



RBC Insurance®

## TRAVELCARE PACKAGE MULTI-TRIP ANNUAL PLAN

### *Emergency Medical Assistance*

**Wherever you go, Assured Assistance Inc. and PAY-ASSIST® are just a phone call away - 24 hours a day, 7 days a week.**

If *you* require medical treatment during *your trip*, or for any other *emergency*, *you* must contact Assured Assistance Inc. immediately at one of these numbers:

- 1-800-387-2487 (toll-free call from the USA or Canada)
- 001-800-514-1890 (toll-free call from Mexico)
- 905-816-2561 (collect call from anywhere)
- 1-888-298-6340 (toll-free fax from the USA or Canada)
- 905-813-4719 (fax)

**TRAVELCAREPACKAGE- MULTI-TRIPANNUALPLAN**

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IMPORTANT NOTICE - PLEASE READ CAREFULLY

- Travel insurance is designed to cover losses arising from sudden and unforeseeable circumstances. It is important that *you* read and understand *your* policy before *you* travel as *your* coverage may be subject to certain limitations or exclusions.
- A pre-existing exclusion applies to *medical conditions* and/or symptoms that existed prior to *your trip*. Check to see how this applies in *your* policy and how it relates to *your departure date*, date of purchase, or *effective date*.
- In the event of an accident, injury or sickness, *your* prior medical history may be reviewed when a claim is reported.
- *Your* policy provides travel assistance, *you* are required to notify Assured Assistance Inc. prior to emergency treatment. *Your* policy limits benefits should *you* not contact Assured Assistance immediately.

PLEASE READ *YOUR* POLICY CAREFULLY BEFORE *YOU* TRAVEL.

## Summary of Insurance Coverage

TravelCare Package Multi-Trip Annual Plan	
<b>Cancellation &amp; Interruption Insurance</b>	<b>Maximum Sums Available</b>
Before Departure	\$1,500 per <i>trip</i> to a maximum of \$10,000 per year
After Departure	Unlimited
Subsistence Allowance	\$3,500
HolidaySure Plan <sup>®</sup>	\$750 Travel Coupon
Connection Benefit	Available
<b>Emergency Medical Insurance</b>	
Medical & Other Benefits	Unlimited <sup>1</sup>
Subsistence Allowance	\$3,500
<b>Baggage &amp; Personal Effects Insurance</b>	
Loss of, or Damage to, Baggage & Personal Effects	\$1,000 <sup>2</sup>
Delay of Baggage & Personal Effects	\$400 <sup>3</sup>
<b>Flight Accident Insurance</b>	
Death, Double <i>Dismemberment</i> , <i>Loss of Sight</i> of both eyes, or complete and irrecoverable loss of speech or hearing <sup>4</sup>	Principal Sum: \$100,000
<b>Travel Accident Insurance</b>	
Death, Double <i>Dismemberment</i> , <i>Loss of Sight</i> of both eyes, or complete and irrecoverable loss of speech or hearing <sup>4</sup>	Principal Sum: \$50,000

<sup>1</sup> This insurance is subject to a maximum of \$20,000 if you do not have valid *government health insurance plan* coverage.

<sup>2</sup> The maximum for any one item or set of items is \$500. The maximum sum insured per person or per family does not exceed \$2,000 in total for all coverages issued by us.

<sup>3</sup> This insurance is available while en route and before returning to your *departure point*.

<sup>4</sup> You are entitled to a maximum of the largest amount specified for one of these benefits.

### Definitions

The following are *our* definitions and apply when written in *italics* throughout this document.

**Accidental bodily injury** - bodily injury caused by an accident of external origin occurring during the *period of insurance* and being the direct and independent cause of the loss.

**Bedside companion** - a person of *your* choice who is required at *your* bedside while *you* are hospitalized during *your trip*.

**Business meeting** - a meeting, trade show, training course, or convention scheduled before *your effective date* between companies with unrelated ownership, pertaining to *your* full-time occupation or profession and that is the sole purpose of *your trip*. Legal proceedings are not considered to be a *business meeting*.

**Caregiver** - the permanent, full-time person entrusted with the well-being of *your* dependant(s) and whose absence cannot reasonably be replaced.

**Catastrophic event** - total eligible Cancellation & Interruption Insurance claims arising directly or indirectly from an *act of terrorism*, or series of *acts of terrorism*, occurring within a 72-hour period that exceed \$1,000,000.

**Change in medication** - the addition of any *new prescription drug*, the withdrawal of any *prescription drug*, an increase in the dose of any *prescription drug* or a decrease in the dose of a *prescription drug*.

Exceptions:

- an adjustment in the dosage of insulin or Coumadin (Warfarin), if *you* are currently taking these drugs;
- a change from a brand name drug to an equivalent generic drug of the same dosage.

**Children** - unmarried persons:

- under 21 years of age; or
  - under 26 years of age if full-time students; or
  - mentally or physically handicapped and over 20 years of age; and
- who are *your* natural, adopted or step-children and are dependent on *you* for support.

**Commercial rental agency** - a car rental agency licensed under the law of its jurisdiction.

**Contamination** - the poisoning of people by nuclear, chemical and/or biological substances which causes illness and/or death.

**Departure point** - the place *you* depart from on the first day of *your* intended travel period.

**Dismemberment** - actual severance through or above *your* wrist or ankle joint.

**Effective date** -

a) for **Emergency Medical coverage, Travel Accident coverage and Baggage & Personal Effects coverage:**

subsequent to *your start-up date*, the date on which *you* are scheduled to leave *your departure point*.

b) for **Cancellation & Interruption coverage:**

if *your* pre-paid travel arrangements are purchased before *your start-up date*, the *effective date* is the date *your* TravelCare Package Multi-Trip annual plan is purchased. If *your* pre-paid travel arrangements are purchased after *your start-up date*, *your effective date* is the date and time *you* purchased *your* prepaid travel arrangements, and before any cancellation penalties are in effect.

c) for **Flight Accident coverage:**

subsequent to *your start-up date*, the date and time shown on *your* transportation ticket.

d) for **Top-up coverage:**

- 12:01 a.m. on the day following the date of expiry of *your* prior coverage; or
- if *you* purchase *top-up* coverage for the beginning portion of *your* intended travel period, *your effective date* is set out in points a) through c) above, based on the coverage *you* purchase as *top-up*. (not applicable if TravelCare Package Multi-Trip Annual plan is purchased as *top-up* to *your* travel insurance included with *your* credit card coverage.)

**Emergency** - any sudden and unforeseen event that begins during the *period of insurance* and makes it necessary to receive immediate treatment from a licensed *physician* or to be hospitalized. An *emergency* ends when the medical advisors of Assured Assistance Inc. or RBC Insurance Company of Canada determine that *you* are medically able to return to *your* home country.

**Emergency treatment** - medical treatment or surgery for an *emergency*, that is required for the immediate relief of an acute symptom, or upon the advice of a licensed *physician* cannot be delayed until *you* return to *your* home country, and has to be received during *your trip* because *your medical condition* prevents *you* from returning to *your* home country. The treatment or surgery must be:

- a) ordered by or received from a licensed *physician* during *your trip*; or
- b) received in a *hospital* during *your trip*; or
- c) received from a licensed physiotherapist, chiropractor, chiroprapist, podiatrist or osteopath, as a result of an *emergency* that occurs during *your trip*.

**Expiry date** - the date on which *your* coverage ends under this insurance, as shown on *your insurance application*.

**Government health insurance plan** - the health insurance coverage that Canadian provincial and territorial governments provide for their residents.

**Hospital** - an establishment that is licensed as an accredited *hospital*, is operated for the care and treatment of in-patients, has a Registered Nurse always on duty, and has a laboratory and an operating room on the premises or in facilities controlled by the establishment. *Hospital* does not mean any establishment used mainly as a clinic, extended or palliative care facility, rehabilitation facility, addiction treatment centre, convalescent, rest or nursing home, home for the aged or health spa.

**Immediate family** - *spouse*, parent, legal guardian, legal ward, step-parent, grandparent, grandchild, in-law, natural or adopted child, step-child, brother, sister, step-brother, step-sister, aunt, uncle, niece, nephew.

**Infant** - a person who was born before *your effective date*, is under 2 years of age, is *your immediate family* member and travels with *you* during *your trip*.

**Insurance application** - the printed form, computer printout, invoice or document provided by *your* Travel Agent or through *your* online application, which confirms the insurance coverage *you* have purchased. The *insurance application* forms part of the insurance contract.

**Key employee** - an employee whose continued presence is critical to the ongoing affairs of the business during *your* absence.

**Loss of sight** - entire and permanent loss of eyesight.

**Medical condition** - *accidental bodily injury* or sickness (or a condition related to that *accidental bodily injury* or sickness), including disease, acute psychoses and complications of pregnancy occurring within the first 31 weeks of pregnancy.

**Medical questionnaire** - the form that contains questions that must be answered correctly at the time of *insurance application*, and that, once completed and signed, forms part of the insurance contract. *Your medical condition* at the time of completion of the *medical questionnaire* determines the terms of coverage and/or the premium that apply to *you*. *You* must complete the *medical questionnaire* for any TravelCare - HealthSelect, Gold, Silver Plus, Silver or Bronze coverages, unless otherwise stated.

**Mental or emotional disorders** - emotional or anxiety states, situational crisis, anxiety or panic attacks, or other mental health disorders treated with minor tranquilizers or anti anxiety (anxiolytics) medication.

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

**Network** - the *hospitals*, *physicians* and other medical service providers recognized by *us* at the time of the *emergency*.

**Passenger plane** - a certified multi-engined transportation aircraft provided by a regularly scheduled airline on any regularly scheduled trip operated between licensed airports and holding a valid Canadian Air Transport Board or Charter Air Carrier licence, or its foreign equivalent, and operated by a certified pilot.

**Period of insurance** - the period of time between *your effective date* and *your return date*.

**Physician** - someone who is not *you* or a member of *your immediate family* who is licensed to prescribe drugs and administer medical treatment (within the scope of such licence) at the location where the treatment is provided. A *physician* does not include a naturopath, herbalist, chiropractor or homeopath.

**Prescription drug** - drug or medicine that can only be issued upon the prescription of a licensed *physician* or dentist and is dispensed by a licensed pharmacist. *Prescription drug* does not mean such drug or medicine, when *you* need (or renew) them to continue to stabilize a condition which *you* had before *your trip*, or a chronic condition.

**Professional** - engaged in a specified activity as *your* main paid occupation.

**Return date** -

- a) under TravelCare Package Multi-Trip Annual Plan 11:59 p.m. on the last day of *your* purchased option (9,16, or 30 day option);
- b) under Flight Accident:  
the return date and time shown on *your* transportation ticket. *Your trip* must be within *your* purchased option (9, 16, or 30 day option)
- c) If *you* purchase *top-up* coverage, *your return date* is 11:59 p.m. on the last day of *your* extended coverage. (Note: if *you* purchased *your* TravelCare Package Multi-Trip annual plan as *top-up* to *your* travel insurance included with *your* credit card coverage, the duration of *your top-up* coverage cannot exceed *your* purchased option (9,16, or 30 day option)

**Schedule change** - the later departure of an airline carrier causing *you* to miss *your* next connecting flight via another airline carrier (or connecting cruise ship, ferry, bus or train), or the earlier departure of an airline carrier rendering unusable the ticket *you* have purchased for *your* prior connector flight via another airline carrier (or connecting cruise ship, ferry, bus or train). *Schedule change* does not mean a change resulting from a supplier default, strike or a labour disruption.

**Spouse** - the person who is legally married to *you*, or has been living in a conjugal relationship with *you* for a continuous period of at least one year and who resides in the same household as *you*.

**Stable** - any *medical condition* or related condition (including any heart condition or any lung condition) for which there have been:

- no new treatment, new medical management, or new prescribed medication; and
- no change in treatment, change in medical management, or *change in medication*; and
- no new symptom or finding, more frequent symptom or finding, or more severe symptom or finding experienced; and
- no new test results or test results showing a deterioration; and
- no investigations or future investigations initiated, or recommended for *your* symptoms; and
- no hospitalization or referral to a specialist (made or recommended).

**Start-up date** -

- for Cancellation insurance coverage, the date *you* purchase *your* TravelCare Package Multi-Trip annual coverage insurance, as stated on *your insurance application*.

- for *Emergency Medical*, Trip Interruption, Baggage & Personal Effects, Flight and Travel Accident insurance coverage, the date of *your insurance application*; or the date you designate as the date of *your departure on your first trip* under this insurance, as entered on *your insurance application*. This date cannot be more than 120 days from the date of *your insurance application*.

**Terrorism or act of terrorism** - an act, including but not limited to the use of force or violence and/or the threat thereof, including hijacking or kidnapping, of an individual or group in order to intimidate or terrorize any government, group, association or the general public, for religious, political or ideological reasons or ends, and does not include any act of war (whether declared or not), act of foreign enemies or rebellion.

**Top-up -**

- a) the coverage you purchase from us to add to your insurance beyond the duration covered under your Multi-Trip Annual Coverage; or
- b) the TravelCare Package Multi-Trip annual plan coverage you purchase from us to complement travel insurance included with your credit card coverage that is in effect for the initial portion of your trip duration and value.

**Travelling companion** - the person who is sharing travel arrangements with you, to a maximum of three persons.

**Trip** - the period of time between leaving your departure point up to and including your return date.

**Vehicle** - a private passenger automobile, motorcycle, minivan, mobile home, camper truck or trailer home, which you use during your trip exclusively for the transportation of passengers other than for hire. It can be either owned by you or leased by you from a commercial rental agency.

**We, us and our** refer to RBC Insurance Company of Canada.

**You, yourself and your** refer to the person named as the insured on the insurance application when the required insurance premium has been paid before the effective date.

### General Insurance Details

Your insurance coverage is subject to the terms set out in this document.

#### **Who is eligible for coverage?**

To be eligible for insurance coverage you must;

- be a Canadian resident (applicable to *Emergency Medical Insurance* coverage);
- be 60 years of age or older and have correctly completed the *medical questionnaire*;
- purchase coverage through a Canadian Travel Agency appointed by RBC Insurance Company of Canada;
- be covered under your government health insurance plan for the full duration of your trip. This insurance is subject to a maximum of \$20,000 if you do not have valid government health insurance plan coverage at the time of claim.

In addition,

While you travel outside Canada

Coverage is limited to an eligible person who is travelling outside of Canada for any number of trips for a maximum of:

- 9 consecutive days outside of Canada if you have purchased the 9-Day option; or
- 16 consecutive days outside of Canada if you have purchased the 16-Day option; or
- 30 consecutive days outside of Canada if you have purchased the 30-Day option (available to persons under 80 years of age only).

The consecutive days for travel outside of Canada include your date of departure from Canada and the date you return to Canada. If you are travelling for more than 9 consecutive days under the 9-Day option, 16 consecutive days under the 16-Day option, or 30 consecutive days under the 30-Day option, you must top-up this coverage as outlined under "What if you want to top-up your coverage?" in this policy. **If you do not top-up this coverage for a trip that is longer than your 9-Day, 16-Day, or 30-Day option, you will not have coverage for any claim incurred outside of your period of insurance during that trip.**

While you travel within Canada

Coverage is limited to an eligible person and provides coverage for unlimited travel while travelling within Canada but outside your province or territory of residence.

#### **How do you become insured?**

You become insured and this policy becomes an insurance contract:

- when you are named on your completed insurance application;
- upon payment of the required premium on or before your effective date; and
- upon completion of the *medical questionnaire*.

In addition, an infant travelling with an immediate family member covered under TravelCare Package Multi-Trip annual coverage, is insured under the terms of our *Emergency Medical Insurance*, and we will not charge a premium for the infant's coverage.

#### **When does your insurance start and end?**

Insurance starts on your start-up date.

Insurance ends on the earliest of:

- a) the date of the cause of cancellation if your trip is cancelled before your date of departure from your departure point;
- b) the date you return to your province, territory or country of residence;
- c) midnight of your return date;
- d) midnight of your expiry date;
- e) the day before the one-year anniversary of your start-up date.
- f) 365 days after your date of departure from your departure point under Flight Accident.

#### **When does your coverage automatically extend?**

- 1 If you cannot complete your trip by your return date because of the delay of a common carrier in which you are scheduled to travel, your coverage will automatically extend for the delay period to a maximum of 72 hours.
- 2 If you or your travelling companion are hospitalized on your return date or expiry date, your coverage will automatically extend for the period of hospitalization and up to an additional 5 days after discharge (not available for Cancellation & Interruption).
- 3 If you or your travelling companion are delayed beyond your return date because of a medical condition and are medically unable to travel, but are not hospitalized, your coverage will automatically extend for the delay period to a maximum of 5 days after your return date (not available for Cancellation & Interruption).

- 4 Regardless of the automatic extensions above, coverage will not continue beyond 365 days from *your* latest date of departure from *your* departure point.

#### **What if you want to top-up your TravelCare Package Multi-Trip Annual Plan?**

If *you* are travelling for more than 9 consecutive days under the 9-Day option, 16 consecutive days under the 16-Day option, or 30 consecutive days under the 30-Day option, *you* must top-up this coverage as outlined below.

If *you* want to top-up your coverage, *you* may purchase another policy from *us* under the insurance for which *you* are eligible, and that is available for the duration that includes the period beginning with *your* effective date and ending at *your* new return date for the additional number of days beyond the duration provided by *your* Multi-Trip annual coverage:

- before *your* effective date, *you* may contact *your* Travel Agent to purchase top-up coverage.
- after *your* effective date and if *you* have not had a *medical condition* during *your* trip, *you* must contact *your* Travel Agent before *your* scheduled return date to purchase top-up coverage.
- after *your* effective date and if *you* have had a *medical condition* during *your* trip, *you* must contact Assured Assistance Inc. before *your* scheduled return date to purchase top-up coverage. The issuance of the top-up policy is subject to the approval of Assured Assistance Inc.
- the terms, conditions and exclusions of *our* new policy issued as top-up apply to *you*.
- you* must pay the required top-up premium on or before the effective date of the top-up period.

If *you* do not top-up this coverage for a trip that is longer than *your* 9-Day, 16-Day, or 30-Day option, *you* will not have coverage for any claim at any time incurred outside of *your* period of insurance during that trip. If the policy *you* are purchasing as top-up requires *you* to complete a *medical questionnaire*, *you* must complete the *medical questionnaire* for that top-up coverage.

#### **What if you want to top-up travel insurance included with your credit card coverage?**

If *you* are covered under travel insurance included with *your* credit card coverage, *you* may purchase a TravelCare Package Multi-Trip annual plan as top-up coverage for the additional number of days beyond the duration provided with *your* credit card coverage:

- You* may contact *your* Travel Agent before *your* date of departure from *your* departure point.
- You* must pay the required top-up premium for a 9-Day, 16-Day or 30-Day option, before *your* date of departure from *your* departure point.
- Your* top-up coverage cannot exceed 9 consecutive days under the 9-Day option, 16 consecutive days under the 16-Day option, or 30 consecutive days under the 30-Day option.
- The terms, conditions and exclusions of *our* policy issued as top-up apply to *you*.
- If the policy *you* are purchasing as top-up requires *you* to complete a *medical questionnaire*, *you* must complete the *medical questionnaire* for that top-up coverage.
- It is *your* responsibility to confirm top-up coverage is permitted on *your* existing travel insurance included with *your* credit card coverage.

#### **When can your premium be refunded?**

- All requests for premium refunds must be submitted to the Travel Agent from whom *you* purchased the insurance.
- The premium *you* paid can be refunded only before *your* start-up date.

#### **Terrorism Coverage**

Where an act of *terrorism* directly or indirectly causes a loss that would otherwise be payable under one of the covered risks in accordance with the terms and conditions of the policy, this insurance will provide coverage as follows:

- Terrorism* Coverage is not available under Flight and Travel Accident Insurance.
- We will, for Cancellation & Interruption claims, except in the case of *catastrophic event*, reimburse *you* up to a maximum of 100% of *your* eligible loss.
- We will, for Cancellation & Interruption claims resulting in a *catastrophic event*, and subject to the limits described in paragraph f), reimburse *you* up to a maximum of 50% of *your* eligible loss.
- For all other classes of insurance, we will reimburse *you* up to a maximum of 100% of *your* eligible loss.
- The benefits payable in accordance with paragraphs b), c) and d) are in excess to all other potential sources of recovery, including but not limited to, alternative or replacement travel options offered by airlines, tour operators, cruise lines and other travel suppliers and other insurance coverage (even where such other coverage is described as excess) and will only respond after *you* have exhausted all such other sources.
- The benefits payable in accordance with paragraph c) shall be paid out of a fund and, where total claims exceed fund limits, eligible claims shall be reduced on a pro rata basis so that the maximum payment out of the fund for all policyholders shall be CDN\$5,000,000 per *act of terrorism* or series of *acts of terrorism* occurring within a 72 hour period. The total maximum payment out of the fund for all policyholders shall be CDN\$10,000,000 per calendar year regardless of the number of *acts of terrorism*. If, in *our* judgment, the total of all payable claims for all policyholders under one or more *acts of terrorism* may exceed the applicable fund maximum limits, *your* prorated claim will be paid after the end of the calendar year.

#### **Emergency Medical Insurance**

##### **What must you do in a medical emergency?**

*You* must contact Assured Assistance Inc. before seeking *emergency treatment*. In addition, all surgery and heart procedures, including heart catheterization, must be approved in advance by the medical advisors of Assured Assistance Inc. When *you* contact Assured Assistance Inc., they will refer *you* or may transfer *you*, when medically appropriate, to one of the accredited medical service providers within the *network*. Assured Assistance Inc. will also request for the medical service provider within the *network* to bill the medical expenses covered under this insurance directly to *us* instead of to *you*. Failure to call may result in reduced benefits.

##### **Emergency Contact Numbers:**

- 1-800-387-2487 (toll-free call from the USA or Canada)
- 001-800-514-1890 (toll-free call from Mexico)
- 905-816-2561 (collect call from anywhere)
- 1-888-298-6340 (toll-free fax from the USA or Canada)
- 905-813-4719 (fax)

## What coverage limitations apply?

- 1 If *you* do not contact Assured Assistance Inc. at the time of *your* medical *emergency* or *you* choose to receive treatment from a medical service provider outside the *network*, *you* will be responsible for 30% of *your* medical expenses covered under this insurance and in excess of *your* medical expenses paid by *your* government health insurance plan. If *your* medical condition prevents *you* from calling Assured Assistance Inc. before seeking *emergency* treatment, *you* must call Assured Assistance Inc. as soon as medically possible. As an alternative, someone else (family member, friend, *hospital* or *physician's* office staff, etc.) may call on *your* behalf.
- 2 **This insurance is subject to a maximum of \$20,000 if *you* do not have valid government health insurance plan coverage at the time of claim.**

## What risks are insured?

This insurance covers the reasonable and customary medical expenses *you* actually incur once *you* have left *your* departure point for necessary medical care or surgery, as part of the *emergency* treatment arising from a *medical* condition. This insurance only covers expenses in excess of those covered under *your* government health insurance plan and by any other insurance or benefit plan under which *you* are covered.

## What are the benefits?

### 1 Unlimited emergency medical expenses

This insurance covers medical expenses related to the following when required as part of the *emergency* treatment and ordered by a licensed *physician* during *your* trip:

- a) *emergency* treatment, other than dental treatment;
- b) the services of a licensed private duty nurse while *you* are hospitalized;
- c) the lesser of the rental or purchase of a hospital-type bed, a wheelchair, brace, crutches and other medical appliances;
- d) diagnostic testing, when pre-authorized by Assured Assistance Inc.; and
- e) *prescription* drugs.

### 2 Hospital allowance

This insurance covers *your* reimbursement up to \$50 per day to a maximum of \$500, for *your* incidental hospital expenses (telephone calls, television rental), while *you* are hospitalized for at least 48 hours.

### 3 Other emergency services

This insurance covers expenses for *emergency* treatment by a licensed physiotherapist, chiropractor, chiropodist, podiatrist or osteopath, to a maximum of \$300 per profession.

### 4 Ground ambulance

This insurance covers *you* for local ground ambulance service to a *hospital*, *physician* or medical service provider in an *emergency*. We will pay for local taxi fare in lieu of local ground ambulance service, where an ambulance is medically required but not available.

### 5 Repatriation of your remains

If, during *your* trip, *you* die from a *medical* condition covered under this insurance, the insurance covers:

- a) the transportation of *your* remains in the common carrier's standard transportation container to *your* departure point, and up to \$5,000 for the preparation of *your* remains and for the cost of the common carrier's standard transportation container; or
- b) the transportation of *your* remains to *your* departure point and up to \$5,000 for the cremation of *your* remains at the location where *your* death occurred; or
- c) up to \$5,000 for the preparation of *your* remains and the cost of a standard burial container and up to \$5,000 for the burial of *your* remains at the location where *your* death occurred.
- d) If someone is legally required to identify *your* remains, this insurance covers the cost of a return economy air fare on a commercial flight via the most cost effective route and up to \$500 for commercial accommodations and meals for that person. That person is covered under the terms of *your* insurance during the period in which he/she is required to identify *your* remains, but for no longer than 3 business days.

### 6 Return to your departure point

If the *physician* treating *you* recommends to *us* in writing that *you* return to *your* country of residence because of *your* medical condition in order to receive *emergency* medical attention, or if the medical advisors of Assured Assistance Inc. determine that *you* are able to and recommend that *you* return to *your* country of residence following *your* emergency treatment, this insurance covers *you* for one or more of the following, when pre-authorized and arranged by Assured Assistance Inc., when medically essential:

- the extra cost of a one-way economy air fare on a commercial flight via the most cost effective route to *your* departure point to receive immediate *emergency* medical attention; or
- the cost of a stretcher fare on a commercial flight via the most cost effective route to *your* departure point, if a stretcher is medically necessary; and
- the cost of a return economy air fare on a commercial flight via the most cost effective route and the usual fees and expenses for a qualified medical attendant to accompany *you*, when the attendant is medically necessary or required by the airline; or
- the cost of air ambulance transportation if it is medically essential.

### 7 Return to your trip destination

#### a) This benefit is subject to the pre-authorization of Assured Assistance Inc.

- b) This insurance covers *you* for a one-way economy air fare on a commercial flight via the most cost effective route to *your* scheduled trip destination after *you* are returned to *your* departure point to receive immediate medical attention, provided *your* attending *physician* determines that *you* require no further medical attention for *your* medical condition. *Your* trip to return to *your* scheduled trip destination, must occur during *your* period of insurance originally provided by this benefit.
- c) This benefit can only be used once during *your* trip.
- d) Once *you* return to *your* trip destination, a recurrence of the initial *medical* condition or related condition will not be covered under this policy.
- e) When this benefit is provided to *you*, *your* effective date under this policy becomes the day *you* leave *your* departure point to return to *your* trip destination.

### 8 Subsistence allowance

#### a) This benefit is subject to the pre-authorization of Assured Assistance Inc.

- b) This insurance covers *your* reimbursement up to \$350 per day to a maximum of \$3,500 for *your* commercial accommodations and meals, essential telephone calls, internet usage fees, and taxi fares (or rental car in lieu of taxi fares), if, upon *physician's* advice:
  - *you*, or *your* travelling companion, are relocated to receive medical attention, for an *emergency* medical condition covered under this insurance; or

- you are delayed beyond *your return date* in order to receive *emergency treatment* or because *your travelling companion* requires *emergency treatment*, for an *emergency medical condition* covered under this insurance.

**9 Bedside companion's travel to your bedside**

**a) This benefit is subject to the pre-authorization of Assured Assistance Inc.**

- b) If you are travelling alone and are hospitalized during *your trip*, then in the event a *bedside companion* is required, this insurance covers:
- the cost of a return economy air fare on a commercial flight via the most cost effective route;
  - up to \$500 for commercial accommodations and meals for the *bedside companion*; and
  - *your bedside companion* is insured under the terms of *your* insurance during the period in which this person is required as *your bedside companion*.
- c) If you are over age 20 and physically or mentally handicapped, or under age 21 and dependant on *your bedside companion* for support, this insurance provides this benefit to you as soon as you are admitted to a *hospital*.

**10 Emergency dental treatment**

This insurance covers the following dental expenses when required as *emergency treatment* and ordered by or received from a licensed dentist:

- if you need dental treatment to repair or replace *your* natural or permanently attached artificial teeth because of an accidental blow to *your* face, you are covered for the *emergency* dental expenses you incur during *your trip* and you are also covered up to a maximum of \$1,500 to continue necessary treatment after *your* return to Canada. However, this treatment must be completed within 180 days after the accident.
- if you need other *emergency* dental treatment, you are covered for the *emergency* dental expenses you incur during *your trip*, up to a maximum of \$300, and the complete cost of *prescription drugs*.

**11 Return of vehicle**

If, as a result of a medical *emergency* during *your trip*, you are unable to return a *vehicle* to its point of origin, this insurance covers the reasonable costs for a commercial agency to return the *vehicle* to *your* residence or to a *commercial rental agency*, when pre-authorized by Assured Assistance Inc.

**12 Return of children and escort for children to their departure point**

If *children* insured under one of our *emergency* medical insurances travel with you or join you during *your trip* and you are hospitalized for more than 24 hours or you must return to Canada because of *your emergency medical condition* covered under this insurance, this insurance covers:

- a) the extra cost of a one-way economy air fare on a commercial flight via the most cost effective route for the return of those *children* to their *departure point*; and
- b) the cost of a return economy air fare via the most cost effective route on a commercial flight for an escort, if the airline requires that the *children* be escorted.

**13 Return of travelling companion**

If you are travelling with a *travelling companion*, this insurance covers one *travelling companion* for the extra cost of a one-way economy air fare on a commercial flight via the most cost effective route to *your departure point*, if you must return to Canada because of a *medical condition* covered under this insurance.

**14 Return of your dog or cat**

**a) This benefit is subject to the pre-authorization of Assured Assistance Inc.**

- b) If your domestic dog(s) or cat(s) travel with you during *your trip* and you must return to Canada because of *your emergency medical condition* covered under this insurance, this insurance covers the cost of one-way transportation up to a maximum of \$500 to return your domestic dog(s) or cat(s) to *your departure point*.

**15 Return of your excess baggage**

**a) This benefit is subject to the pre-authorization of Assured Assistance Inc.**

- b) If you return to *your departure point* by air ambulance (pre-authorized by Assured Assistance Inc.) because of *your emergency medical condition*, this insurance covers the cost to return *your* excess baggage up to a maximum of \$500.

**What is not covered?**

**I - Exclusion Related To Your Pre-Existing Medical Condition:**

In addition to the exclusions outlined below under "II - General Exclusions," the following exclusion applies to you.

TravelCare - HealthSelect coverages	No Pre-existing Medical Exclusion applies
TravelCare - Gold coverages	Exclusion 1
TravelCare - Silver Plus coverages	Exclusion 2
TravelCare - Silver coverages	
TravelCare - Bronze coverages	Exclusion 3

**EXCLUSION 1 - TravelCare Gold**

This insurance does not pay for any expenses incurred directly or indirectly as a result of:

- 1 *Your medical condition* or related condition (whether or not the diagnosis has been determined) if at any time in the 90 days before you depart on *your trip*, *your medical condition* or related condition has not been *stable*.
- 2 *Your* heart condition (whether or not the diagnosis has been determined), if at any time in the 90 days before you depart on *your trip*:
  - a) any heart condition has not been *stable*; or
  - b) you have taken nitroglycerin more than once per week specifically for the relief of angina pain.
- 3 *Your* lung condition (whether or not the diagnosis has been determined), if at any time in the 90 days before you depart on *your trip*:
  - a) any lung condition has not been *stable*; or
  - b) you have been treated with home oxygen or taken oral steroids (prednisone or prednisolone) for any lung condition.

**EXCLUSION 2 - TravelCare Silver Plus and TravelCare Silver**

This insurance does not pay for any expenses incurred directly or indirectly as a result of:

- 1 *Your medical condition* or related condition (whether or not the diagnosis has been determined), if at any time in the 180 days before you depart on *your trip*, *your medical condition* or related condition has not been *stable*.
- 2 *Your* heart condition (whether or not the diagnosis has been determined), if at any time in the 180 days before you depart on *your trip*:
  - a) any heart condition has not been *stable*; or
  - b) you have taken nitroglycerin more than once per week specifically for the relief of angina pain.

- 3 *Your* lung condition (whether or not the diagnosis has been determined), if at any time in the 180 days before *you* depart on *your trip*:
  - a) any lung condition has not been *stable*; or
  - b) *you* have been treated with home oxygen or taken oral steroids (prednisone or prednisolone) for any lung condition.

### **EXCLUSION 3 - TravelCare Bronze**

Regardless whether a *medical condition* has been *stable* or has not been *stable*, this insurance does not pay for any expenses incurred directly or indirectly as a result of:

- 1 *Your medical condition* or related condition (whether or not the diagnosis has been determined), if at any time in the 180 days before *you* depart on *your trip*:
  - a) *you* have taken medication, been prescribed medication, or received treatment for that *medical condition* or related condition; or
  - b) *you* have experienced a deterioration of, or sought treatment for, that *medical condition* or related condition.
- 2 *Your heart condition* (whether or not the diagnosis has been determined), if at any time in the 180 days before *you* depart on *your trip*:
  - a) *you* have taken medication, been prescribed medication, or received treatment for any heart condition; or
  - b) *you* have experienced a deterioration of, or sought treatment for, any heart condition.
- 3 *Your lung condition* (whether or not the diagnosis has been determined), if at any time in the 180 days before *you* depart on *your trip*:
  - a) *you* have taken medication, been prescribed medication, or received treatment for any lung condition; or
  - b) *you* have experienced a deterioration of, or sought treatment for, any lung condition.

## **II - General Exclusions**

In addition to the exclusions outlined above under “I - Exclusion Related To *Your Pre-Existing Medical Condition*,” this insurance does not cover any loss, claim or expense of any kind caused directly or indirectly from:

- 1 Any *medical condition* if any answer provided in *your medical questionnaire* is incorrect, in which case the policy is void and the premium paid is refundable at *our* option.
- 2 The continued treatment, recurrence or complication of a *medical condition* or related condition, following *emergency treatment* of that condition during *your trip*, if the medical advisors of Assured Assistance Inc. or RBC Insurance Company of Canada determine that *you* were medically able to return to *your* home country and *you* chose not to return.
- 3 The treatment of any heart or lung condition, following *emergency treatment* for a related or unrelated heart or lung condition during *your trip*, if the medical advisors of Assured Assistance Inc. or RBC Insurance Company of Canada determine that *you* were medically able to return to *your* home country and *you* chose not to return.
- 4 *Your* intentional self-inflicted injury, suicide or attempt to commit suicide (whether sane or insane).
- 5 *Your* commission of a criminal act or *your* direct or indirect attempt to commit a criminal act.
- 6 Any *medical condition* arising from *your* chronic use of alcohol or drugs whether prior to or during *your trip*.
- 7 *Your* abuse of medication, drug or alcohol or deliberate non-compliance with prescribed medical therapy or treatment whether prior to or during *your trip*.
- 8 *Your mental* or *emotional disorders*.
- 9 Any treatment that is not *emergency treatment*.
- 10 *Your* participation as a *professional* athlete in a sporting event.
- 11 *Your* participation in rock climbing or *mountain climbing*.
- 12 *Your* participation in a motorized race or motorized speed contest.
- 13 Any *medical condition* if *you* undertake *your trip* with the prior knowledge that *you* will require or seek treatment, surgery, investigations, palliative care or alternative therapy of any kind, regardless of whether the treatment, surgery, investigations, palliative care or alternative therapy is related in any way to the *medical condition*.
- 14 A *medical condition* for which future investigation or treatment (except routine monitoring) is planned before *your effective date*.
- 15 A *medical condition* for which it was reasonable to expect treatment or hospitalization during *your trip*.
- 16 a) Routine pre-natal care,  
b) a child born during *your trip*,  
c) in the 9 weeks before or after the expected date of delivery, complications of pregnancy and/or childbirth.
- 17 Symptoms which would have caused an ordinarily prudent person to seek treatment or medication in the 90 days before *your effective date*.
- 18 Treatment or surgery for a specific condition, or a related condition, which:
  - a) had caused *your physician* to advise *you* not to travel; or
  - b) *you* contracted in a country during *your trip* when, before *your effective date*, a written formal travel warning was issued by the Department of Foreign Affairs and International Trade of the Canadian government, advising Canadians not to travel to that country, region or city.
- 19 Any portion of the benefits that require prior authorization and arrangement by Assured Assistance Inc. if such benefits were not pre-authorized and arranged by Assured Assistance Inc.
- 20 Any *medical condition*, if the medical advisors of Assured Assistance Inc. recommend that *you* return to *your* country of residence following *your emergency treatment*, and *you* chose not to return.
- 21 War (declared or not), act of foreign enemies or rebellion.
- 22 Ionising radiation or radioactive *contamination* from any nuclear fuel or waste which results from the burning of nuclear fuels; or, the radioactive, toxic, explosive or other dangerous properties of nuclear machinery or any part of it.

## **What conditions apply?**

- 1 By paying the premium for this insurance, *you* agree that *we* and Assured Assistance Inc. have:
  - a) *your* consent to verify *your* health card number and other information required to process *your* claim, with the relevant government and other authorities;
  - b) *your* authorization to *physicians*, *hospitals* and other medical providers to provide to *us* and Assured Assistance Inc. any and all information they have regarding *you*, while under observation or treatment, including *your* medical history, diagnoses and test results; and
  - c) *your* agreement to the disclosure of the information available under a) and b) above to other sources, as may be required for the processing of *your* claim for benefits obtainable from other sources.
- 2 This insurance is subject to the “*Terrorism Coverage*”, “*General Conditions*” and “*How Do You Submit a Claim?*” sections outlined in this policy.

## Cancellation & Interruption Insurance

### What coverage limitations apply?

When a cause of cancellation (the event or series of events that triggers one of the 44 risks insured) occurs before the date of departure from *your departure point*, you must:

- a) cancel *your trip* with the Travel Agent or the carrier immediately, but no later than the business day following the cause of cancellation; and
- b) advise *us* at the same time.

*Our* maximum liability is the amounts or portions indicated in *your trip* contract that are non-refundable at the time of the cause of cancellation or on the next business day.

### When does the risk occur?

- Trip Cancellation - when the risk occurs BEFORE *your trip*.
- Trip Interruption - when the risk occurs DURING *your trip*.
- Trip Delay - when the risk occurs during *your trip*, and results in *your* being delayed, beyond *your* scheduled *return date*, from returning to *your departure point*.

To determine the benefit(s) available to *you*:

- a) identify the risk *you* have incurred under “What are *you* covered for?” in the following chart;
- b) determine when the risk occurs under “What are *you* eligible for?” in the following chart;
- c) find the letter corresponding to the benefit in the right-hand column of the following chart; and
- d) match *your* benefit under “What are the benefits?”

What are <i>you</i> covered for?		What are <i>you</i> eligible for?		
		Trip Cancellation +	Trip Interruption	Trip Delay
<b>Medical Condition</b>		<b>BENEFIT(S)</b>		
1	<i>Your emergency medical condition.</i>	A	C, D & J*, or C, E & J*, or C, F & J*	E & K*
2	The admission to a <i>hospital</i> following an <i>emergency</i> of a member of <i>your immediate family</i> (who is not at <i>your destination</i> ), <i>your</i> business partner, <i>key employee</i> or <i>caregiver</i> .	A	C, E, J* and HolidaySure Plan®	not applicable
3	The <i>emergency medical condition</i> of a member of <i>your immediate family</i> (who is not at <i>your destination</i> ), <i>your</i> business partner, <i>key employee</i> or <i>caregiver</i> .	A	C, E & J*	not applicable
4	The admission to a <i>hospital</i> of <i>your</i> host at destination, following an <i>emergency medical condition</i> .	A	C, E & J*	not applicable
5	The <i>emergency medical condition</i> of <i>your travelling companion</i> .	A or B	C, D & J*, or C, E & J*, or C, F & J*	E & K*
6	The <i>emergency medical condition</i> of <i>your travelling companion's immediate family</i> member, business partner, <i>key employee</i> or <i>caregiver</i> .	A or B	C, E & J*	not applicable
7	The <i>emergency medical condition</i> of <i>your immediate family</i> member who is at <i>your destination</i> .	A	C, E & J*	E & K*
<b>Pregnancy and adoption</b>				
8	Complications of a pregnancy arising in the first 31 weeks of pregnancy involving <i>you</i> , or a member of <i>your immediate family</i> . Note: the confirmation of a multiple pregnancy/or the confirmation of a pregnancy as a result of infertility treatment are not considered complications of pregnancy.	A	C, E & J*	E & K*
9	Complications of a pregnancy arising in the first 31 weeks of pregnancy involving <i>your travelling companion</i> , or a member of <i>immediate family</i> of <i>your travelling companion</i> or <i>travelling companion's spouse</i> . Note: the confirmation of a multiple pregnancy/or the confirmation of a pregnancy as a result of infertility treatment are not considered complications of pregnancy.	A or B	C, E & J*	E & K*
10	<i>Your</i> or <i>your spouse's</i> pregnancy being confirmed after <i>your effective date</i> , if <i>your</i> departure from <i>your departure point</i> is scheduled to take place in the 9 weeks before or after the expected date of delivery.	A	not applicable	not applicable
11	<i>Your travelling companion's</i> or <i>your travelling companion's spouse's</i> pregnancy being confirmed after <i>your effective date</i> , if <i>your</i> departure from <i>your departure point</i> is scheduled to take place in the 9 weeks before or after the expected date of delivery.	A or B	not applicable	not applicable
12	The legal adoption of a child by <i>you</i> , when the actual date of that adoption is scheduled to take place, after <i>your effective date</i> and prior to, or during <i>your trip</i> .	A	C, E & J*	not applicable
13	The legal adoption of a child by <i>your travelling companion</i> , when the actual date of that adoption is scheduled to take place, after <i>your effective date</i> and prior to, or during <i>your trip</i> .	A or B	C, E & J*	not applicable
<b>Death</b>				
14	<i>Your</i> death.	A	C & L, or C & M, or C & N	L or M or N
15	The death of <i>your immediate family</i> member or friend (who is not at <i>your destination</i> ), <i>your</i> business partner, <i>key employee</i> or <i>caregiver</i> .	A	C, E, J* and HolidaySure Plan	not applicable
16	The death of <i>your travelling companion</i> .	A or B	C, E & J*	E & K*
17	The death of <i>your travelling companion's immediate family</i> member, business partner, <i>key employee</i> or <i>caregiver</i> .	A or B	C, E & J*	not applicable

18	The death of <i>your</i> host at destination, following an <i>emergency medical condition</i> .	A	C, E & J*	not applicable
19	The death of <i>your immediate family</i> member or friend, who is at <i>your</i> destination.	A	C, E & J*	E & K*
<b>Government advisories and visas</b>				
20	A written formal travel warning issued by the Department of Foreign Affairs and International Trade of the Canadian government after the purchase of <i>your</i> insurance, advising Canadians not to travel to a country, region or city originally ticketed for a period that includes <i>your trip</i> .	A	C, E & J*, or C, F & J*	not applicable
21	The non-issuance of <i>your</i> travel visa (not an immigration or employment visa) or the rejection of <i>your</i> travel visa application (not an immigration or employment visa) for reasons beyond <i>your</i> control.	A	not applicable	not applicable
22	The non-issuance of <i>your travelling companion's</i> travel visa (not an immigration or employment visa) or the rejection of <i>your travelling companion's</i> travel visa application (not an immigration or employment visa) for reasons beyond <i>your travelling companion's</i> control.	A or B	not applicable	not applicable
<b>Employment and occupation</b>				
23	A transfer by the employer with whom <i>you</i> or <i>your spouse</i> is employed on <i>your effective date</i> , which requires the relocation of <i>your</i> principal residence.	A	C, E & J*	not applicable
24	A transfer by the employer with whom <i>your travelling companion</i> is employed on <i>your effective date</i> , which requires the relocation of his/her principal residence.	A or B	C, E & J*	not applicable
25	The involuntary loss of <i>your</i> or <i>your spouse's</i> permanent employment (not contract employment) due to lay-off or dismissal without just cause.	A	C, E & J*	not applicable
26	The involuntary loss of <i>your travelling companion's</i> permanent employment (not contract employment) due to lay-off or dismissal without just cause.	A or B	C, E & J*	not applicable
27	Cancellation of <i>your</i> or <i>your travelling companion's business meeting</i> beyond <i>your</i> or <i>your employer's</i> control or <i>your travelling companion's</i> or <i>your travelling companion's employer's</i> control.	A	C, E & J*	not applicable
28	<i>Your</i> being summoned to service in the case of reservists, active military, police, essential medical personnel and fire personnel.	A	C, E & J*	not applicable
29	<i>Your travelling companion</i> being summoned to service in the case of reservists, active military, police, essential medical personnel and fire personnel.	A or B	C, E & J*	not applicable
<b>Delays and schedule change</b>				
30	Delay of <i>your</i> scheduled carrier, due to weather conditions, earthquakes or volcanic eruptions, for a period of at least 30% of the <i>trip</i> , when <i>you</i> choose not to continue with <i>your</i> travel arrangements.	A	C, E & J*	not applicable
31	Delay of <i>your travelling companion's</i> scheduled carrier, due to weather conditions, earthquakes or volcanic eruptions, for a period of at least 30% of the <i>trip</i> , when <i>you</i> choose not to continue with <i>your</i> travel arrangements.	A	C, E & J*	not applicable
32	Delay of <i>your travelling companion's</i> scheduled carrier, due to weather conditions, earthquakes or volcanic eruptions, for a period of at least 30% of the <i>trip</i> , when <i>you</i> choose to continue with <i>your</i> travel arrangements.	B	B	not applicable
33	Delay of a private automobile resulting from the mechanical failure of that automobile, weather conditions, earthquakes, volcanic eruptions, a traffic accident, or an emergency police-directed road closure, causing <i>you</i> to miss a connection or resulting in the interruption of <i>your</i> travel arrangements, provided the automobile was scheduled to arrive at the point of departure at least 2 hours before the scheduled time of departure.	not applicable	C, F & J*	E & J*
34	Delay of <i>your</i> connecting carrier ( <i>passenger plane</i> , ferry, cruise ship, bus, limousine, taxi or train), resulting from the mechanical failure of that carrier, a traffic accident, an emergency police-directed road closure, weather conditions, earthquakes or volcanic eruptions, causing <i>you</i> to miss a connection or resulting in the interruption of <i>your</i> travel arrangements.	not applicable	C, F & J*	E & J*
35	The cancellation of <i>your</i> cruise, tour and travel package, (excluding supplier default) by the cruise company or tour operator: • prior to <i>your</i> departure from <i>your departure point</i> , or • after <i>your</i> departure from <i>your departure point</i> , but prior to the departure of the cruise ship or tour.	H	I	not applicable
36	<i>Your</i> missed connection caused by the <i>schedule change</i> of the airline carrier that is providing transportation for a portion of <i>your</i> travels.	G & J	G & J	G & J
<b>Other risks</b>				
37	An event completely independent of any intentional or negligent act that renders <i>your</i> principal residence uninhabitable or place of business inoperative.	A	C, E & J*	not applicable
38	An event completely independent of any intentional or negligent act that renders <i>your travelling companion's</i> principal residence uninhabitable or his/her place of business inoperative.	A or B	C, E & J*	not applicable
39	The quarantine or hijacking of <i>you</i> , <i>your spouse</i> or <i>your child</i> .	A	C, E & J*	E & K*
40	The quarantine or hijacking of <i>your travelling companion</i> or <i>your travelling companion's spouse</i> or <i>child</i> .	A or B	C, E & J*	E & K*
41	<i>Your</i> , <i>your spouse</i> or <i>your child</i> being a) called for jury duty; b) subpoenaed as a witness; or c) required to appear as a party in a judicial proceeding, during <i>your trip</i> .	A	C, E & J*	not applicable
42	<i>Your travelling companion</i> or <i>your travelling companion's spouse</i> or <i>child</i> being a) called for jury duty; b) subpoenaed as a witness; or c) required to appear as a party in a judicial proceeding, during <i>your trip</i> .	A or B	C, E & J*	not applicable
43	<i>Your</i> cruise ship is delayed or the cruise itinerary is interrupted due to the <i>emergency medical condition</i> of another passenger on the ship causing you to miss a connection or resulting in the interruption of your travel arrangements.	not applicable	C, F & J*	E & J*
44	The inability to use <i>your</i> cruise shore excursion tour ticket or special event ticket (theatrical, concert or sporting event) purchased while on <i>your</i> cruise <i>trip</i> due to <i>your emergency medical condition</i> or the <i>emergency medical condition</i> of <i>your travelling companion</i> .	not applicable	O	O

+The shaded section does not apply to you if the sum insured prior to departure under your Package is \$0.

- \* a) When Benefits J and K are payable to *you*, the maximum payable in total may not exceed the amount specified for Benefit K.
- b) Benefit J is available only in conjunction with Benefits D, E or F when no cost-effective and/or direct alternate transportation is available.

## What are the benefits?

**Prepaid travel arrangements** - Reimbursement to *you* of the expenses *you* actually incur as a result of one of the insured risks up to the sum insured for:

- A The non-refundable portion of *your* prepaid travel arrangements.
- B The extra cost of the next occupancy charge, if *you* choose to travel as originally planned.
- C The non-refundable unused portion of *your* prepaid travel arrangements, excluding the cost of prepaid unused transportation back to *your* departure point.

**Transportation** - Reimbursement to *you* of the expenses *you* actually incur as a result of one of the insured risks up to the sum insured for the extra cost of:

- D *Your* economy class transportation via the most cost effective route to rejoin a tour or group.
- E *Your* economy class transportation via the most cost effective route to *your* departure point.

Fly to Bedside or Funeral-- Note: If *you* are required to interrupt *your* trip to attend a funeral, or travel to the bedside of a hospitalized immediate family member, business partner, key employee or caregiver, *you* have the option to purchase a ticket to the destination where the death or hospitalization has occurred. *You* will be reimbursed the cost of the ticket, up to the maximum amount of what it would have cost for one-way economy class transportation via the most cost effective route back to *your* departure point. (applicable to risk insured #2, #15, and #17)

- **This option is subject to the pre-authorization of Assured Assistance Inc.**
- This option can only be used once during *your* period of insurance.
- If *you* choose this option, it will replace benefit E.
- The Subsistence Allowance benefit is not applicable if *you* choose this option.

- F *Your* economy class one-way air fare via the most cost effective route to *your* next destination (inbound and outbound).

**Missed connection benefit** - Reimbursement to *you* up to the sum insured for the lesser of the following, toward the expenses *you* actually incur as a result of risk insured #36 (schedule change)

- G • The change fee charged by the airline carrier(s) involved, when such an option is available to *you*; or
- up to \$1,000 for the extra cost of *your* one-way economy air fare via the most cost effective route to *your* next destination (inbound and outbound).

**Cruise, tour and travel package cancellation benefit** - Reimbursement to *you* up to the sum insured for the lesser of the following, toward the expenses *you* actually incur as a result of risk insured #35: Note: your sum insured must include the cruise, tour, travel package and *your* non-refundable prepaid air fare.

- H • the change fee charged by the airline carrier(s) involved, when such an option is available to *you*; or
- up to \$1,000 for *your* non-refundable prepaid air fare, which joins to or departs from *your* cancelled sea/land arrangements and that is not part of *your* cruise package.
- I • the change fee charged by the airline carrier(s) involved, when such an option is available to *you*; or
- up to \$1,000 for the extra cost of *your* one-way economy air fare on a commercial flight via the most cost effective route to return *you* to *your* departure point.

**Subsistence allowance** - Reimbursement to *you* of the expenses *you* actually incur as a result of one of the insured risks:

- J *your* commercial accommodations and meals, essential telephone calls, internet usage fees, and taxi fares (or rental car in lieu of taxi fares), up to a daily maximum of:
  - \$350, to a maximum total of \$700.
- K *your* commercial accommodations and meals, essential telephone calls, internet usage fees, and taxi fares (or rental car in lieu of taxi fares), up to a daily maximum of:
  - \$350, to a maximum total of \$3,500.

**Repatriation of *your* remains** - Reimbursement of *your* expenses actually incurred as a result of one of the insured risks:

- L The transportation of *your* remains in the common carrier's standard transportation container to *your* departure point, and up to \$5,000 for the preparation of *your* remains and for the cost of the common carrier's standard transportation container.
- M The transportation of *your* remains to *your* departure point and up to \$5,000 for the cremation of *your* remains at the location where *your* death occurred.
- N Up to \$5,000 for the preparation of *your* remains and the cost of a standard burial container and up to \$5,000 for the burial of *your* remains at the location where *your* death occurred.

**Unused Cruise Shore Excursion Tickets or Special Event Tickets** - Reimbursement of *your* expenses actually incurred as a result of risk insured # 44.

- O *your* unused cruise shore excursion tickets or special event tickets (theatrical, concert, or sporting event) up to \$100 per ticket to a maximum of \$500.

**HolidaySure Plan Coupon** - Upon *your* request, compensation to *you* in the form of a coupon of up to \$750 in value when *you* incur risk insured #2 or 15, and

- *you* miss at least 75% of *your* trip, as a result of the interruption of *your* travel plans;
- *you* use the coupon towards travel in the 180 days immediately following the date of *your* early return from *your* interrupted insured trip; and
- *you* use the coupon to purchase replacement travel through the travel agency that originally booked *your* interrupted insured travel plans, provided that it is not insolvent.

Failure to meet these conditions, will make the HolidaySure Plan benefit coverage null and void.

## What is not covered?

1 This insurance does not pay for any expenses incurred directly or indirectly as a result of:

- i) *Your*, *your* spouse's, or *your* children's medical condition or related condition (whether or not the diagnosis has been determined), if at any time in the 90 days before *your* effective date, *your*, *your* spouse's, or *your* children's medical condition or related condition has not been stable.
- ii) *Your*, *your* spouse's, or *your* children's heart condition (whether or not the diagnosis has been determined), if at any time in the 90 days before *your* effective date.

- a) any heart condition has not been *stable*; or
- b) *you, your spouse, or your children* have taken nitroglycerin more than once per week specifically for the relief of angina pain.
- iii) *Your, your spouse's, or your children's* lung condition (whether or not the diagnosis has been determined), if at any time in the 90 days before your *effective date*:
  - a) any lung condition has not been *stable*; or
  - b) *you, your spouse, or your children* have been treated with home oxygen or taken oral steroids (prednisone or prednisolone) for any lung condition.
- 2 This insurance does not cover any loss, claim or expense of any kind caused directly or indirectly from:
  - a) Any anticipated event, occurrence, circumstance, or *medical condition*, which *you* were aware of on or before *your effective date*, and which *you* knew might be cause for cancellation, interruption or delay of *your trip*.
  - b) A *trip* undertaken to visit or attend an ailing person, when the *medical condition* or death of that person is the cause of the claim.
  - c) Pre-paid travel arrangements for which an insurance premium was not paid.
  - d) *Your* intentional self-inflicted injury, *your* suicide or *your* attempt to commit suicide (whether sane or insane).
  - e) *Your* commission of a criminal act or *your* direct or indirect attempt to commit a criminal act.
  - f) *Your mental or emotional disorders*.
  - g) Any *medical condition*, arising from, or in any way related to, *your* chronic use of alcohol or drugs whether prior to or during *your trip*.
  - h) *Your* abuse of medication, drug or alcohol or deliberate non-compliance with prescribed medical therapy or treatment whether prior to or during *your trip*.
  - i) Routine pre-natal care, a child born during *your period of insurance*.
  - j) In the 9 weeks before or after the expected date of delivery, complications of pregnancy and/or childbirth.
  - k) Any *medical condition* if *you* undertake *your* trip with the prior knowledge that *you* will require or seek treatment, surgery, investigations, palliative care or alternative therapy of any kind, regardless of whether the treatment, surgery, investigations, palliative care or alternative therapy is related in any way to the *medical condition*.
  - l) War (declared or not), act of foreign enemies or rebellion.
  - m) The non-issuance of a travel visa due to late visa application.
  - n) The schedule change of a medical test or surgery that was originally scheduled before *your period of insurance*.
  - o) *Your medical condition* if any answer provided in the *medical questionnaire*, when applicable, is incorrect, in which case the policy is void and the premium paid is refundable at *our* option.
  - p) *Your* participation in rock climbing or *mountain climbing*.
  - q) Ionising radiation or radioactive *contamination* from any nuclear fuel or waste which results from the burning of nuclear fuels; or, the radioactive, toxic, explosive or other dangerous properties of nuclear machinery or any part of it.

#### What conditions apply?

- 1 If before *your* date of departure *you* are prescribed any *change in medication* or treatment that would make *your medical condition* not *stable* and therefore ineligible for coverage under *our emergency* medical coverage, *you* may apply for *our* special consideration of *your* particular medical circumstance through *your* Travel Agent.  
To apply, *you* must provide *us* with:
  - copies of the clinical notes from *your* treating *physician*, for the period starting when *you* booked *your trip* to the date of *your* request for consideration;
  - authorization by *physicians* and *hospitals* signed by *you*.
  - complete itinerary for *your trip*, including prepaid amounts, insured amounts, and cancellation penalties.
 Once this information is received, *we* will, within one business day, at *our* discretion, either:
  - accept *your* claim under *our* Cancellation & Interruption insurance; or
  - waive the exclusion that would make *you* ineligible for benefits under *our emergency* medical insurance, for the *medical condition* or related condition for which the *change in medication* or treatment that would make *your medical condition* not *stable* was prescribed to *you*.
- 2 It is a condition of any transportation and subsistence allowance benefit under this policy that travel must be undertaken on the earliest of:
  - a) the date when *your* travel is medically possible; and
  - b) within 10 days following *your* originally scheduled *return date* if *your* delay is not the result of hospitalization; or
  - c) within 30 days following *your* originally scheduled *return date* if *your* delay is the result of hospitalization, when the benefit is payable because of a *medical condition* covered under one of the insured risks.
- 3 This insurance is subject to the "Terrorism Coverage", "General Conditions" and "How Do You Submit a Claim?" sections outlined in this policy.

### Flight and Travel Accident Insurance

#### What risks are insured?

*Your accidental bodily injuries*, resulting in *your dismemberment, loss of sight*, death or complete and irrecoverable loss of speech or hearing within 365 days from the date of the accident that occurs during *your trip*.

#### What are the benefits?

*We* will pay the greater of these benefits for all losses resulting from an accident:

- 1 100% of the principal sum for death, double *dismemberment* or *loss of sight* of both eyes; or
- 2 100% of the principal sum for complete and irrecoverable loss of speech or hearing; or
- 3 50% of the principal sum for single *dismemberment* or *loss of sight* of one eye.

#### What is not covered?

Exclusions 1 to 9 apply to Flight Accident

Exclusions 1 to 14 apply to Travel Accident

This insurance does not cover any loss, claim or expense of any kind caused directly or indirectly from:

- 1 War (declared or not), act of foreign enemies or rebellion.
- 2 *Your* intentional self-inflicted injury, suicide or attempt to commit suicide (whether sane or insane).

- 3 The commission of a criminal act or direct or indirect attempt to commit a criminal act by *you* or *your* beneficiary.
- 4 Participation in any military manoeuvre or training exercise.
- 5 Disease, even if the cause of its activation or reactivation is an accident.
- 6 Piloting, learning to pilot or acting as a member of a crew of an aircraft.
- 7 *Contamination* due to any *act of terrorism*.
- 8 Ionising radiation or radioactive *contamination* from any nuclear fuel or waste which results from the burning of nuclear fuels; or, the radioactive, toxic, explosive or other dangerous properties of nuclear machinery or any part of it.
- 9 *Terrorism*.
- 10 Any accident arising from, or in any way related to, *your* chronic use of alcohol, or drugs whether prior to or during *your trip*.
- 11 *Your* abuse of medication, drug or alcohol or deliberate non-compliance with prescribed medical therapy or treatment whether prior to or during *your trip*.
- 12 Participation as a *professional* athlete in a sporting event.
- 13 Participation in hang-gliding, rock climbing, *mountain climbing*, parachuting, skydiving or bungee jumping.
- 14 Participation in any kind of motorized race or motorized speed contest.

#### What conditions apply?

Conditions 1 to 4 apply to Travel Accident.

Conditions 2 to 8 apply to Flight Accident.

- 1 If after 1 year following the accident covered under this insurance, *your* body has not been found, it will be presumed that *you* died as a result of such injuries occurring at the time of such accident.
- 2 This insurance is subject to the “*Terrorism Coverage*”, “*General Conditions*” and “*How Do You Submit a Claim?*” sections outlined in this policy.
- 3 The maximum sums available are shown in the Summary of Insurance coverage chart contained in this policy.
- 4 The total benefits payable for one or more accidents will not exceed the applicable principal sum as outlined in the Summary of Insurance coverage chart.
- 5 If after 1 year following the forced landing or disappearance of the *passenger plane* on which *you* are riding, *your* body has not been found, it will be presumed that *you* died as a result of the *accidental bodily injuries* that occurred at the time of such forced landing or accident or, in the case of disappearance of such *passenger plane*, that *you* died at the time and place the *passenger plane* was last seen or heard from and as the result of an accident to such *passenger plane*.
- 6 The *accidental bodily injury* must be sustained while *you* are:
  - a passenger on the *trip* shown in the *insurance application* or during a substitute *trip* if the ticket is exchanged;
  - riding as a passenger in a land or water conveyance at the expense of the airline as a substitute for a *passenger plane* on which *you* are covered by this insurance;
  - riding as a passenger in a limousine or bus service provided by the airline or airport authority;
  - at an airport for the purpose of departure or arrival of the flight covered by this insurance;
  - riding as a passenger in a scheduled helicopter shuttle service to and from airports to make a connection with the flight covered by this insurance; or
  - exposed to the elements due to a forced landing or disappearance of a *passenger plane* on which *you* are riding.
- 7 This insurance starts on *your effective date*. It ends either upon completion of the airline *trip* or upon expiration of the transportation ticket or upon surrender of the transportation ticket for refund or credit.
- 8 *Your trip* must take place on a *passenger plane*, between the *departure point* and the destination shown on *your* ticket and the return to the *departure point* if a round *trip* ticket is obtained before leaving the *departure point*. At the time *you* sustain the *accidental bodily injuries*, *you* must be travelling on a ticket or pass covering the whole airline *trip* issued to *you* for transportation on a *passenger plane* in which this insurance was purchased against. If the ticket is issued to *you* aboard such *passenger plane* after leaving the *departure point* but before reaching the first scheduled stop, it will be deemed to have been issued before leaving the *departure point*.

#### **Baggage & Personal Effects Insurance**

(Underwritten in Quebec by RBC General Insurance Company)

#### What risks are insured?

This policy covers direct physical loss of, or damage to, the baggage and personal effects *you* own and use during *your trip*.

#### What are the benefits?

- 1 **Loss of or Damage to Baggage & Personal Effects**  
Reimbursement of *your* losses up to the sum insured shown in the *insurance application*, subject to a maximum of \$500 for any one item or set of items (items which are purchased for use together, and commonly used together).
- 2 **Replacement of Travel Documents**  
Reimbursement of up to \$300 in total, towards the replacement expenses of one or more of the following documents: passport, driver’s licence, birth certificate or travel visa, in the event any one of these is lost or stolen.
- 3 **Delay of Baggage & Personal Effects**  
Reimbursement up to \$400 maximum for necessary toiletries and clothing when *your* checked baggage is delayed by the carrier for 12 hours or more while en route and before returning to *your departure point*.

#### What is not covered?

This insurance does not cover:

- 1 Animals, perishables, bicycles except while checked as baggage with a common carrier, household effects and furnishings, artificial teeth and limbs, hearing aids, eye glasses, sunglasses, contact lenses, money, tickets, securities and documents, *professional* or occupational items, antiques and collector items, breakage of or damage to brittle or fragile articles, property illegally acquired, kept, stored or transported.
- 2 Any claim arising from loss:
  - a) caused by wear and tear, deterioration, defect or mechanical breakdown;
  - b) caused by *your* imprudent act or omission;

- c) of articles specifically insured on a valued basis by another insurer while this insurance is in effect;
  - d) directly in consequence of war (declared or not), act of foreign enemies or rebellion;
  - e) caused by theft from an unattended *vehicle* unless the *vehicle* (including the *vehicle's* trunk) was securely locked and there were visible marks indicating that the theft occurred as a result of forcible entry.
- 3 Any loss, claim or expense of any kind caused directly or indirectly from ionising radiation or radioactive *contamination* from any nuclear fuel or waste which results from the burning of nuclear fuels; or, the radioactive, toxic, explosive or other dangerous properties of nuclear machinery or any part of it.

#### **What conditions apply?**

- 1 The maximum sums available are shown in the Summary of Insurance coverage chart in this policy.
- 2 In the event of theft, burglary, robbery, malicious mischief, disappearance, loss or damage, of an item covered under this insurance, *you* must:
  - a) during *your period of insurance*, immediately notify and obtain corroborating documentary evidence from the police or, if the police are not available, the hotel manager, tour guide or transportation authorities;
  - b) promptly take all reasonable precautions to protect, save and/or recover the property; and
  - c) notify *us* immediately upon *your* return to *your departure point*.
 Failure to comply with this condition will invalidate any claim under this insurance.
- 3 If the insured property is under check of a common carrier and delivery is delayed, this insurance will continue until such property is delivered by the common carrier.
- 4
  - a) *We* are not liable beyond the actual cash value (original cost less deduction for depreciation), of the property, at the time of loss.
  - b) *We* have the option to repair or replace any damaged or lost property with other of similar kind, quality and value and to require submission of the property for appraisal of damage.
- 5 If *you* are insured under other Baggage & Personal Effects insurance issued by *us*, then the maximum sum insured per person or per family will not exceed \$2,000 in total for all coverages.
- 6 If an article which is part of a set is lost or damaged, the measure of loss or damage to such article is a reasonable and fair proportion of the total value of the set, but not the total loss of or damage to the set.
- 7 This insurance is subject to the “*Terrorism Coverage*”, “*General Conditions*” and “*How Do You Submit a Claim?*” sections outlined in this policy.

#### **General Conditions**

- 1 If *you* fail to meet the eligibility conditions as outlined under “*Who is eligible for coverage?*” *your* insurance is void and *our* liability is limited to a refund of the premium paid.
- 2 When making a claim under this insurance, *you* must provide the applicable documents *we* require. Failure to provide the applicable documentation will invalidate *your* claim.
- 3 If *you* are eligible, from any other insurer, for benefits similar to the benefits provided under this insurance, the total benefits paid to *you* by all insurers cannot exceed the actual expense that *you* have incurred. *We* will coordinate the payment of benefits with all insurers from whom *you* are eligible for benefits similar to those provided under this insurance, to a maximum of the largest amount specified by each insurer. This condition is not applicable to benefits payable under Flight & Travel Accident Insurance.
- 4 In the case of out-of-country/province health care coverage:
  - a) if *you* are retired and *your* former employer provides to *you* under an extended health insurance plan, a lifetime maximum coverage of:
    - \$50,000 or less, *we* will not coordinate payment with such coverage;
    - more than \$50,000, *we* will coordinate payment with such coverage only in excess of \$50,000; in accordance with the coordinating coverage guidelines issued by the Canadian Life and Health Insurance Association.
  - b) if *you* are actively employed and *your* current employer provides to *you* under a group health insurance plan, a lifetime maximum coverage of:
    - \$50,000 or less, *we* will not coordinate payment with such coverage;
    - more than \$50,000, *we* will coordinate payment with such coverage only in excess of \$50,000.
- 5 If *you* are insured under more than one of *our* policies, the total amount paid to *you* cannot exceed the actual expense which *you* have incurred and the maximum *you* are entitled to is the largest amount specified for the benefit in any one policy. This condition is not applicable to benefits payable under Flight & Travel Accident Insurance.
- 6 Any of *our* policies are excess insurance and are the last payors. All other sources of recovery, indemnity payments or insurance coverage must be exhausted before any payments will be made under any of *our* policies. This condition is not applicable to benefits payable under Flight & Travel Accident Insurance.
- 7 *You* must repay to *us* any amount paid or authorized by *us* on *your* behalf if and when *we* determine that the amount is not payable under the terms of *your* policy.
- 8 If *you* incur expenses covered under this insurance due to the fault of a third party, *we* may take action against the party at fault. *You* agree to cooperate fully with *us* and to allow *us*, at *our* own expense, to bring a law suit in *your* name against the third party. If *you* recover against a third party, *you* agree to hold in trust sufficient funds to reimburse *us* for the amounts paid under the policy.
- 9 *We* will pay the expenses, other than for loss of life, covered under this insurance to *you* or to the provider of the service(s). Any sum payable for loss of life will be payable to *your* estate unless otherwise specified in *your insurance application*.
- 10 If the aggregate of all accident insurance policies under which *we* cover *you* is in excess of \$200,000, *our* total liability will be limited to \$200,000 and any excess insurance will be void and the premiums paid will be refunded.
- 11 Payment, reimbursement and amounts shown throughout this contract are in Canadian dollars, unless otherwise stated. If currency conversion is necessary, *we* will use the exchange rate on the date the last service was rendered to *you*. This insurance will not pay for any interest.
- 12 During the processing of a claim under this insurance, *we* may require *you* to undergo a medical examination by one or more *physicians* selected by *us* and at *our* expense.
- 13 *You* and *we* agree that all disputes, controversies or claims arising under this policy or otherwise in connection with this policy, whether of law or fact and of any nature whatsoever including, but not limited to, all disputes or controversies related to determinations made under the policy shall be decided by arbitration before a single arbitrator in the Canadian province or territory in which this policy was issued under the rules embodied in the arbitration legislation of the Canadian province or territory in which this policy was issued or, in the absence of such legislation, in the Commercial Arbitration Act, R.S.C. 1985, C.17 (second supp.), as amended. In any event, any action or arbitration proceeding

against *us* for the recovery of a claim under this policy shall not be commenced more than 1 year after the occurrence which gives rise to the claim. If, however, this limitation is invalid according to the laws of the province or territory where this policy was issued, *you* must commence *your* action or arbitration proceeding within the shortest time limit permitted by the laws of that province or territory. In addition, the venue of any action or arbitration proceeding shall only be in the province or territory where the policy was issued. *You, your* heirs and assigns consent to the transfer of any action or arbitration proceeding to the province or territory where the policy was issued and at a venue chosen by *us* and/or Assured Assistance Inc.

- 14 This contract is void in the case of fraud or attempted fraud by *you*, or if *you* conceal or misrepresent any material fact or circumstance concerning this insurance.
- 15 Throughout this document, any reference to age refers to *your* age on the date of *insurance application*.
- 16 *We* and *our* agents, Assured Assistance Inc. and their agents are not responsible for the availability, quality or results of any medical treatment or of any transportation or of *your* failure to obtain medical treatment.
- 17 This document, including the *insurance application* and, when applicable, the *medical questionnaire*, is the entire contract between *you* and *us*. Despite any other provision of this contract, this contract is subject to any applicable federal and provincial statutes concerning contracts of insurance.

#### **How do *you* submit a claim?**

- 1 When *you* call Assured Assistance Inc. at the time of an *emergency*, *you* are given all the information required to file a claim. Otherwise, please refer to the instructions below.
- 2 *We* do not cover fees charged for completing a medical certificate.
- 3 *You* must file *your* claim with *us* within 90 days of *your* return to *your* departure point.
- 4 In the event of a claim, *you* must provide documentary evidence of *your* effective date.
- 5 If *you* need a Claim & Authorization form, please contact *our* Claims Department at:  
P.O. Box 97, Station A, Mississauga, Ontario, L5A 2Y9  
Outside of Quebec 905-816-2572 or 1-800-263-8944  
Residents of Quebec 514 748-2244 or 1-800-263-8944  
Or *you* can visit *our* website at <http://www.rbcinsurance.com/travel/travel-insurance-claims.html>, to obtain an *Emergency* Medical claim form or a Cancellation & Interruption claim form.

#### **Emergency Medical Insurance**

*We* require the fully completed Claim & Authorization form, and where applicable:

- *Our* *medical questionnaire*
- Original of all bills, invoices and receipts.
- Proof of payment by *your* *government health insurance plan* and payment from any other insurer or benefit plan.
- The completed and signed Power of Attorney and Régie de l'assurance maladie du Québec forms, if you reside in the province of Quebec.
- A complete diagnosis from the *physician(s)* and/or *hospital(s)* who provided the treatment, including, where applicable, written verification from the *physician* who treated *you* during *your* *trip* that the expenses were medically necessary.  
In addition, for accidental dental expenses, *we* require proof of the accident.

#### **Cancellation & Interruption Insurance**

*We* require the fully completed Claim & Authorization form, and where applicable:

- *Our* *medical questionnaire* (if the full value of the non-refundable portion of *your* prepaid travel arrangements exceeds \$12,000).
- A medical document, fully completed by the legally qualified *physician* in active personal attendance and in the locality where the *medical condition* occurred stating the reason why travel was not recommended, the diagnosis and all dates of treatment.
- Written evidence of the risk insured which was the cause of the cancellation, interruption or delay.
- Tour operator terms and conditions.
- Complete original unused transportation tickets, vouchers, cruise shore excursion tickets or special event tickets.
- All receipts for the prepaid land arrangements and/or subsistence allowance expenses.
- Original passenger receipts for new tickets.
- Reports from the police or local authorities documenting the cause of the missed connection.
- Detailed invoices and/or receipts from the service provider(s).

#### **Flight and Travel Accident Insurance**

*We* require the fully completed Claim & Authorization form, and where applicable:

- police reports, medical records, death certificate, autopsy or coroner's report.

#### **Baggage & Personal Effects Insurance**

*We* require the fully completed Claim & Authorization form, and where applicable:

- Proofs of loss/damage (copy of reports made to the authorities), proof of ownership and receipts for the items claimed, in the event of loss or damage.
- Proof of delay and receipts for purchases of necessary toiletries and clothing, in the event of a delay.

**FAILURE TO COMPLETE THE REQUIRED CLAIM & AUTHORIZATION FORM IN FULL WILL DELAY THE ASSESSMENT OF *YOUR* CLAIM.**

#### **What Assistance Services are available?**

Assured Assistance Inc (AAI) provides *Emergency* Assistance leveraging *our* travel assistance coordinators, travel professionals and call centre infrastructure teams. Behind the scenes *our* medical assistance team is ready to provide their expertise if required.

#### **Emergency Assistance Services:**

If *you* require medical treatment during *your* *trip*, or for any other emergency, *you* must contact Assured Assistance Inc. immediately at one of these numbers:

- 1-800-387-2487 (toll-free call from the USA or Canada)

- 001-800-514-1890 (toll-free call from Mexico)
- 905 816-2561 (collect call from anywhere)
- 1-888-298-6340 (toll-free fax from the USA or Canada)
- 905 813-4719 (fax)

The following assistance services are available to *you*:

#### 1 **Medical Assistance & Consultation**

When you have a medical *emergency* and *you* call Assured Assistance Inc., whenever possible *you* will be directed to one or more recommended medical service providers near *you*. In addition, whenever possible, Assured Assistance Inc. will:

- provide confirmation of coverage and pay *your* eligible medical expenses directly to the recommended medical service provider;
- consult with *your* attending *physician* to monitor *your* care; and
- monitor the appropriateness, necessity and reasonableness of that care to ensure that *your* resulting eligible expenses will be covered by this insurance.

#### 2 **Pay Assistance**

Whenever possible, the payment of the medical services *you* receive will be co-ordinated through Assured Assistance Inc., communicated with *your* medical provider and billing arrangements will be discussed. There are certain countries where, due to local conditions or travel reports from the Canadian government, assistance services are not available and *you* may be required to make payment up-front. If *you* are required to make payment up-front, *you* must obtain detailed and itemized original bills for claims submission and call the Claims Centre on *your* return home.

#### 3 **Replacement Co-ordination**

Whenever possible, Assured Assistance Inc. will help co-ordinate the replacement of *your* prescription eyeglasses or essential prescription medication in the event these items need to be replaced during *your trip*. This insurance does not cover the actual cost to replace *your* prescription eyeglasses or essential prescription medication.

### **Concierge Services:**

If *you* require planning or assistance during *your trip*, please contact *our* Concierge Services at:

- 1-800-387-2487 (toll-free call from the USA or Canada)
- 001-800-514-1890 (toll-free call from Mexico)
- 905 816-2561 (collect call from anywhere)
- 1-888-298-6340 (toll-free fax from the USA or Canada)

The following Concierge Services are available to *you*:

#### **TRAVEL INFORMATION**

- ✓ Currency exchange rates
- ✓ ATM locations
- ✓ Weather information
- ✓ Consulate and embassy locations
- ✓ Local sights and attractions
- ✓ Social protocol in countries to be visited
- ✓ Last minute flight changes
- ✓ Hotel finder and reservations
- ✓ Ground transportation (rental car, train, bus)
- ✓ Baggage tracing
- ✓ Pre-trip health and safety advisories
- ✓ Passport, visa and customs information
- ✓ Departure tax information
- ✓ International driver's license information
- ✓ Person with disabilities–wheelchair access information
- ✓ Information regarding travelling with children (for couples that are divorced or separated), travelling with children that are not yours or children travelling on their own
- ✓ Canada customs–what can I bring into Canada
- ✓ Information on country to country calling
- ✓ Check-in assistance

#### **ENTERTAINMENT PLANNING**

- ✓ Restaurant locations/reservations
- ✓ Golf course locations/reservations
- ✓ Tickets for concerts, theatre, sports
- ✓ Yacht and fishing charters reservations

#### **PERSONAL SERVICES**

- ✓ E-mail/phone messaging to family and friends
- ✓ Floral services
- ✓ Fitness centre/spa reservations
- ✓ Legal/bail Assistance
- ✓ Arrange for interpreter/translation services
- ✓ Arrange for courier services for valuable documents left behind

Note: *We* will always do our best to find the information, make the arrangements *you* request, or refer *you* to appropriate professionals. Please be aware, the arrangements *you* request may not be available. Outside professionals are independent providers and Assured Assistance Inc. is not responsible for the availability, quality or results of any services or information they provide. Our Concierge benefits are service benefits and not financial benefits. Any costs associated with the services are *your* responsibility. Services may vary or may not be available based on *your trip* destination.



**RBC Insurance Company of Canada and  
Assured Assistance Inc.  
P.O. Box 97, Station A,  
Mississauga, Ontario L5A 2Y9**

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