

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

## LET'S TALK INSURANCE!

Name of distributor: BMO Life Assurance Company o/a BMO Insurance

Name of insurer: Allianz Global Risks US Insurance Company (Canadian Branch)

Name of insurance product: Single Trip Medical Plan



### IT'S YOUR CHOICE

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

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

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



### HOW TO CHOOSE

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



### DISTRIBUTOR REMUNERATION

A portion of the amount you pay for the insurance will be paid to the distributor as remuneration.

The distributor **must** tell you when the remuneration exceeds 30% of that amount.



### RIGHT TO CANCEL

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

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

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

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

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Reserved for use by the insurer:

**BMO INSURANCE TRAVEL COVERAGE: SINGLE TRIP MEDICAL PLAN  
PRODUCT SUMMARY**

<b>INSURER</b>	<b>ADMINISTRATOR OPERATIONS CENTRE</b>	<b>DISTRIBUTOR</b>
<p><b>Allianz Global Risks US Insurance Company (Canadian Branch)</b> 1600-130 Adelaide Avenue West Toronto, ON M5H 3P5 (416) 915-4247 or 1-866-658-4247 Registered with the Autorité des marchés financiers under client number 2000971682.</p>	<p><b>Allianz Global Assistance</b> 700 Jamieson Parkway Cambridge, ON N3C 4N6 (519) 342-4947 or 1-877-807-7806</p>	<p><b>BMO Life Assurance Company o/a BMO Insurance</b> 60 Yonge Street Toronto, ON M5E 1H5 (416) 596-3900</p>

**QUEBEC RESIDENTS**

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

**Autorité des marchés financiers**

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

**INTRODUCTION**

This Product Summary will provide an overview of the Single Trip Medical Plan. This summary will help you determine if this insurance is right for you without the advice of an insurance advisor. This document highlights the benefits, exclusions, limitations and restrictions that apply to this coverage. Refer to the policy for the complete terms and conditions. If you have questions about this coverage, contact the Operations Centre.

The policy of insurance can be found at:

<https://www.agcs.allianz.com/global-offices/canada/product-summaries.html>



**YOUR RIGHT TO EXAMINE**

The Right to Examine period gives you 10 days to review your policy and confirm it meets your needs. This 10-day period allows you to return the policy for a full refund if you have not left on your trip and have not filed a claim.

## PRODUCT DESCRIPTION

The Single Trip Medical Plan provides worldwide coverage for Canadian residents while travelling outside their home province or territory of residence.

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

## COVERAGE SUMMARY

Benefit	Maximum Limit
Travel Medical	\$5 million



### NOTICE

General Exclusions apply to all benefits. Refer to the General Exclusions and Limitations section in the policy of insurance.

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

**As of the date you apply for this coverage and the date your coverage begins, you must:**

- be a resident of Canada;
- be covered by a government health insurance plan;
- complete the medical questionnaire and qualify for coverage (if you are age 60 or above);
- purchase this coverage before you leave on your trip;
- pay for the insurance.

## TRAVEL MEDICAL COVERAGE

Travel medical covers you up to \$5 million for unexpected medical emergencies that happen while travelling outside your province or territory of residence.

Benefits	Exclusions
<p>If you experience an unexpected medical emergency or injury while travelling this insurance provides coverage for the following:</p> <ul style="list-style-type: none"> <li>• Emergency hospital, ambulance and medical expenses</li> <li>• Private duty nursing</li> <li>• Emergency air transportation or evacuation</li> <li>• Professional services</li> <li>• Emergency dental expenses</li> <li>• Transportation to bedside</li> <li>• Return of deceased</li> <li>• Hotel and meals</li> <li>• Return of vehicle</li> </ul> <p><i>Refer to the Out-of-Province/Country Emergency Medical Benefits section of the policy of insurance.</i></p>	<p>You will not be paid for expenses that arise from or relate to the following:</p> <ul style="list-style-type: none"> <li>• After medical treatment, the Operations Centre advised you to return to Canada and you did not return.</li> <li>• You delayed or refused medical treatment before you left on the trip.</li> <li>• Surgery, diagnostic procedures and some procedures unless approved in advance.</li> <li>• Emergency air transportation, unless approved in advance.</li> <li>• Prescription refills or medications that do not require a prescription in Canada or are not legally approved in Canada.</li> <li>• Eyeglasses, contact lenses and hearing aids.</li> <li>• Treatment or surgery that can wait until you return home.</li> <li>• Travel for medical reasons.</li> </ul> <p><i>Refer to the Exclusions and Limitations for Out-of-Province/Country Emergency Medical Benefits section of the policy of insurance.</i></p>



### IF YOU EXPERIENCE A MEDICAL EMERGENCY

Contact the Operations Centre within 24 hours or as soon as possible.

If you do not contact the Operations Centre the expenses you incur may be reduced or not paid.

Some treatment, services or medical appliances require pre-approval from the Operations Centre.

## GENERAL EXCLUSIONS AND LIMITATIONS

### General Exclusions and Limitations

You will not be paid for expenses that arise from or relate to any of the following:

#### 1. Pre-existing conditions

A sickness, injury or medical condition that is not stable before the stability period found on our Declaration of Coverage Letter.

The stability period that applies to you is based on your age. If over 60, it is based on the answers you give on the medical questionnaire.

2. Some pregnancy situations.
3. Dangerous activities, criminal offences or illegal acts.
4. Mental, nervous or emotional disorders and/or acts of self harm.
5. Alcohol or drug abuse, or misuse of medication.
6. Professional sports or high-risk activities.
7. Radioactive, biological or chemical contamination.
8. A physician tells you not to travel.
9. A travel supplier stops service or defaults this does not include travel agents, and brokers.
10. Travel to support someone whose sickness or death cause cancellation or interruption.
11. Travel to a location that the Canadian government issued a travel advisory.
12. Epidemic or pandemic.

*Refer to the General Exclusions and Limitations section of the policy of insurance.*

## GENERAL PROVISIONS

**Additional Insurance** - This insurance only pays amounts that are beyond amounts payable from your government health insurance plan (if applicable) or any other insurance plan.

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

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

**Misinformation** - If you provide incorrect information when you apply for this insurance or when you submit a claim, the insurer may choose to void your coverage. Any claim submitted will not be paid.

**Third Party Liability** - If you incur expenses due to a third party, the insurer may take legal action against the third party at the insurer's expense. You will support the insurer by co-operating with them and supplying any documentation they may need. You agree to do nothing to interfere in the insurer's right to recover funds.

*Refer to the General Provisions section of the policy of insurance for a complete list.*

## ADDITIONAL INFORMATION

### Automatic Extension of Coverage

Coverage is automatically extended during hospitalization and for an additional 3 days after you are discharged. Coverage also extends for an additional 3 days in the event of a common carrier delay, an automobile accident or a medical emergency of another insured person.

*Refer to the Out-of-Province/Country Emergency Medical Benefits section of the policy of insurance.*

### What if you decide to stay longer?

*Before You Leave:* Call the Operations Centre and purchase top-up coverage for the additional days.

*After You Leave:* If you decide to travel longer than the number of days you have purchased, call the Operations Centre before the expiry date shown on your Declaration of Coverage Letter. A trip extension can be purchased if there is no event that will cause a claim and there is no change in your health at the time of purchasing the additional days.

*Refer to the Out-of-Province/Country Emergency Medical Benefits section of the policy of insurance.*

### Refunds

After the 10-day Right to Examine period you may still request a refund but penalties may apply. You may only request a refund if

- you cancel the trip before the departure date; or
- you return from your trip before the expiry date on your Declaration of Coverage Letter.

Partial Refunds: You must not have experienced any event that would cause a claim. A \$25 administration fee applies.

Contact the Operations Centre to request a refund.

*Refer to the Your Right to Obtain a Refund section of the policy of insurance.*

### Premium Calculations

Premiums are calculated based on:

- your age
- your health
- your trip length
- number of insured persons
- provincial or territorial taxes
- according to the schedule of premium rates in effect (*subject to change*)

*Refer to the How Your Premium is Calculated section of the policy of insurance.*

## HOW TO FILE A COMPLAINT

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

### 1. Contact Allianz Global Assistance

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

#### **Allianz Global Assistance**

Appeals Department  
P.O. Box 277  
Waterloo, ON N2J 4A4  
appeals@allianz-assistance.ca

### 2. Contact the Ombudsman

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

#### **Allianz Global Risk US Insurance Company (Canadian Branch)**

Ombudsperson  
1600-130 Adelaide Street West  
Toronto ON, M5H 3P5  
Phone: 416-915-1956  
Email: ombudscanada@agcs.allianz.com

### 3. External Recourse

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

#### **General Insurance OmbudService (GIO)**

Phone: 1-877-225-0446  
Website: [www.giocanada.org](http://www.giocanada.org)

#### **QUEBEC RESIDENTS**

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

#### **Autorité des marchés financiers (AMF)**

Phone: 1-877-525-0337  
Email: [renseignement-consommateur@lautorite.qc.ca](mailto:renseignement-consommateur@lautorite.qc.ca)

### 4. The Financial Consumer Agency of Canada (FCAC)

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

Website: <https://www.canada.ca/en/financial-consumer-agency.html>

BMO Insurance Travel Coverage –  
Single Trip Medical Plan



Insurance Policy

BMO  Insurance

We're here to help.™



## **IMPORTANT INFORMATION – PLEASE READ CAREFULLY**

This **policy** covers losses arising from sudden and unforeseeable circumstances only. It is important that **you** read and understand **your** coverage limitations and exclusions outlined in this **policy**.

This **policy** must be accompanied by a **Declaration of Coverage Letter** to complete the contract.

**Your policy** may not provide coverage for **medical conditions** and/or symptoms that existed before **your trip**. Check to see how this applies in the **policy** and how it relates to **your departure date**, date of purchase or **effective date**.

**You** must notify Allianz Global Assistance through the **Operations Centre** prior to any medical **treatment**. **Your** benefits may be limited if **you** don't contact the **Operations Centre** at 1-877-807-7806 or collect at 519-342-4947 within the required time period. In the event of an **accident, injury** or **sickness**, **your** prior medical history may be reviewed when a claim is reported.

REFER TO THE HOW TO FILE **YOUR CLAIM** SECTION FOR FULL DETAILS.

All benefits described in this **policy** are underwritten by Allianz Global Risks US Insurance Company (Canadian Branch) ("Allianz").

**This policy contains a provision removing or restricting the right of an insured person to designate persons to whom or for whose benefit insurance money is to be payable.**

**You** may contact Allianz at the following address:

Allianz Global Risks US Insurance Company  
130 Adelaide Street West, Suite 1600  
Toronto, ON M5H 3P5  
1-866-658-4247

Travel Insurance is provided by Allianz Global Risks US Insurance Company (Canadian Branch) ("Allianz"), and administered by Allianz Global Assistance, which is a registered business name of AZGA Service Canada Inc. BMO Life Assurance Company, carrying on business under the brand name BMO Insurance, receives compensation from the **insurer** for the distribution of this insurance. The **insured person** and any claimant under this insurance may request a copy of the application and any other written statements (if any) that have been provided to Allianz as evidence of insurability, subject to certain access limitations.

All benefits are subject, in every respect, to the terms of the **policy**, as described in this **policy**, which along with **your** application, **your Declaration of Coverage Letter** and any applicable medical questionnaire will form the entire agreement under which benefit payments are made.

Please review this **policy** before **you** travel to ensure it meets **your** travel insurance needs. If **you** are not completely satisfied, **you** may request a full refund of premium only if **you** call the **Operations Centre** to cancel within 10 days of **your** purchase date and if **you** have not already departed on a **trip** or have incurred a claim.

No person is eligible for coverage under more than one **policy** providing insurance coverage similar to that provided in this **policy**. In the event that any person is recorded by the **insurer** as an "insured person" under more than one such **policy**, that person shall be deemed to be insured only under the **policy** which provides that person the greatest amount of insurance coverage. Under no circumstance will a corporation, partnership or business entity be eligible for this insurance coverage. This **policy** supersedes any **policy** previously issued to **you**.

**For more information contact Allianz Global Assistance.**

**From Canada and the U.S. call 1-877-807-7806.**

**From elsewhere call collect 519-342-4947.**

**PLEASE READ THIS POLICY CAREFULLY BEFORE YOU TRAVEL**

## TABLE OF CONTENTS

1	PLAN OVERVIEW – SUMMARY OF BENEFITS	3
2	DEFINED TERMS YOU NEED TO KNOW	3
3	WHEN COVERAGE BEGINS	6
4	WHEN COVERAGE ENDS	6
5	HOW YOUR PREMIUM IS CALCULATED	6
6	YOUR RIGHT TO OBTAIN A REFUND	7
7	ARE YOU ELIGIBLE FOR THIS COVERAGE?	7
8	YOUR COVERAGE DETAILS	7
8.1	TRIP ASSISTANCE	7
	8.1.1 TRAVEL ASSISTANCE SERVICES	7
	8.1.2 LEGAL ASSISTANCE SERVICES	7
8.2	TRAVEL MEDICAL BENEFITS	8
	8.2.1 OUT-OF-PROVINCE/COUNTRY EMERGENCY MEDICAL BENEFITS	8
	8.2.2 OUT-OF-PROVINCE/COUNTRY EMERGENCY MEDICAL ASSISTANCE SERVICES	10
	8.2.3 EXCLUSIONS AND LIMITATIONS FOR OUT-OF- PROVINCE/COUNTRY EMERGENCY MEDICAL BENEFITS	10
8.3	GENERAL EXCLUSIONS AND LIMITATIONS	11
9	WHAT YOU SHOULD DO IN A MEDICAL EMERGENCY	13
10	CONDITIONS	14
11	GENERAL PROVISIONS	14
12	HOW TO FILE YOUR CLAIM	15
13	PROTECTING YOUR PERSONAL INFORMATION	16

## 1 PLAN OVERVIEW – SUMMARY OF BENEFITS

### BENEFITS

- **Trip** length is subject to a maximum of 183 days (or 212 if you reside in British Columbia, Manitoba, Newfoundland, Nova Scotia or Ontario)
- Out-of-Province/Country Medical – \$5,000,000
- Trip Assistance

**Individual coverage** and **family coverage** are available. **Dependent children** are automatically covered under the **family coverage** and is only available to parents who are under the age of 60.

### SINGLE TRIP MEDICAL PLAN:

- provides medical coverage for a single **trip** up to the maximum of 183 days (or 212 if You reside in British Columbia, Manitoba, Newfoundland, Nova Scotia or Ontario)
- coverage is for out-of-province/country medical benefits only
- coverage is for the duration of a single **trip**

For full coverage details, applicable exclusions (including a pre-existing condition exclusion for emergency medical coverage) and limitations, please refer to Section 8 – YOUR COVERAGE DETAILS.

In this **policy**, certain terms have defined meanings.

Defined terms are printed in bold italics throughout this document.

## 2 DEFINED TERMS YOU NEED TO KNOW

**Accident(al)** means a sudden, unexpected, unforeseeable, unavoidable external event and excludes disease or infections.

**Act of terrorism** means an act, including but not limited to hijacking, the use of force or violence and/or the threat thereof or commission or threat of a dangerous act, of any person or group(s) or government(s), committed for political, religious, ideological, social, economic or similar purposes including the intention to intimidate, coerce or overthrow a government (whether de facto or de jure) or to influence, affect or protest against any government and/or to put the civilian population, or any section of the civilian population, in fear.

**Act of war** means any loss or damage arising directly or indirectly from, occasioned by, happening through or in the consequence of: war; invasion; acts of foreign enemies; hostilities or warlike operations (whether war is declared or not) by any government or sovereign, using military personnel or other agents; civil war; rebellion; revolution; insurrection; civil commotion assuming the proportions of or amounting to an uprising; military or usurped power.

**Common carrier** means a licensed airline, bus, taxi (excluding rideshare, carshare, and peer-to-peer carshare programs), car service, train, cruise ship or government-operated ferry system offering its transportation services to paying passengers at published rates and scheduled times.

**Coverage period** means the time insurance is in effect, as indicated in the various sections of this **policy**.

**Covered service** means a service or supply, specified herein, for which the **insurer** provides benefits under this insurance.

**Declaration of Coverage Letter** means the letter setting out the details of **your** coverage under the **policy**.

**Departure date** means the date and time on which **you** depart from **your** province or territory of residence on **your trip** (using local time at **your** Canadian address).

**Dependent child** means an unmarried natural, adopted or stepchild of an **insured person** principally dependent on the **insured person** for maintenance and support who is:

- 20 years of age or under; or
- 25 years of age or under and a full-time student attending a recognized college or university; or
- 21 years of age or older and permanently mentally or physically challenged and incapable of self-support and became so while eligible as a dependent child.

**Effective date** means the later of:

- the date indicated on **your Declaration of Coverage Letter**; or
- the date **you** exit **your** province or territory of residence for **your trip**.

**Emergency** means a sudden, unforeseen **sickness** or **injury** occurring during a **trip**, which requires immediate intervention by a **physician** or legally licensed dentist and cannot reasonably be delayed. An emergency is deemed to no longer exist when medical evidence indicates that **you** are able to continue **your trip** or return to **your** place of ordinary residence in Canada.

**Expiry date** means the earlier of:

- the date indicated as the expiry date on **your Declaration of Coverage Letter**; or
- the date and time **you** return to **your** province or territory of residence.

**Family coverage** means coverage is provided for the **insured person**, the **insured person's spouse** and **dependent children**.

**GHIP** means the Government Health Insurance Plan of **your** Canadian province or territory of residence.

**Hospital** means a facility incorporated or licensed as a hospital by the jurisdiction where such services are provided and which has accommodation for resident **inpatients**, a laboratory, a registered graduate nurse and **physician** always on duty and an operating room where surgical operations are performed by a **physician**. In no event shall this include a convalescent or nursing home, home for the aged, health spa, or an institution for the care of drug addicts, alcoholics or persons suffering from mental or emotional disorders.

**Immediate family member** means the **insured person's spouse**, child including adopted children and stepchildren, parent, sibling, legal guardian, parent-in-law, grandparents, grandchildren, daughter-in-law, son-in-law, brother-in-law and sister-in-law.

**Individual coverage** means coverage is provided for the **insured person** named in the **policy**.

**Injury** means any bodily harm caused by an **accident** which results in a covered loss and which requires the immediate medical care or **treatment** of a **physician**.

**Inpatient** means a person who is treated as a registered bed patient in a **hospital** or other facility and for whom a room and board charge is made.

**Insured person** means the eligible person(s) named on the **Declaration of Coverage Letter** for whom the required insurance premium has been paid.

**Insurer** means Allianz Global Risks US Insurance Company (Canadian Branch).

**Medical condition** means any **sickness**, **injury** or symptom.

**Medically necessary** or **Medical necessity** means the services or supplies provided by a **hospital, physician**, licensed dentist or other licensed provider that are required to identify or treat **your sickness or injury** and that the **Operations Centre** determines are:

- consistent with the symptom or diagnosis and **treatment of your** condition, **sickness**, ailment or **injury**;
- appropriate with regard to standards of good medical practice;
- not solely for the convenience of **you**, a **physician** or other licensed provider; and
- the most appropriate supply or level of service that can be safely provided to **you**.

When applied to the care of an **inpatient**, it further means that **your** medical symptoms or condition require that the services cannot be safely provided to **you** as an **outpatient**.

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

**Operations Centre** means the Operations Centre maintained by Allianz Global Assistance. Allianz Global Assistance is the registered business name of AZGA Service Canada Inc.

**Outpatient** means someone who receives a **covered service** while not an **inpatient**.

**Personal effects** means property normally worn or designed to be carried on or by an **insured person** solely for private purposes and not used for business.

**Physician** means person other than **you**, who is legally qualified and licensed to practice medicine or perform surgery in the location where the services are performed, and who is not related to **you** by blood or marriage.

**Policy** means this entire Policy of Insurance document containing the terms and conditions of this insurance and issued to **you** by the **insurer**.

**Professional sport** means participation in, training for or practice in a sporting event for remuneration or financial gain.

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

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

**Return date** means the date and time that **you** return to **your** province or territory of residence (using the local time at **your** Canadian address).

**Sanctions** means any business or activity that would violate any Canadian or any other applicable national economic or trade sanction law or regulations.

**Sickness** means any sudden illness or disease.

**Speed contest** means participation in an illegal/legal motorized race contest including training or practice for the same.

**Spouse** means the person who is legally married to **you**; or if there is no such person, the person who has been living with **you** in a conjugal relationship and who resides in the same household as **you** and is publicly represented as **your** spouse. For the purposes of this insurance **you** may have only 1 spouse.

**Stable** means any **medical condition** or related condition (including any heart condition or any lung condition) for which:

- there has been no new **treatment**; and
- there has been no change in **treatment** or change in **treatment** frequency or type; and
- there have been no signs or symptoms or new diagnosis; and
- there have been no test results showing deterioration; and
- there has been no hospitalization; and
- there has been no referral to a specialist (made or recommended) and **you** are not awaiting surgery or the results of investigations performed by any medical professional.

**Top up** means purchasing additional days of medical coverage from the **insurer** to increase the amount of days for which out-of-province/country medical insurance applies.

**Travel advisory** means a formal statement issued by Global Affairs Canada of the Canadian government, advising Canadians not to travel to that country, region or city during the time of **your** insured **trip**.

**Treatment** means a medical, therapeutic or diagnostic procedure prescribed, performed or recommended by a **physician** including, but not limited to, prescribed medication, investigative testing or surgery. It does not include checkups or cases where **you** have no specific symptoms.

**Trip** means a period during which the **insured person** is travelling outside of their province or territory of residence and for which coverage is in effect.

**You** or **Your** means the **insured person**.

### 3 WHEN COVERAGE BEGINS

Except as otherwise stated herein, coverage under this **policy** begins when:

- the **insurer** receives and approves **your** application for insurance;
- full and complete payment is made of the required premium; and
- the **insurer** issues a **policy** number on a **Declaration of Coverage Letter** where **you** are named as an **insured person**, or **you** are a **spouse** or a **dependent child** of the named **insured person**.

### 4 WHEN COVERAGE ENDS

Except as otherwise stated herein, coverage under this **policy** ends on the earliest of:

- **your return date**; or
- at 11:59 p.m. on the last date of coverage as shown on **your Declaration of Coverage Letter** except in the circumstances outlined under the Automatic Extension of Coverage heading.

### 5 HOW YOUR PREMIUM IS CALCULATED

Premiums are calculated based on the type of coverage selected. Criteria that may be used in the calculation include age, health, **trip** duration, number of **insured persons**, and taxes in the province or territory of residence (if applicable). The required premium is due and payable at the time of purchase and will be determined according to the schedule of premium rates then in effect, which is subject to change from time to time in accordance with the terms of this **policy**.

## 6 YOUR RIGHT TO OBTAIN A REFUND

**YOUR RIGHT TO EXAMINE** Please review this **policy** before **you** travel to ensure it meets **your** travel insurance needs. If **you** are not completely satisfied, **you** may request a full refund of premium only if **you** call the **Operations Centre** to cancel within 10 days of **your** purchase date and if **you** have not already departed on a **trip** or have incurred a claim.

**YOUR RIGHT TO OBTAIN A REFUND** **You** may request a full refund of premium only if **you** call the **Operations Centre** to cancel within 10 days of **your** purchase date and if **you** have not already departed on a **trip** or have incurred a claim.

**Partial Refund due to early return:** **You** are eligible to receive a partial refund of premium should **you** have to return to **your** province or territory of residence prior to **your** original **return date**, and no event that may result in a claim has occurred. Partial refunds are calculated based on the postmarked date of **your** request for refund less an administration fee of \$25. Please contact the **Operations Centre**.

## 7 ARE YOU ELIGIBLE FOR THIS COVERAGE?

**You** are eligible for coverage if **you** meet all of the following conditions:

- **you** are a resident of Canada;
- **you** are covered by a Canadian Government Health Insurance Plan;
- **you** have completed the medical questionnaire and have qualified for coverage if **you** are 60 years of age or older;
- **you** purchase coverage prior to **your departure date**; and
- **you** have paid the applicable premium for the full duration of **your trip**.

**IMPORTANT** Failure to meet any of the above eligibility requirements applicable to the insurance **you** have purchased will void **your** coverage under this **policy**.

## 8 YOUR COVERAGE DETAILS

### 8.1 TRIP ASSISTANCE

#### 8.1.1 TRAVEL ASSISTANCE SERVICES

##### COVERAGE BENEFITS

**1 EMERGENCY CASH TRANSFER** – When **you** are travelling away from home, the **Operations Centre** will help **you** to obtain an emergency cash transfer. Funds for such transfer will be **your** responsibility.

**2 LOST DOCUMENT AND TICKET REPLACEMENT** – The **Operations Centre** will help **you** replace lost or stolen travel documents. The cost of obtaining replacement documents will be **your** responsibility.

**3 LOST LUGGAGE ASSISTANCE** – The **Operations Centre** will help **you** locate or replace lost or stolen luggage and **personal effects**. The cost of obtaining replacement luggage and **personal effects** will be **your** responsibility.

**4 PRE-TRIP INFORMATION** – **You** can call the **Operations Centre** to obtain information regarding passport and visa regulations and vaccination and inoculation requirements for the country to which **you** are travelling.

#### 8.1.2 LEGAL ASSISTANCE SERVICES

**COVERAGE BENEFITS** If while travelling **you** require legal assistance, **you** can call the **Operations Centre** for referral to a local legal advisor and/or for assistance in making the arrangements for the posting of bail and the payment of legal fees, to a maximum of \$5,000. Payment of the legal fees incurred and the posting of bail will be **your** responsibility.

## 8.2 TRAVEL MEDICAL BENEFITS

### 8.2.1 OUT-OF-PROVINCE/COUNTRY EMERGENCY MEDICAL BENEFITS

**COVERAGE PERIOD** *Your coverage period* under this benefit begins on *your departure date* and will end on the earliest of:

- *your return date*; or
- at 11:59 p.m. on the last date of coverage as shown on *your Declaration of Coverage Letter* except in the circumstances outlined under the Automatic Extension of Coverage heading.

**HOW TO EXTEND COVERAGE** *Your coverage period* can be extended prior to or after departure, provided no event has occurred that would give rise to a claim under this insurance and *your* request for an extension is received prior to *your* scheduled *return date*. *Your* total *trip* length including extensions cannot exceed the maximum of 183 days (212 days if *you* reside in British Columbia, Manitoba, Newfoundland, Nova Scotia or Ontario). To arrange for a *top up* call the **Operations Centre** at 1-877-807-7806 while in North America, or if elsewhere, call collect 519-342-4947. Premium payment must be charged to a valid credit card issued by a financial institution.

When making a claim, proof of *your departure date* from, and *your* scheduled and actual *return dates* to *your* province or territory of residence will be required.

**AUTOMATIC EXTENSION OF COVERAGE** When *you* are in *hospital* due to an *emergency* on *your* scheduled *return date*, *your* coverage will remain in force for as long as *you* are in *hospital* plus a further period of 3 days following *your* discharge from *hospital*.

The *coverage period* is also automatically extended for 3 days when:

- the delay of a *common carrier* in which *you* are a passenger causes *you* to miss *your* scheduled *return date*;
- the personal means of transportation in which *you* are travelling is involved in an *accident* or mechanical breakdown that prevents *you* from returning on or before *your* scheduled *return date*; or
- *you* must delay *your* scheduled *return date* due to the *emergency* of another *insured person*.

This insurance covers the *reasonable and customary charges* up to a maximum of \$5,000,000 (unless specified otherwise below for a specific benefit) incurred by an *insured person* for the medical *treatment* and *covered services* listed below arising from an *emergency* which occurs during the *coverage period*.

The following are eligible expenses covered by this insurance, subject to all exclusions, limitations and conditions described in this *policy*. Any *treatment* or service not listed below is not covered. Neither the *insurer*, nor the **Operations Centre**, are responsible for the availability, quality or results of any medical *treatment* or transportation, or the failure of an *insured person* to obtain medical *treatment*.

**COVERAGE BENEFITS** This Out-of-Province/Country Emergency Medical insurance covers *reasonable and customary charges* for the following *covered services* arising from an *emergency* to an *insured person* occurring during the *coverage period*.

#### EMERGENCY HOSPITAL, AMBULANCE & MEDICAL EXPENSES

- 1 Hospital room and board charges, up to semi-private or the equivalent. If *medically necessary*, expenses for *treatment* in an intensive or coronary care unit are covered;
- 2 *Treatment* by a *physician*;



- 3 X-rays and other diagnostic tests;
- 4 Use of an operating room, anesthesia and surgical dressings;
- 5 The cost of licensed ambulance service;
- 6 Emergency room charges;
- 7 Prescription drugs and medication, limited to a 30 day supply;
- 8 The cost for rental (not exceeding the purchase price) or purchase of minor medical appliances such as wheelchairs and crutches.

**PRIVATE DUTY NURSING EXPENSES** Benefits are payable to a maximum of \$5,000 per **insured person** for the professional services of a registered nurse (not related to **you** by blood or marriage) while hospitalized, provided it is **medically necessary** and prescribed by the attending **physician**.

**EMERGENCY AIR TRANSPORTATION OR EVACUATION** The following are covered expenses provided they are approved and arranged in advance by the **Operations Centre**:

- 1 The use of a licenced local air, land or sea ambulance (including mountain or sea evacuation) to the nearest appropriate medical facility or to a Canadian **hospital** when reasonable and necessary;
- 2 Transport on a licensed airline for emergency return to the **insured person's** province or territory of residence for immediate medical attention; and
- 3 A medical attendant to accompany **you** on the flight back to Canada.

All air transportation expenses must be approved and arranged in advance by the **Operations Centre**.

**OTHER PROFESSIONAL SERVICES** Where the professional services of a physiotherapist, chiropractor, osteopath, chiropodist or podiatrist are **medically necessary**, coverage will be provided to a maximum of \$150 per **insured person** per discipline.

**EMERGENCY DENTAL EXPENSES** Covers the cost of repair or replacement of natural teeth or permanently attached artificial teeth required as the result of an **injury** to the mouth, to a maximum of \$2,000 per **insured person**. Chewing accidents are not covered. To be eligible for coverage, dental **treatment** must take place during **your trip**. **Treatment** for the emergency relief of dental pain is covered to a maximum of \$150 per **insured person**.

**TRANSPORTATION TO THE BEDSIDE** Covers one round-trip economy airfare by the most direct and cost-effective route from Canada, plus lodging and meals up to a maximum of \$250, for any 1 **immediate family member** to:

- 1 Be with an **insured person** who is travelling alone and has been confined to a **hospital**. The **insured person** must be expected to be an **inpatient** for at least 7 days outside their province or territory of residence and have verification from the attending **physician** that the situation is serious enough to require the visit; or
- 2 Identify a deceased **insured person** prior to release of the body, where necessary.

**RETURN OF DECEASED** In the event of the death of an **insured person** while on a **trip**, this insurance covers up to \$5,000 for the preparation (including cremation) and transportation of the deceased's remains to his/her province or territory of residence. The cost of a burial coffin or urn is not covered.

**ADDITIONAL HOTEL AND MEAL EXPENSES** If **your return date** is delayed due to an **emergency**, this insurance covers the cost for hotel and meal expenses incurred after **your** scheduled **return date** up to a maximum amount of \$200 per day to a maximum of 10 days. To receive reimbursement, original itemized receipts must be submitted.

**RETURN OF VEHICLE** If **you** or anyone travelling with **you** is not able to operate **your** owned or rented vehicle due to **sickness, injury** or death while travelling outside **your** province or territory of residence, **you** will be reimbursed up to a maximum of \$1,000 for the costs associated with the return of the vehicle. Eligible for reimbursement is the cost of the return performed by a professional agency; or the following necessary and reasonable expenses incurred by an individual returning the vehicle by a direct route and in a reasonable time frame on behalf of the **insured person**: fuel, meals, overnight accommodation, and one-way economy airfare. Benefits will only be payable when the return of the vehicle is pre-approved and/or arranged by the **Operations Centre** and the vehicle is returned to **your** normal place of residence or the nearest appropriate rental agency within 30 days of **your** return to Canada. **To receive reimbursement, original itemized receipts must be submitted.** Any other expenses are not covered. Expenses incurred by anyone travelling with the person returning the vehicle are not covered.

Call the Operations Centre at 1-877-807-7806 or collect at 519-342-4947 if **you** have any questions regarding what is, or is not, covered.

## 8.2.2 OUT-OF-PROVINCE/COUNTRY EMERGENCY MEDICAL ASSISTANCE SERVICES

In addition to the emergency medical insurance benefits, the following Assistance Services are provided:

**MEDICAL ASSISTANCE AND CONSULTATION** **You** will be directed to the nearest appropriate medical facility wherever possible.

**PAYMENT ASSISTANCE** Subject to the terms and conditions of this **policy**, the **Operations Centre** will offer to all **hospitals**, which provide an **insured person** with **medically necessary treatment**, a guarantee of coverage for **covered services**. If the guarantee is not accepted, the **Operations Centre** will assist in arranging and coordinating payment wherever possible.

**NOTE** If **you** do not contact the **Operations Centre** as soon as possible, and **you** receive medical attention, **you** may be responsible for paying the bills and submitting a claim after **you** return to **your** province or territory of residence.

**EMERGENCY MESSAGE CENTRE** In case of an **emergency**, the **Operations Centre** can help to relay important messages to or from **your** family, business or **physician**.

## 8.2.3 EXCLUSIONS AND LIMITATIONS FOR OUT-OF-PROVINCE/COUNTRY EMERGENCY MEDICAL BENEFITS

In addition to all applicable exclusions or limitations in Section 8.3, this insurance does not cover, provide services or pay claims resulting from:

- 1 **Treatment, recurrence** or complications following **emergency treatment** during **your trip**, if the medical advisors of the **Operations Centre** determine that the **insured person** is medically fit to travel to return to Canada and the **insured person** chooses not to return.
- 2 A **medical condition** for which **you** delayed or refused further **treatment** or investigation, which was recommended by **your physician** before **your departure date**.
- 3 Surgery, including but not limited to angioplasty and/or cardiac surgery, and any associated diagnostic charges, which are not approved by the **Operations Centre** prior to being performed except in extreme circumstances where surgery is performed on an **emergency** basis immediately following admission to a **hospital**.

- 4 The following procedures, including any associated charges, which are not authorized in advance by the **Operations Centre**: MRI (Magnetic Resonance Imaging); CAT (Computer Axial Tomography) scans; sonograms; ultrasounds; and biopsies.
- 5 Emergency air transportation, which is not approved in advance by the **Operations Centre**.
- 6 **Treatment** not performed by or under the supervision of a **physician** or dentist.
- 7 Organ harvesting surgery.
- 8 Drugs and medication, which are commonly available without a prescription or which are not legally registered and approved in Canada.
- 9 Prescription refills.
- 10 Replacement of lost or damaged eyeglasses, contact lenses or hearing aids.
- 11 Any **treatment** or surgery, where the **insured person** can return to his/her province or territory of residence for such **treatment** without adversely affecting his/her **medical condition**.
- 12 Any **treatment** or surgery during the **trip**, when the **trip** is undertaken for the purpose of securing or with the intent of receiving medical or **hospital** services, whether or not such **trip** is on the advice of a **physician**.

Please see 8.3 for additional applicable exclusions and limitations.

### 8.3 GENERAL EXCLUSIONS AND LIMITATIONS

The insurance does not cover, provide services for or pay claims resulting from:

- 1 Pre-Existing Conditions as described in **your Declaration of Coverage Letter** and will be one or more of the following:

<p>PRE-EXISTING CONDITION EXCLUSION #1</p> <p>Where the <b>medical condition</b> was <b>stable</b> for at least 90 days before <b>your coverage period</b> began.</p>	<p>This insurance will not pay for expenses incurred during the <b>coverage period</b> related to:</p> <ul style="list-style-type: none"> <li>• <b>treatment, recurrence</b>, or medically recognized complication relating directly or indirectly to a <b>medical condition</b> for which <b>you</b> consulted, investigated, were diagnosed or for which <b>treatment</b> was taken by <b>you</b> during the 90 day period immediately before <b>your coverage period</b> began; and</li> <li>• the <b>treatment</b> of, or relating to, a <b>medical condition</b> which exhibited any symptom during the 90 day period immediately before <b>your coverage period</b> began for which a reasonable person would have made enquiries regarding their <b>medical condition</b>, regardless of whether or not such enquiries were made.</li> </ul> <p>NOTE This exclusion does not apply to a <b>medical condition</b> controlled by the consistent use of medication(s) taken as prescribed by a <b>physician</b> provided that during the 90 day period before <b>your coverage period</b> began there has been no change in any medication(s) and no other <b>treatment</b> has been taken or recommended. A new medication or an alteration in usage or dosage of a medication constitutes a change in medication.</p>
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<p>PRE-EXISTING CONDITION EXCLUSION #2</p> <p>Where the <b>medical condition</b> was <b>stable</b> for at least 180 days before <b>your coverage period</b> began</p>	<p>This insurance will not pay for expenses incurred during the <b>coverage period</b> related to:</p> <ul style="list-style-type: none"> <li>• <b>treatment, recurrence</b>, or medically recognized complication related directly or indirectly to a <b>medical condition</b> for which <b>you</b> consulted, investigated, were diagnosed or for which <b>treatment</b> was taken by <b>you</b> during the 180 day period immediately before <b>your coverage period</b> began; and</li> <li>• the <b>treatment</b> of, or relating to, a <b>medical condition</b>, for which a person exhibited any symptom during the 180 day period immediately before <b>your coverage period</b> began for which a reasonable person would have made enquiries regarding their <b>medical condition</b>, regardless of whether or not such enquiries were made.</li> </ul> <p>NOTE This exclusion does not apply to a <b>medical condition</b> controlled by the consistent use of medication(s) taken as prescribed by a <b>physician</b> provided that during the 180 day period before <b>your coverage period</b> began there has been no change in any medication(s) and no other <b>treatment</b> has been taken or recommended. A new medication or an alteration in usage or dosage of a medication constitutes a change in medication.</p>
<p>PRE-EXISTING CONDITION EXCLUSION #3</p> <p>Where the <b>medical condition</b> was present 180 days before <b>your coverage period</b> began.</p>	<p>Regardless of whether the <b>medical condition</b> has been <b>stable</b> or has not been <b>stable</b>, this insurance will not pay for expenses incurred during the <b>coverage period</b> related to:</p> <ul style="list-style-type: none"> <li>• <b>treatment, recurrence</b>, or medically recognized complication relating directly or indirectly to a <b>medical condition</b> for which <b>you</b> consulted, investigated, were diagnosed or for which <b>treatment</b> was sought, taken by <b>you</b> during the 180 day period immediately before <b>your coverage period</b> began.</li> </ul>

- 2 Pregnancy, miscarriage, childbirth or complications of any of these conditions occurring within 9 weeks of the expected date of birth.
- 3 Riot or civil disorder; committing or attempting to commit a criminal offence.
- 4 Intentional self-injury, suicide or attempted suicide.
- 5 Abuse of any medication or non-compliance with prescribed medical **treatment** or therapy.
- 6 Mental, nervous or emotional disorders.
- 7 Any **injury** or **accident** occurring while the **insured person** is under the influence of illicit drugs or alcohol (where the concentration of alcohol in the **insured person's** blood exceeds 80 milligrams of alcohol in 100 millilitres of blood or when the **insured person** illustrates a visible impairment due to alcohol or illicit drugs) and any chronic illness or hospitalization related to, or exacerbated by, the habitual use of alcohol or illicit drugs.
- 8 The **insured person** voluntarily and knowingly exposing himself/herself to risk from: an **act of war** whether declared or undeclared; rebellion; revolution; hijacking or **act of terrorism**; and any service in the armed forces.
- 9 Participation in **professional sports**; any **speed contest**; SCUBA diving, unless the **insured person** holds a basic SCUBA designation from a certified school or other licensing body; hang-gliding; sky diving; parachuting; bungee jumping; parasailing; spelunking; **mountain climbing**; rock climbing; or a flight accident, except as a passenger in a commercially licensed airline.

- 10 Nuclear reaction or radiation.
- 11 Radioactive, biological or chemical contamination.
- 12 Seepage, pollution or contamination.
- 13 Epidemic or pandemic.
- 14 Any **trip** commenced or continued against the advice of the **insured person's physician**.
- 15 Failure of any travel supplier from whom **you** contract for services if this supplier is, at the time of booking, in bankruptcy, insolvency or receivership; or in the case of U.S. Air Carriers, under Chapter 11 in the U.S. Bankruptcy Code. No protection is provided for failure of travel agent, agency or broker.
- 16 Non-presentation of required travel documents, i.e., visa, passport, inoculation/vaccination reports.
- 17 The death or serious and/or terminal illness of a person when the purpose of the **trip** is to provide support and physical care for that person.
- 18 **Your** travel to a country, region or city for which the Canadian government has issued a **travel advisory** in writing prior to **your departure date**.
- 19 **Your** travel to a **sanctioned** country for any business or activity to the extent that such cover would violate any applicable national economic or trade **sanction** law or regulations.

## 9 WHAT YOU SHOULD DO IN A MEDICAL EMERGENCY

Contact the **Operations Centre** directly when an **emergency** arises.

From Canada and the United States call: 1-877-807-7806

From elsewhere call collect: 519-342-4947

Fax: 1-519-742-8553

Assistance coordinators are available 24 hours a day, every day of the year. The **Operations Centre** will assist in finding and arranging medical care; provide claims management and payment assistance under this insurance; pay **hospitals** and other medical providers directly whenever possible; and coordinate claims with **your GHIP** whenever possible.

If the expense related to a **covered service** is relatively small, the **hospital** or **physician** may ask **you** to pay. **You** will be reimbursed for these expenses upon submission of a claim. In order to benefit from payment assistance and other assistance services, **you** or someone acting on **your** behalf must notify the **Operations Centre** before seeking medical **treatment** or as soon as medically possible after being admitted to a **hospital**. If **you** do not notify the **Operations Centre** at an early stage in **your** claim, **you** may receive inappropriate or unnecessary medical **treatment**, which may not be covered by this insurance.

**NOTE** Failure to contact the **Operations Centre** could result in **your** expenses not being covered, denial or a delay in the settlement of **your** claim.

How do I claim if the **Operations Centre** was not contacted? **You** must first submit the original receipts to **your GHIP** and any other applicable insurance plan. If any expenses remain unpaid, submit copies of all receipts with **your** claim form to:

BMO Insurance Travel Coverage  
 c/o Allianz Global Assistance  
 P O Box 277  
 Waterloo, ON N2J 4A4

## 10 CONDITIONS

- 1 In consultation with the **insured person's** attending **physician**, the **insurer** reserves the right to transfer the **insured person** to another **hospital** or to return the **insured person** to his/her province or territory of residence. Refusal to comply by the **insured person** will release the **insurer** of any liability for expenses incurred after the proposed transfer date.
- 2 Due Diligence: The **insured person** shall use diligence and do all things reasonable to avoid or diminish any loss of or damage to property protected by this insurance.
- 3 **You** must repay to the **insurer** amounts paid or authorized for payment on **your** behalf if the **insurer** later determines the amount is not payable under this insurance.
- 4 **You**, or someone acting on **your** behalf, must give written notice of a claim to the **Operations Centre** not later than 30 days from the date the claim arises. The **Operations Centre** must be provided by **you** or someone acting on **your** behalf with satisfactory proof of loss no later than 90 days from the date the claim arises.
- 5 Failure to give notice of claim or furnish proof of loss within the time prescribed does not invalidate the claim if it is shown that it was not reasonably possible to give notice or furnish proof within the time so prescribed and if the notice or proof is given or furnished as soon as reasonably possible, and in no event later than 1 year from the date of the event for which benefits are being claimed. Failure to provide the requested documentation to substantiate **your** claim under this **policy** will invalidate **your** claim.
- 6 **You** agree to cooperate fully with the **insurer**, and as a condition precedent to the payment of benefits, the **Operations Centre** reserves the right to obtain all pertinent records or information from any **physician**, dentist, practitioner, **hospital**, clinic, insurer, individual or institution to assess the validity of a claim submitted by or on behalf of any **insured person**. Failure to provide the requested documentation to substantiate **your** claim under this **policy** will invalidate **your** claim.
- 7 Physical Examination: The **Operations Centre** has the right to investigate the circumstances of loss and to require a medical examination; and in the event of death to require an autopsy if not prohibited by law.

## 11 GENERAL PROVISIONS

- 1 The Out-of-Province/Country Emergency Medical Insurance provided in this **policy** is supplemental in that it pays for covered expenses in excess of **your GHIP** and any other insurance plan. Benefits payable under any other insurance plan under which **you** may have coverage will be coordinated in accordance with the current guidelines issued by the Canadian Life & Health Insurance Association. Payment under the insurance and any other plan shall not exceed 100% of the eligible charges incurred. This insurance also allows the **insurer**/the **Operations Centre** to receive in **your** name, and endorse and negotiate on **your** behalf, these eligible payments. When **GHIP** and other insurance payments have been made, this releases **GHIP** and the other insurers from any further liability in respect of that eligible claim.
- 2 All amounts stated in the **policy** are in Canadian currency unless otherwise indicated. This insurance does not reimburse interest charges. If **you** have paid a covered expense, **you** will be reimbursed in Canadian currency at the prevailing rate of exchange on the date the service was provided.

- 3 Payment of Benefits: Benefits payable under this **policy** will be paid within 60 days of receipt of satisfactory proof of loss. Payment made in good faith will discharge the **insurer** to the extent of this claim.
- 4 False Claim: If an **insured person** makes any claim knowing it to be false or fraudulent in any respect, coverage under this **policy** shall cease and there shall be no payment of any claim made under this **policy**.
- 5 In the event of a payment under this **policy**, the **insurer** has the right to proceed in the name of any **insured person** against third parties who may be responsible for giving rise to a claim under this insurance. The **insurer** has full rights of subrogation. The **insured person** will execute and deliver such documents, and fully cooperate with the **insurer**, so as to allow the **insurer** to fully assert the right to subrogation. The **insured person** will not do anything after the loss to prejudice such rights.
- 6 Legal Action: Every action or proceeding against an **insurer** for the recovery of insurance money payable under the contract is absolutely barred unless commenced within the time set out in the *Insurance Act* (for actions or proceedings governed by the laws of Alberta and British Columbia), *The Insurance Act* (for actions or proceedings governed by the laws of Manitoba), the *Limitations Act, 2002* (for actions or proceedings governed by the laws of Ontario), *The Limitations Act* (for actions or proceedings governed by the laws of Saskatchewan) or other applicable legislation. For those actions or proceedings governed by the laws of Quebec, the prescriptive period is set out in the *Quebec Civil Code*. In addition **you, your** heirs and assigns consent to the venue of any action or arbitration being only in the province or territory where the Policy of Insurance was issued and at a venue the **insurer** and/or Allianz Global Assistance choose.
- 7 Notwithstanding anything to the contrary, no provision of this **policy** shall be deemed to have been waived, either in whole or in part, unless the waiver is clearly stated in writing and signed by the **insurer**.
- 8 The benefits, terms and conditions of this **policy** shall be governed by the insurance laws of the province or territory in Canada where the **insured person** normally resides.
- 9 Any provision of this **policy**, which is in conflict with any federal, provincial or territorial law of the **insured person's** place of residence, is hereby amended to conform to the minimum requirements of that law.
- 10 The **policy** does not provide any cover for any business or activity to the extent that such cover would violate any applicable national economic or trade **sanction** law or regulations.
- 11 From time to time the **insurer** may change the benefits or premiums through an amendment to this **policy**. **You** will be given prior written notice of any changes. The **insurer** will send this notification to **you** at **your** address as it appears on the **insurers** records.
- 12 Statutory Conditions: Despite any other provision contained in the contract, this contract is subject to the statutory conditions in *The Insurance Act* respecting contracts of accident insurance. For Québec residents, notwithstanding any other provision, this contract is subject to the mandatory provisions of the *Civil Code of Québec* respecting contracts of accident insurance.

## 12 HOW TO FILE YOUR CLAIM

Please contact the **Operations Centre** at 1-877-807-7806 or 519-342-4947 or visit [www.allianzassistanceclaims.ca](http://www.allianzassistanceclaims.ca) to obtain a claim form. This insurance will not pay for any interest.

As a condition to the payment of benefits under this insurance, the **Operations Centre** will need certain information from **you** if **you** need to file a claim. This documentation will include, at a minimum and is not limited to, the following:

### 1 General Documentation

- Receipts and itemized bills for all expenses.
- Original of all refunds or expense allowances received from **your** tour operator, travel agency, **common carrier** or other entity.

### 2 Out-of-Province/Country Emergency Medical Benefits

- Any explanation of diagnosis(es) along with **your** original itemized bills and receipts.
- The claimant's enrollment in his/her provincial or territorial **GHIP**, and valid health card number.
- The provision of an authorization to secure medical records.
- The provision of any forms or authorizations required to pursue reimbursement from **your GHIP**, any other insurance and/or any third parties.
- Proof of **your departure date** and **your** scheduled and actual **return dates**.

## 13 PROTECTING YOUR PERSONAL INFORMATION

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

Allianz Global Risks US Insurance Company (Canadian Branch) (the "insurer") and the insurer's insurance administrator, Allianz Global Assistance, and the distributor, and the insurer's agents, representatives and reinsurers (for the purpose of this Privacy Notice collectively "we" "us" and "our") require **your** personal information.

### PERSONAL INFORMATION WE COLLECT

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

- Surname, First name
- Address
- Date of Birth
- Telephone numbers
- Email addresses
- Credit/debit card and bank account information
- Sensitive personal information such as: Medical information relating to **your** health status, excluding genetic test results.

### HOW WILL WE OBTAIN AND USE YOUR PERSONAL INFORMATION?

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

- To identify and communicate with **you**
- To consider any application for insurance
- If approved, to issue a Policy or Certificate of Insurance
- To administer insurance and related benefits
- To evaluate insurance risk, manage and coordinate claims, re-price medical expenses and negotiate payment of claims expenses



- To adjudicate claims and to determine eligibility for insurance benefits
- To provide assistance services
- For fraud prevention and debt collection purposes
- As required or permitted by law

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

- Individuals who apply for insurance products
- Certificate holder and/or Policyholders
- Insureds and/or Claimants
- Family Members, spouses, or as a last resort friends or travelling companions of a Certificate or Policyholder, Insured or Claimant, in cases where the proper individual is unable, for medical or other reasons, to communicate directly with us.

#### WHO WILL HAVE ACCESS TO YOUR PERSONAL INFORMATION?

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

#### WHAT ARE YOUR RIGHTS IN RESPECT OF YOUR PERSONAL DATA?

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

- Access **your** personal data held about **you**
- Withdraw consent at any time where **your** personal data is processed
- Update or correct **your** personal information so that it is always accurate
- Delete **your** personal information from our records, if it is no longer needed for the purposes indicated above
- File a complaint with us and/or relevant data protection authority

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

#### HOW LONG DO WE KEEP YOUR PERSONAL DATA?

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

Privacy Officer  
Allianz Global Assistance  
4273 King Street East  
Kitchener, ON  
N2P 2E9

#### HOW CAN YOU CONTACT US?

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

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

#### CONTACT INFORMATION

##### ALLIANZ GLOBAL ASSISTANCE

Please contact Allianz Global Assistance with any questions or claims.

Toll-free: 1-877-704-0341 (In Canada & U.S.)

#### HOW OFTEN DO WE UPDATE THIS PRIVACY NOTICE?

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

Sample



## BMO Insurance Travel Coverage

(Allianz Global Assistance Operations Centre)

**1-877-807-7806**

Learn more

**[bmo.com/travelcoverage](https://bmo.com/travelcoverage)**

**BMO**  **Insurance**

**We're here to help.™**

Travel Insurance is provided by Allianz Global Risks US Insurance Company – Canadian Branch (Allianz), and administered by Allianz Global Assistance, which is a registered business name of AZGA Service Canada Inc.

BMO Insurance is the brand name for a business group consisting of BMO Life Assurance Company and certain of its affiliates in providing insurance products and services. BMO Insurance receives compensation from the insurer for the distribution of this insurance.

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