a) or b) above.
2. Suicide or attempt thereof, self-inflicted *injury*, or the commission or attempted commission of any crime or offence.
 3. Pregnancy, routine pre-natal care, a child born during *your* trip, childbirth or complications thereof occurring within the nine weeks immediately before or after the expected date of delivery.
 4. A trip that is undertaken:
 - a) against *physician's* advice; or
 - b) after diagnosis of a *terminal condition*.
 5. Any medical condition or recognized complication of a condition, where the purpose of *your* trip is to seek *medical treatment* or advice for that condition, and where the medical evidence indicates the *medical treatment* is related to that condition.
 6. A medical condition for which treatment or *hospitalization* could have reasonably been expected.
 7. *Injury* or *sickness* while scuba diving unless *you* are certified by an internationally recognized and accepted program (NAUI, PADI).
 8. *Injury* or *sickness* while participating in *professional sport* activities.
 9. Psychotherapeutic treatment or rehabilitative treatment, psychological, *emotional* or *mental disorders*.
 10. Any *elective* (non-emergency) *treatment* or *surgery*.
 11. Air ambulance or other medical evacuation by air unless pre-approved and arranged by OneWorld Assist Inc.
 12. Treatment or services that contravene any provisions of any provincial government health care plan of the province or territory in which *you* reside.
 13. Treatment, services or prescriptions required for ongoing care or check-ups, or provided in a psychiatric hospital, chronic care facility of a *hospital* or convalescent or nursing home, health spa, or rehabilitation centre.
 14. The consumption or abuse of any alcohol, drugs, or medication, or any event, act or omission caused or contributed to by the use or abuse of alcohol, drugs or medication.
 15. A condition arising out of or resulting from Acquired Immune Deficiency Syndrome (AIDS) or AIDS Related Complex (ARC) if the condition first manifested itself prior to the effective date of coverage or if the condition arose out of Human Immunodeficiency Virus (HIV) which had first been diagnosed or that manifested itself prior to the effective date.

16. Expenses incurred as a result of the *insured's* failure to accept or follow the *physician's* advice, treatment or recommended treatment.
 17. Unless otherwise stated in this Policy (see General Condition, number 2), expenses incurred if other insurance policies, plans or contracts, including any private or provincial automobile insurance, cover the loss. If, however, the loss exceeds the limits of the other policies, plans or contracts, if this insurance covers losses or periods not covered by those other policies, plans or contracts, this Insurance shall then apply in excess of all other valid insurance.
4. **Due Diligence**—You must act at all times so as to minimize the costs to the *company*.
 5. **Currency**—Any dollar amount expressed as a limit of coverage or benefit payable under this Policy is deemed by the *company* to be in Canadian currency.
 6. You shall be responsible for the verification of any *hospital* and medical expenses incurred and shall obtain itemized accounts of all *hospital* and medical services which have been provided.
 7. If any of the terms or conditions of this Policy are in conflict with the statutes of the province or territory in which this Policy is issued, the terms and conditions are hereby amended to conform to such statutes.
 8. In the event of *your medical treatment* or other circumstances that have led or may lead to a claim under this Policy, you authorize any *hospital, physician* or other person or organization that has records or knowledge of you or your health, medical history or other information relevant to the claim to provide that information to the *company* or OneWorld Assist Inc. and authorize the *company* and OneWorld Assist Inc. to use and disclose that information for the purpose of determining whether any claim that may be made is covered by this Policy or by another plan or Policy.
 9. In the event of a claim, you may be required to establish the date of departure and initially planned date of return of the trip in order to comply with the terms of the Policy.
 10. If requested by the *company* or Travel Underwriters or OneWorld Assist Inc. you must furnish or consent to the release of your medical records for the relevant period prior to the effective date and/or during the term of the insurance required in order to determine if the claim is payable. Failure to produce these records will invalidate your claim.
 11. Extensions to the Insurance term can only be considered when the *company* is contacted prior to expiry date. Any extension not authorized by Travel Underwriters will be considered void.
 12. In the event of unresolved disputes respecting any claim or portion thereof, the following should be contacted: Travel Underwriters, 11th Floor, 6081 No. 3 Road, Richmond, BC Canada V6Y 2B2.
 13. The availability, quality, results or effects of any *medical treatment assistance, hospitalization, transportation* or your failure to obtain any of the above, is not the responsibility of either the *company* or Travel Underwriters or any company or agency providing services on their behalf.
 14. The *company* reserves the right to limit the requested duration of coverage to whatever duration the premium paid would have purchased, if payment received is insufficient. If you paid insufficient premium, the duration of coverage will be decreased to the period that would have been provided for your age category. Where no age is provided, the highest premium for that length of trip applies.

General Conditions

Provisions and Conditions

1. **Qualification, Misrepresentation and Fraud**—The coverage under this Policy shall be void if you do not meet the eligibility requirements for the plan selected as set out in the *application*. The eligibility requirements are material to the risk for which Insurance is sought. If you qualify for the coverage selected but fail to answer truthfully and accurately any question asked in or at the time of *application*, any claim will be subject to an extra *deductible* of \$10,000 in addition to any other applicable *deductible* amount, and no future coverage will be provided under this Policy unless you pay the additional premium reflecting true and accurate answers to those questions. In addition, the coverage under this Policy shall be void if, before or after a loss, you or your representative misrepresent, conceal or fail to disclose any material fact or matter, or if there is any fraud or false swearing by you or your representative, pertaining to you or any claim under this Policy.
2. **Subrogation**—The *company* will not subrogate against any employment plans if the lifetime maximum limit for all in-country and out-of-country benefits under that plan is \$100,000 or less.
If you acquire any right of action against any person, firm or organization for loss covered hereunder, you shall, if requested by the *company*, assign and transfer such claim or right of action to the *company* and will permit suit to be brought in your name under the direction and expense of the *company*. This right of subrogation is in addition to all other rights of subrogation existing under common law, equity or statute. You shall do nothing after a loss to prejudice the *company's* rights of subrogation. In the event that you make any legal claim against a third party based on an event that led to the payment of a claim under this Policy, you will include the amount of that claim in your legal claim against the third party, and will account to the *company* for any recovery from the third party.
3. **Misstatement of Age**—If your age has been misstated to the *company*, the coverage and/or premium may be adjusted in accordance with the correct age as of the date you became covered. Any premium adjustment is payable upon receipt of a premium notice.

15. The *company* reserves the right to accept or to decline any person as an *insured*.
16. OneWorld Assist Inc. has been appointed by the *company* to be the sole provider of all assistance and claims processing services.
17. In the case of duplicate benefits in this Policy claims are payable for one benefit only.
18. The *company* and OneWorld Assist Inc. shall comply with all applicable privacy legislation and regulations.
19. The *company* shall not be liable for any expense incurred after a period of 365 days has elapsed following the date on which the *emergency* first occurred or commenced during the period of coverage.
20. This Policy is void and does not provide any coverage if the information provided at the time of *application* is not true and accurate.
21. The law of the province or territory of Canada in which *you* ordinarily reside, or in which *you* are staying while a visitor to Canada, will govern this Policy, including all issues of its interpretation and performance. Any legal action or other proceeding related to or connected with this Policy that is commenced by *you* or anyone claiming on *your* behalf or by an assignee of benefits under this Policy must take place in the courts of the province or territory of Canada in which *you* ordinarily resided or in which *you* purchased this Policy, and no other court has jurisdiction to hear or determine any such action or proceeding.

Authorized Extensions to Period of Coverage

You can extend *your* period of coverage by calling Travel Underwriters during general business hours. All extensions must be authorized by Travel Underwriters.

An administration fee may be charged in addition to the premium for the additional number of days required.

Please refer to contact information on page 4.

You must meet the following conditions:

Applicable to all coverages

1. *You* have not submitted a claim and have no intent to submit a claim;
2. *Your* period of coverage has not already expired;
3. Extensions are not available if total trip length exceeds two years from the effective date of the original Policy.

Applicable to Emergency Excess Hospital/Medical Insurance and Visitors to Canada Emergency Hospital/Medical Insurance

1. *You* have not seen a *physician* since *your* departure date or the effective date of the Policy;
2. *You* are in good health.

Applicable to Visitors to Canada Emergency Hospital/Medical Insurance and Visitors to Canada Holiday Package

You can extend *your* period of coverage by calling *your* broker or Travel Underwriters during general business hours. All extensions must be authorized by Travel Underwriters. Please refer to contact information on page 4.

Automatic Annual Renewal Option

This option is only available for persons 59 years and under.

When the automatic annual renewal option is selected as indicated on the *application* of the Policy, *your* Policy will automatically renew on *your* Multi Trip Annual Policy's *renewal date* provided valid credit card or banking information is on file and the premium is received and accepted. A Policy will be issued to *you* for one year. Before the *renewal date* of the Policy, *you* will be notified of the details pertaining to *your* new Multi Trip Annual Policy. If *you* do not wish to have a new Multi Trip Annual plan automatically issued, please notify Travel Underwriters by calling 1-800-663-5389.

Definitions

Applicable to All Plans

Accident and injury means physical *injury* to an *insured* which occurs while Insurance under this Policy is in force, caused by violent external and accidental means, but does not include any *injury* caused by an event, act or omission which was caused or contributed to by the consumption of or abuse of any alcohol, drugs or medication by *you*.

Acute means initial or *emergency* short course (not chronic) treatment phase of a *sickness* or *injury*.

Application means the printed form, printed or electronic receipt, Policy declaration, group manifest or document provided by Travel Underwriters or one of its *designated representatives*. The *application* forms part of the Insurance contract.

Canadian resident means a person who meets one or all the following conditions:

- a) is eligible for or has a provincial government health care plan in place; or,
- b) is a Canadian citizen with a primary permanent residence in Canada; or,
- c) has landed immigrant status in Canada and a primary permanent residence in Canada.

Common carrier means any land, air or water conveyance operated by those whose occupation or business is transportation of persons or things for hire or reward, and that undertakes to carry all passengers indifferently who may apply for passage, so long as there is room, with no legal excuse for refusal, and that issues tickets and/or boarding passes.

Company means Industrial-Alliance *Pacific* Life Insurance Company and certain *Lloyd's Underwriters*, severally and not jointly.

Contracted means specified in the travel documents for the insured trip with respect to any destination, date and time/place of arrival or departure.

Deductible means the portion of eligible expenses *you* must pay from *your* own pocket when an eligible claim occurs. For all medical insurance plans (except visitors to Canada plan), the *deductible* applies to the expenses remaining after payment by *your* government health care plan.

Delayed common carrier or delayed means delay solely due to an unannounced and unpublished strike, weather conditions or hijacking. Such delay coverage does not include loss from or contributed by a) detention by customs officials, b) war, c) air traffic delays caused by congestion in the skies; and d) mechanical breakdown.

Dependent children means all unmarried *dependent children* up to and including 21 years of age and under, residing in *your* household, or up to 25 years if the child is a full-time student attending an educational institution or if the child is mentally challenged or physically handicapped. Children named in the *application* need not be travelling with *you* for coverage to apply to them.

Designated representative means an appointed agent of Travel Underwriters.

Elective (non-emergency) treatment or surgery means any treatment, investigations or surgery either: a) not required for the immediate relief of *acute* pain and suffering; or, b) which reasonably could be delayed until *you* return to Canada (for Visitors to Canada - country of permanent residence); or, c) which *you* elect to have provided during insured trip following *emergency medical treatment* of a medical condition or the diagnosis of a medical condition, which on medical evidence would not prevent *you* from returning to Canada (for Visitors to Canada - country of permanent residence) prior to such treatment or surgery.

Emergency means an unforeseen *sickness* or *injury*, which requires immediate *medical treatment* to alleviate existing danger to life or health. An *emergency* no longer exists, when the medical evidence indicates that *you* are able to continue the trip or return to *your* province or territory of ordinary residence, (for Visitors to Canada *your* country of permanent residence). Once such *emergency* ends, no further benefits are payable in respect of the condition which caused the *emergency*.

Emotional or mental disorder means an emotional upset or condition, state of anxiety, situational crisis, anxiety or panic attack, or other mental health disorders that may be treated with tranquilizers or anti-anxiety medication.

Family means individuals 59 years and under consisting of *you*, all *dependent children* and/or *your spouse*.

Follow-up means re-examination of *you* to monitor the affects of earlier *medical treatment* related to the initial *emergency*, except

while *hospitalized*. *Follow-up* does not include further diagnostic or investigative testing related to the initial *emergency*.

Home province means *your* province or territory of ordinary residence in Canada.

Hospital means a legally constituted medical facility under the medical supervision of a *physician*, with either permanent facilities on the premises for surgery or a formal arrangement with another institution making such facilities available, and providing 24-hour nursing services. The term *hospital* does not include convalescent, nursing, rest or skilled nursing facilities, whether separate or a part of a regular general *hospital*, operated exclusively for the treatment of persons who are mentally ill, aged, drug or alcohol abusers.

Hospitalization or hospitalized means *medical treatment* in a *hospital* when admitted as an in-patient.

Immediate family or family member means (whether by birth, adoption or marriage) *your* legal or common-law *spouse*, parents, step-parents, brothers, sisters, in-laws, natural or adopted children, stepchildren, stepbrother or stepsister, grandparents, grandchildren, aunts, uncles, nieces, nephews, or any individual of whom *you* are a legal guardian.

Insured or insured persons means *insured* and all *family members* named in the *application* attached to and forming part of this Policy.

Lloyd's Underwriters means certain *Lloyd's Underwriters* as identified in Contract No. RC789102.

Medical treatment means any reasonable medical, therapeutic or diagnostic measure prescribed by a medical *physician* in any form including prescribed medication, reasonable investigative testing, *hospitalization*, surgery or other prescribed or recommended treatment directly referable to the condition, symptom or problem. *Medical treatment* does not include either: a) the unchanged use of prescribed drugs or medication for a *stable* condition, symptom or problem; or, b) a check-up where the *physician* observes no change in a previously noted condition, symptom or problem.

Medically necessary means the medical service or product in question is necessary to preserve, protect or improve *your* medical condition and well being.

Minor ailment means a condition which does not require the use of medication for a period of greater than 30 days, which did not require *follow-up* or referral visit to a *physician* or other registered medical practitioner, or which did not require *hospitalization* or surgical intervention.

Physician means a medical *physician* who is currently registered and licensed in accordance with the regulations applying in the jurisdiction where the *physician* practices.

Pre-existing condition means a medical condition, illness or *injury* known to *you*, and for which *you* have received medical consultation, diagnosis, and/or *medical treatment* by a *physician* prior to the commencement date of a covered trip and includes a medically recognized complication or *recurrence* of a medical condition.

Professional sport means a sporting activity from which *you* earn the majority of *your* income.

Recurrence means the appearance of symptoms caused by or related to a medical condition that was previously diagnosed by a *physician* or for which *medical treatment* was previously received.

Renewal date means the date one year from the effective date as indicated in the *application*.

Sickness means an *acute* illness requiring immediate *emergency* treatment as a result of a sudden onset of symptoms manifested while Insurance under this Policy is in force, but does not include any illness or symptoms caused or contributed to by the consumption or abuse of any alcohol, drugs or medication by *you*.

Spouse means the person *you* are legally married to, or a person *you* have been living with for a minimum period of one year and who is publicly presented as *your spouse*, regardless of sex.

Stable means the medical condition is not worsening and there has been no alteration* in any medication for the condition or its usage or dosage, nor any *medical treatment* prescribed or recommended by a *physician* or received, within the period specified in this Policy before the commencement date of a covered trip.

**Alteration includes an increase or decrease in medication dosage, usage or a change in medication type, but does not include changes in brand due solely to the availability of your usual brand or due to government regulations regarding reference-based pricing.*

Terminal condition means a medical condition that, in the opinion of a *physician*, indicates a restricted or shortened life expectancy.

Terrorist activity means an act, or acts, of any person, or group(s), committed for political, religious, ideological, ethnic or similar purposes with the intention to influence any government and/or but not be limited to, the use of force or violence and/or the threat thereof. Furthermore, the perpetrators of *terrorist activity* can either be acting alone, or on behalf of, or in connection with any organization(s) or government(s).

Vehicle means an automobile, recreational vehicle, motorcycle, boat or other land or water conveyance used for the covered trip.

You or your means the same as *insured* or *insured persons*.

Applicable to Trip Cancellation/Trip Interruption Insurance and Trip Interruption Insurance only

Application date means the date when premium for this Insurance is paid.

Business meeting means a meeting that was pre-arranged before *your* effective date between companies with unrelated ownership, pertains to *your* full-time occupation or profession, and was the primary purpose of *your* trip.

Injury means accidental bodily *injury*.

Insured trip or trip means the period of travel for which prepaid travel arrangements, *contracted* for by *you*, for which an insurance premium under this Policy has been paid.

Pre-existing condition means a medical condition, illness or *injury* known to *you* and for which *you* have received medical consultation, diagnosis, and/or *medical treatment* by a *physician* and includes a medical condition which occurs or develops as a progressive consequence of a *pre-existing condition*.

Schedule change means the later departure of an airline carrier causing *you* to miss *your* next connecting flight, or the earlier departure of an airline carrier rendering unusable the ticket *you* have purchased for *your* prior connector flight. *Schedule change* does not include a change resulting from a strike or a labour disruption.

Sickness means an *acute* illness requiring immediate *emergency* treatment as a result of a sudden onset of symptoms, but does not include any illness or symptoms caused or contributed to by the consumption or abuse of any alcohol, drugs or medication by *you*.

Travelling companion means a person who has prepaid accommodation or transportation with *you* for the same *insured trip* (maximum four persons including the *insured*).

Applicable to Accidental Death and Dismemberment Insurance

Beneficiary means estate unless otherwise requested in writing.

Loss in respect of limbs means actual severance through or above wrist or ankle joints and, in respect of loss of sight, means entire and irrecoverable loss of sight.

Applicable to Visitors to Canada Emergency Hospital/Medical Insurance

Accident means *accident* originating any time during the period this Policy is in force.

Loss means the actual expense incurred as a result of *accident* originating during the period this Insurance is in force or as a result of *sickness* occurring after the effective date, subject to the *waiting period*, (but in either case, not prior to arrival in Canada) and during the period this Insurance is in force for *hospital* confinement, medical and other expenses specified in this Policy which occurs outside *your* country of permanent residence and which is payable by *you*.

Sickness means *sickness* originating at any time during the period of this Insurance after the effective date of this Policy, subject to the *waiting period* requirements.

Waiting period means

- a) if this Policy was purchased prior to arrival in Canada or within 60 days of *your* arrival in Canada, then in respect of any *sickness* *you* will only be entitled to receive benefits for the cost of eligible medical expenses incurred after the first 48 hours from the effective date of this Policy; or,
- b) if this Policy was purchased 61 days or more after *your* arrival in Canada then in respect of any *sickness* *you* will only be entitled to receive benefits for the cost of eligible medical expenses incurred after seven days from the effective date of this Policy.

Applicable to Visitors to Canada Holiday Package, if the Policy is purchased prior to arrival in Canada the *waiting period* doesn't apply.

Applicable to Rental Car Protection

Automobile means a *vehicle* of the private passenger or station wagon type but excluding: trucks (except pick-up trucks with no attachments); off-road vehicles; motorcycles, motorbikes or motor scooters; recreational vehicles; vans (except passenger vans); campers or trailers; antique cars which are cars over 20 years old or have not been manufactured for 10 years or more.

Physical damage or loss means loss or damage to the *automobile* (excluding tires unless coincidental with other loss or damage covered herein) caused by fire, theft, explosion, earthquake, windstorm, hail, rising water, malicious mischief, riot, civil commotion or collision with another object or by upset.

Statutory Conditions

The contract

The application, this policy, any document attached to this policy when issued, and any amendment to the contract agreed on in writing after the policy is issued constitute the entire contract, and no agent has authority to change the contract or waive any of its provisions.

Waiver

The insurer is deemed not to have waived any condition of this contract, either in whole or in part, unless the waiver is clearly expressed in writing signed by the insurer.

Copy of application

The insurer must, upon request, furnish to insured or to a claimant under the contract a copy of the application.

Material facts

A statement made by insured or person insured at the time of application for this contract must not be used in defence of a claim under or to avoid this contract unless it is contained in the application or any other written statements or answers furnished as evidence of insurability.

Notice and proof of claim

Notice of a claim shall be given in accordance with the claims procedures clause included in this policy as soon as practical but in no case later than 30 days from the date a claim arises under this policy. You must also within 90 days from the date the claim arises under this policy furnish such proof and additional information as is reasonably possible and if required by the company, furnish a certificate from a physician detailing the cause or nature of the sickness or injury for which the claim has been instituted.

Failure to give notice or proof

Failure to give notice of claim or furnish proof of claim within the time prescribed by this statutory condition does not invalidate the claim if the notice or proof is given or furnished as soon as reasonably possible, and in no event later than one year 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.

Insurer to furnish forms for proof of claim

The insurer must furnish forms for proof of claim within 15 days after receiving notice of claim, but if the claimant has not received the forms within that time the claimant may submit his or her proof of claim in the form of a written statement of the cause or nature of the accident, sickness or disability giving rise to the claim and of the extent of the loss.

Rights of examination

As a condition precedent to recovery of insurance moneys under this contract,

- a) the claimant must afford to the insurer an opportunity to examine the person of the person insured when and so often as it reasonably requires while the claim under this contract is pending, and
- b) in the case of death of the person insured, the insurer may require an autopsy subject to any law of the applicable jurisdiction relating to autopsies.

When moneys payable

All money payable under this contract shall be paid by the insurer within sixty days after it has received proof of claim.

Limitation of actions

An action or proceeding against the company for recovery of a claim under this policy shall not be commenced more than one year** after the date the eligible medical expense became reimbursable or would have become reimbursable if it had been a valid claim.

**Two years in Ontario, Saskatchewan and the Northwest and Yukon Territories, three years in the province of Quebec.

Applicable to Saskatchewan residents

Notwithstanding any other provisions herein contained, this contract is subject to statutory conditions in Saskatchewan Insurance Act respecting contracts of accident insurance.

Applicable to Quebec residents

When the construction of this policy is governed by the law of the Province of Quebec, statutory conditions shall refer to the applicable provisions in the laws of the Province of Quebec.

Several liability notice

The liabilities of the insurers listed in the definition of *company* are several and not joint, and are limited to the extent of their respective subscriptions to the risks that are insured by this policy. Each insurer is not responsible for the subscription of the other insurers.

Identification of Lloyd's Underwriters

This insurance has been effected in accordance with the authorization granted to the undersigned by certain Lloyd's Underwriters, whose names and the proportions underwritten by them can be ascertained by reference to Contract No. RC789102, which bears the seal of Lloyd's Policy Signing Office and has been certified by the Attorney In Fact in Canada for Lloyd's Underwriters and may be seen at the office of the undersigned. The Underwriters identified in that contract shall be liable hereunder each for his own part and not one for another in proportion to the several sums subscribed by each of them in that contract.

Action against company

In any action to enforce the obligations of the Lloyd's Underwriters liable hereunder they may be designated or named "Lloyd's Underwriters" and such designation shall be binding on the Lloyd's Underwriters liable hereunder as if they had each been individually named as a defendant. The other insurers listed in the definition of *company* shall be named as defendants in the manner set out in that definition.

Service of legal proceedings to enforce the obligations under this policy of the insurers listed in the definition of *company* may be validly made by serving the offices of North American Air Travel Insurance Agents Ltd. d.b.a. Travel Underwriters, a licensed insurance broker, 11th Floor, 6081 No. 3 Road, Richmond, BC Canada V6Y 2B2.

Notice to company

Notice under this policy to any of the insurers listed in the definition of *company* may be validly given to North American Air Travel Insurance Agents Ltd. d.b.a. Travel Underwriters, a licensed insurance broker, 11th Floor, 6081 No. 3 Road, Richmond, BC Canada V6Y 2B2.

In witness whereof this Policy has been signed as authorized by the insurers listed in the definition of *company*.

Per



G. Robinson, Executive Director

How To Claim

Claims Procedures and Payment of Benefits

Keep these numbers handy when you travel. You can contact us at the following numbers or visit us at

www.oneworldassist.com

In the event of a medical emergency, call OneWorld Assist immediately:

From Canada & USA **1-800-663-0399**
 From Mexico **001-800-514-9976**
 Outside N. America & Mexico (global toll-free) ***800-663-00399**
 Worldwide (collect) ****604-278-4108**

* To use the global toll-free service when you are travelling outside North America and Mexico, you must first dial the international access code (see list below) to reach Canada, then enter our 11-digit toll-free number. For example, if you are in Australia, dial 0011 + 800-663-00399. **Service not available in all countries.**

Australia	0011	Luxembourg	00
Austria	00	Macau	00
Belgium	00	Malaysia	00
China	00	Netherlands	00
Costa Rica	00	New Zealand	00
Denmark	00	Norway	00
Finland	00 or 990	Philippines	00
France	00	Portugal	00
Germany	00	Singapore	001
Hong Kong	001	South Africa	09
Hungary	00	South Korea	001 or 002
Ireland	00	Spain	00
Israel	00	Sweden	00
Italy	00	Switzerland	00
Japan	010 or 0061 010 or 0041 010 or 001 010 or 0033 010	Taiwan	00
		United Kingdom	00

** If you are not able to call from any of the numbers listed above or are having trouble reaching us, please call us collect using one of the Canada Direct access numbers listed on our website at www.oneworldassist.com. A Canada Direct access number allows you to speak immediately with a Canadian operator. Once you are speaking with a Canadian operator simply tell them you wish to make a collect call to one of the numbers listed above.

Applicable to All Claims

1. Any notices of claim or correspondence concerning a claim should be promptly sent to:
OneWorld Assist Inc.
11th Floor, 6081 No. 3 Road
Richmond, BC Canada V6Y 2B2
2. Any cost incurred by OneWorld Assist Inc. in obtaining further documentation required to confirm eligibility of your claim is also the responsibility of the claimant.
3. Claim Forms will be provided to the claimant for completion and return to OneWorld Assist Inc. It is the responsibility of the claimant to complete and/or produce any documentation required by OneWorld Assist Inc. to enable them to process and confirm the eligibility of the claim.
4. All required documentation must be received within one year from the date of loss. Failure to do so will result in the denial of the claim.
5. To qualify for reimbursement, original, itemized receipts must be provided as support for all eligible expenses. If original, itemized receipts are not provided, the expense will not be reimbursed.
6. To receive benefits, any requested supporting documentation must be submitted along with your notice of claim.

Applicable to Emergency Excess Hospital/ Medical Insurance

1. OneWorld Assist Inc. will submit a claim for medical expenses to your provincial government health care plan offices PROVIDED THAT the Claim Form, as well as the appropriate Provincial Assignment Form are completed in full and forwarded together with receipts from physicians or hospitals along with medical certificate(s) from attending physician(s) within the time frame provided. The claim must be submitted to your provincial government health care plan offices within 90 days from the date of service. If you fail to meet this time line, you will be responsible for the provincial government health care plan portion.
2. Claims will not be considered unless the Claim Form is completed in full and signed by the claimant (or legally authorized representative). If requested by OneWorld Assist Inc. a Certificate of Canadian Physician must also be completed. Failure to provide fully completed forms will invalidate your claim.

Applicable to Emergency Excess Hospital/Medical Insurance and Visitors to Canada Emergency Hospital/ Medical Insurance

1. Only bills from physicians, hospitals and other medical care provider(s) that are original itemized and which state insured's name, diagnosis, date(s) of service and type of treatment or service will be considered. Only original pharmacy prescription receipts will be considered. For all other benefits, original itemized receipts are required.

Applicable to Trip Cancellation/Trip Interruption Insurance and Trip Interruption Insurance only

1. To receive benefits, the following documents must be submitted along with your notice of claim:
 - a) The original unused airline ticket and/or all additional travel tickets purchased to return home or to rejoin the tour.
 - b) Itemized travel agency dated invoices showing full payment, taxes and premiums paid for your trip.
 - c) A statement from the travel agency/airline/tour operator documenting refunds provided for cancelled or unused tickets and/or cancelled or unused land and sea services.
 - d) If the claim occurred prior to departure, a medical certificate provided by the physician at the time of consultation prior to the departure date and time, stating the diagnosis, date of onset of the condition, dates and type of treatment, and the reason why travel was not possible.
 - e) If the claim occurred after the trip began, a medical certificate provided by the attending physician at the place where the illness occurred, stating the diagnosis, date of onset of the condition, dates and type of treatment, and the reason why it was medically necessary to return home.

Applicable to Baggage Insurance

1. If baggage is lost or stolen, proof of loss (copy of notice and/or police report) is necessary to substantiate claim.
2. If baggage is damaged, a written estimate to repair damaged luggage from a repair shop of your choice (if under \$25, please have repairs completed and forward the invoice to us) is necessary to substantiate claim.
3. If baggage is delayed, proof of delay is required and copies of itemized and dated receipts for personal necessities is necessary to substantiate claim.

Applicable to Rental Car Protection

1. To receive benefits, the following documents must be submitted along with your notice of claim:
 - a) A copy of the police accident report.
 - b) A copy of the lease or rental contract.

International Assistance Services

The following services will be provided to all Policyholders:

1. Toll-free help line 24 hours a day, every day.
2. Vital communications link between claimant/hospital regarding insurance coverage and procedures.
3. Medical (physician and surgeon) consultative and advisory services including review of appropriateness and analysis of medical care.
4. Monitoring of progress during treatment and recovery.
5. Establishing contact with family, personal physician and/or employer as appropriate.
6. Multilingual capabilities.
7. Coordination of payments.
8. Special assistance respecting claims.
9. Management, arrangement and authorization of emergency medical evacuation.
10. Arrangement and coordination of repatriation of remains.
11. Interpretation of policy wordings.
12. Assistance in locating the nearest and most appropriate medical care.
13. Payment to hospitals and other medical providers for emergency medical expenses will be guaranteed where possible relieving claimant of credit responsibilities.
14. Travel arrangements assistance for family members.
15. Provision of medical assistant to travel with claimant when necessary.
16. In addition to physicians, hospitals/administrators and ambulance, arrangements and communications are concluded on your behalf with:
 - Consulates Travel Agents
 - Embassies Tour Guides
 - Airlines Police
 - Foreign Affairs Department
17. Legal referral services in order to meet the legal needs of travellers.

To access this service call:

1-800-663-0399 (in Canada & USA)

001-800-514-9976 (in Mexico)

604-278-4108 (collect call Worldwide)

800-663-00399* (outside North America and Mexico)

* To use this global toll-free service, first dial the international access code for the country you are in, then enter the 11-digit toll-free number as shown above. Service not available in all countries. If you encounter problems accessing this service, please call us collect at 604-278-4108.



 A member of TU Group

Freedom Travel Insurance is administered by North American Air Travel Insurance Agents Ltd., d.b.a. Travel Underwriters, a licensed insurance broker, 11th Floor, 6081 No. 3 Road, Richmond, BC Canada V6Y 2B2. Insurance is underwritten by Industrial-Alliance Pacific Life Insurance Company and certain Lloyd's Underwriters, severally and not jointly.