

# POLICY

## All Seasons Travel Plan SCHEDULE OF BENEFITS

Trip Cancellation & Interruption coverages are per booking.

All other coverages are per person	MAXIMUM LIMIT
Trip Cancellation ( <i>maximum limit \$100,000</i> ) .....	Trip Cost
Trip Interruption ( <i>maximum limit \$100,000</i> ) .....	Trip Cost
Trip Delay ( <i>\$200 per day</i> ) .....	\$600
Baggage, Sportsman Equipment & Personal Effects.....	\$1,000
Baggage Delay ( <i>\$200 per day</i> ) .....	\$1,000
Emergency Medical Expense .....	\$25,000
Emergency Dental .....	\$1,000
Emergency Evacuation & Repatriation of Remains.....	\$500,000
Accidental Death & Dismemberment .....	\$100,000
Car Rental Collision Coverage ( <i>per car</i> ) .....	\$25,000

### The following non-insurance services are provided by Travel Guard.

Travel Medical Assistance  
Worldwide Travel Assistance  
LiveTravel™ Emergency Assistance  
Detailed Pre-Trip Travel Advisories  
Concierge Services  
Identity Theft  
Pet Return Service  
Vehicle Return Service  
\$100 Roadside Assistance (*per car*)\*

\*Roadside Assistance service provided by Coach-net Services Inc.

For coverage questions or to request a claim form, call Canada & Continental USA 1.866.648.8425, International (collect) 1.416.646.3723.

### Blanket Travel Accident Insurance

This document describes the benefits and basic provisions of the Policy. You should read it with care so You will understand the coverage. The Policy is the only contract under which benefits are paid.

### PLEASE READ THIS DOCUMENT CAREFULLY!

#### Insurance Coverage

Underwritten by Chartis Insurance Company of Canada, 145 Wellington Street West, Toronto, Ontario, M5J 1H8. This Policy is administered on Our behalf by Travel Guard Canada Group, Inc. (Travel Guard Canada).

- Coverage is valid only if premium has been paid. -

PRODUCT NUMBER: 808574 P1 8/10

In the event of a claim, please refer to the above Product Number.

### PRE-EXISTING MEDICAL CONDITION EXCLUSION WAIVER

The Insurer will waive the pre-existing medical condition exclusion up to a maximum of \$25,000 per person/\$50,000 per booking of Trip Cost per person if the following conditions are met:

1. this plan is purchased within 21 days of making the Initial Trip Payment;
2. the amount of coverage purchased equals all prepaid non-refundable payments or deposits applicable to the Trip at the time of purchase, and the cost of any subsequent arrangement(s) added to the same Trip are insured within 21 days of the date of payment or deposit for any subsequent Trip arrangement(s);
3. all Insured's are medically able to travel when plan cost is paid.

### PRE-EXISTING MEDICAL CONDITION EXCLUSION:

The Insurer will not pay for any Loss or expense incurred as the result of an Injury, Sickness or other condition of an Insured, Travelling Companion, Business Partner, or Family Member which:

- for insured's less than 60 years of age within the 90 day period immediately preceding and including the Insured's coverage effective date, or
- for insured's 60 years of age or older, within the 180 day period immediately preceding and including the Insured's coverage effective date:
  - a. first manifested itself, worsened or became acute or had symptoms which would have prompted a reasonable person to seek diagnosis, care or treatment;
  - b. for which care or treatment was given or recommended by a Physician;
  - c. required taking prescription drugs or medicines, unless the condition for which the drugs or medicines are taken remains controlled without any change in the required prescription drugs or medicines.

### DEFINITIONS

(Capitalized terms within this Description of Coverage are defined herein.)

**"Accident/Accidental"** A sudden, unexpected, unintended, unforeseeable, external event, occurring during an insured Trip, that independently of any other cause, results in Injury (or damage, if the context relates to property loss or damage).

**"Actual Cash Value"** means purchase price less depreciation.

**"Baggage"** means luggage, travel documents, and personal possessions whether owned, borrowed, or rented, taken by the Insured on the Trip.

**"Business Partner"** means a person who:

- a. is involved with the Insured or the Insured's Travelling Companion in a legal partnership; and
- b. is actively involved in the daily management of the business.

**"Caregiver"** means an individual employed for the purpose of providing assistance with activities of daily living to the Insured or to the Insured's Family Member who has a physical or mental impairment. The Caregiver must be employed by the Insured or the Insured's Family Member. A Caregiver is not a babysitter; childcare service, facility or provider; or persons employed by any service, provider or facility to supply assisted living.

**"Children"/"Child"** means, with respect to Emergency Medical and Emergency Evacuation benefits, unmarried children of the Insured, including natural Children from the moment of birth, and step, foster or adopted Children from the moment of placement in the Insured's Home Province, under age 25. However, the age limit does not apply to a Child who:

- a. otherwise meets the definition of Children; and
- b. is incapable of self-sustaining employment by reason of mental or physical incapacity.

**"City"** means an incorporated municipality having defined borders and does not include the high seas, uninhabited areas or airspace.

**"Common Carrier"** means an air, land, or sea conveyance operated under a license for the transportation of passengers.

**"Complications of Pregnancy"** means conditions whose diagnoses are distinct from pregnancy but are adversely affected by pregnancy or are caused by pregnancy. These conditions include acute nephritis, nephrosis, cardiac decompensation, missed abortion and similar medical and surgical conditions of comparable severity. Complications of Pregnancy also include non-elective cesarean section, ectopic pregnancy which is terminated and spontaneous termination of pregnancy, which occurs during a period of gestation in which a viable birth is not possible.

**"Confirmation of Insurance"** means Your most recent computer printout, printed form, electronic copy, invoice, or Policy document that sets out the plan You have purchased and any optional add on coverage, if any, You have chosen.

**"Departure Date"** means the date on which the Insured is originally scheduled to leave on his/her Trip. This date is specified in the travel documents.

**"Destination"** means any place where the Insured expects to travel to on his/her Trip.

**"Domestic Partner"** means an opposite or a same-sex partner who is at least 18 years of age and has met all of the following requirements for at least six months:

- a. resides with the Insured;
- b. shares financial assets and obligations with the Insured;
- c. the Insurer may require proof of the Domestic Partner relationship in the form of a signed and completed Affidavit of Domestic Partnership.

**"Eligible Person"** means a person who is a member of an eligible class of persons as described in the Description of Eligible Persons section of the Master Application.

**"Emergency Dental Treatment"** Immediate and medically necessary dental services or supplies provided by a licensed

registered dentist, Hospital, or other licensed provider, that is the result of an acute and unexpected condition that arose during a Trip.

**“Exotic Vehicle”** means Antique cars any vehicle with an original manufacturer’s suggested retail price greater than \$50,000. Antique cars means cars that are over 20 years old or have not been manufactured for 10 or more years.

**“Experimental or Investigative”** means treatment, a device or prescription medication which is recommended by a Physician, but is not considered by the medical community as a whole to be safe and effective for the condition for which the treatment, device or prescription medication is being used. This includes any treatment, procedure, facility, equipment, drugs, drug usage, devices, or supplies not recognized as accepted medical practice, and any of those items requiring federal or other governmental agency approval not received at the time services are rendered.

**“Family Member”** means the Insured’s or Travelling Companion’s spouse, Domestic Partner, Child, daughter-in-law, son-in-law, brother, sister, mother, father, grandparents, grandchild, step-child, step-brother, step-sister, step-parents, parents-in-law, brother-in-law, sister-in-law, aunt, uncle, niece, nephew, legal guardian, Caregiver, foster Child, ward, or legal ward.

**“Hospital”** means a facility that:

- is operated according to law for the care and treatment of sick or Injured people;
- has organized facilities for diagnosis and surgery on its premises or in facilities available to it on a prearranged basis;
- has 24 hour nursing service by registered nurses (R.N.’s); and
- is supervised by one or more Physicians available at all times.

A Hospital does not include:

- nursing, convalescent or geriatric unit of a Hospital when a patient is confined mainly to receive nursing care;
- a facility that is, other than incidentally, a clinic, a rest home, nursing home, convalescent home, home health care, or home for the aged; nor does it include any ward, room, wing; or
- other section of the hospital that is used for such purposes; or
- any military or veterans Hospital or soldiers home or any Hospital contracted for or operated by any national government or government agency for the treatment of members or ex-members or the armed forces.

**“Inaccessible”** means an Insured cannot reach his/her Destination by the original mode of transportation.

**“Inclement Weather”** means any severe weather condition other than a hurricane which delays the scheduled arrival or departure of a Common Carrier or prevents the Insured from reaching his/her Destination when travelling by an Owned or Rented Vehicle.

**“Initial Trip Payment”** means the first payment made to the Insured’s Travel Supplier toward the cost of the Insured’s Trip.

**“Injury/Injured”** means a bodily Injury caused by an Accident occurring while the Insured’s coverage under the Policy is in force, and resulting directly and independently of all other causes of Loss covered by the Policy. The Injury must be verified by a Physician.

**“Insured”** means an Eligible Person for whom:

- any required enrollment form has been completed;
- any required plan cost has been paid;
- while covered under the Policy.

**“Insured’s Home Province”** means Your Canadian province or territory of residence.

**“Insurer”** means Chartis Insurance Company of Canada, 145 Wellington Street West, Toronto, Ontario, Canada, M5J 1H8. This Policy is administered on our behalf by Travel Guard Canada.

**“Loss”** means Injury or damage sustained by the Insured as a consequence of one or more of the events against which the Insurer has undertaken to compensate the Insured.

**“Medically Necessary”** means that a treatment, service, or supply:

- is essential for diagnosis, treatment, or care of the Injury or Sickness for which it is prescribed or performed;
- meets generally accepted standards of medical practice;
- is ordered by a Physician and performed under his/her care, supervision, or order; and
- is not primarily for the convenience of the Insured, Physician, other providers, or any other person.

**“Mental, Nervous or Psychological Disorder”** means a Mental or Nervous health condition including, but not limited to: anxiety, depression, neurosis, phobia, psychosis; or any related physical manifestation.

**“Natural Disaster”** means a flood, hurricane, tornado, earthquake, fire, wildfire, volcanic eruption, or blizzard that is due to natural causes.

**“Necessary Personal Effects”** means items such as clothing and toiletry items, which were included in the Insured’s Baggage and are required for the Insured’s Trip.

**“Owned or Rented Vehicle”** means a self-propelled private passenger motor vehicle with four or more wheels which is of a type both designed and required to be licensed for use on the highways of any state or country that is rented or owned by the Insured. Owned or Rented Vehicle includes, but is not limited to, a sedan, station wagon, jeep-type vehicle pickup, van, camper or motor home type. Owned or Rented Vehicle does not include a mobile home or any motor vehicle which is used in mass or public transit.

**“Physician”** means a licensed practitioner of the healing arts including accredited Christian Science Practitioners, medical, surgical, or dental, services acting within the scope of his/her license. The treating Physician may not be the Insured, a Travelling Companion, a Family Member, or a Business Partner.

**“Policy or policies”** This document, any riders or endorsements to this document, the application, any medical questionnaire if applicable, and the confirmation of insurance all of which form the entire contract.

**“Primary Residence”** means a person’s fixed, permanent and principal home for legal and tax purposes.

**“Reasonable Additional Expenses”** means expenses for meals and lodging which were necessarily incurred as the result of a Trip Delay and which are not provided by the Common Carrier or any other party free of charge.

**“Reasonable and Customary Charges”** means an expense which:

- is charged for treatment, supplies, or medical services Medically Necessary to treat the Insured’s condition;
- does not exceed the usual level of charges for similar treatment, supplies or medical services in the locality where the expense is incurred; and
- does not include charges that would not have been made if no insurance existed. In no event will the Reasonable and Customary Charges exceed the actual amount charged.

**“Return Date”** means the date on which the Insured is scheduled to return to the point where the Trip started or to a different specified Return Destination. This date is specified in the travel documents.

**“Return Destination”** means the place to which the Insured expects to return from his/her Trip.

**“Schedule”** means the Schedule of Benefits.

**“Service Animal”** means any guide dog, signal dog, or other animal individually trained to work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding persons with impaired vision, alerting persons with impaired hearing to intruders or sounds, providing animal protection or rescue work, pulling a wheelchair, or fetching dropped items.

**“Sickness”** means an illness or disease diagnosed or treated by a Physician.

**“Strike”** means a stoppage of work:

- announced, organized, and sanctioned by a labor union; and
- which interferes with the normal departure and arrival of a Common Carrier.

This includes work slowdowns and sickouts. The Insured’s Trip Cancellation coverage must be effective prior to when the Strike is foreseeable. A Strike is foreseeable on the date labor union members vote to approve a Strike.

**“Terrorist Incident”** means an act of violence, other than civil disorder or riot (that is not an act of war, declared or undeclared) that results in Loss of life or major damage to property, by any person acting on behalf of or in connection with any organization which is generally recognized as having the intent to overthrow or influence the control of any government.

**“Transportation”** means any land, sea or air conveyance required to transport the Insured during an Emergency Evacuation. Transportation includes, but is not limited to, air ambulances, land ambulances and private motor vehicles.

**“Travel Supplier”** means the tour operator, rental company, cruise line, and/or airline that provides pre-paid travel arrangements for the Insured’s Trip.

**“Travelling Companion”** means a person or persons with whom the Insured has coordinated travel arrangements and intends to travel with during the Trip. A group or tour leader is not considered a Travelling Companion, unless the Insured is sharing room accommodations with the group or tour leader.

**“Trip”** means Your travel outside Your home province for which coverage under this policy has been purchased and is in effect. The purpose of the Trip is business or pleasure and is not to obtain

health care or treatment of any kind; the Trip has defined Departure and Return dates specified when the Insured applies; the Trip does not exceed 180 days; travel is primarily by Common Carrier and only incidentally by private conveyance.

**“Trip Cost”** means the dollar amount of Trip payments or deposits reflected on any required enrollment form which are subject to cancellation penalties or restrictions paid by the Insured prior to the Insured’s Trip Departure Date. Trip Cost will also include the cost of any subsequent pre-paid payments or deposits paid by the Insured for the same Trip, after enrollment for coverage under this plan provided the Insured amends their enrollment form to add such subsequent payments or deposits and pays any required additional plan cost prior to the Insured’s Departure Date.

**“Unforeseen”** means not anticipated or expected and occurring after the effective date of the coverage.

**“Uninhabitable”** means

- a. the building structure itself is unstable and there is a risk of collapse in whole or in part;
- b. there is exterior or structural damage allowing elemental intrusion, such as rain, wind, hail or flood;
- c. immediate safety hazards have yet to be cleared, such as debris on roofs or downed electrical lines; or the rental property is without electricity or water.

**“We, Us, Our”** Chartis Insurance Company of Canada, 145 Wellington Street West, Toronto, On, M5J 1H8. This Policy is administered on our behalf by Travel Guard Canada.

**“You, Yourself, Your”** The person named as the ‘primary traveller’ and/or one or more other person(s), if any, named as ‘other travellers’ on the Confirmation of Insurance, each as the context requires.

## ELIGIBILITY, EFFECTIVE & TERMINATION DATES

### Eligibility

Travellers who enroll, accept and purchase coverage through the Travel Supplier no later than 24 hours prior to departure.

**Effective Date:** After any required Enrollment Form is completed, Trip Cancellation coverage will be effective for an Insured at 12:01 a.m. Standard Time on the date following receipt by the Insurer or the Insurer’s authorized representative of any required plan cost. All other coverages will begin on the later of:

- a. 12:01 a.m. Standard Time on the scheduled Departure Date shown on the travel documents; or
- b. the date and time the Insured starts his/her Trip, provided any required plan cost has been paid.

**Termination Date:** All coverage, other than Trip Cancellation, ends on the earlier of:

- a. the date the Trip is completed;
- b. the scheduled Return Date;

- c. the Insured’s arrival at the Return Destination on a round Trip, or the Destination on a one-way Trip.

**The Trip Cancellation coverage ends on the earliest of:**

- a. the cancellation of the Insured’s Trip; or
- b. the date and time the Insured starts on his/her Trip.

**Extension of Coverage:**

All coverage (except Trip Cancellation) will be extended, if:

- a. the Insured’s entire Trip is covered by the plan; and
- b. the Insured’s return is delayed by one of the Unforeseen reasons specified under Trip Cancellation and Interruption or Trip Delay.

**This extension of coverage will end on the earlier of:**

- a. the date the Insured reaches his/her Return Destination; or
- b. seven days after the date the Trip was scheduled to be completed.

**Baggage Continuation of Coverage:** If an Insured’s Baggage, passports, and visas are in the charge of a charter or Common Carrier and delivery is delayed, coverage for Baggage and Personal Effects and travel documents will be extended until the Common Carrier delivers the property to the Insured. This Extension does not include Loss caused by the delay.

## GENERAL CONDITIONS

All of the following conditions apply to all coverage under this Policy:

1. We will pay for covered expenses incurred as a result of a medical Emergency, up to the Policy limits, for the actual expenses related to the medical attention You require if a Medical Condition begins unexpectedly after You leave Your province/territory of residence. Medical expenses will be limited to a maximum of \$10,000 if You are not covered under a Canadian provincial/territorial Government Health Insurance Plan (GHIP) or You are not a permanent resident of Canada.
2. You must notify Us toll free at 1.866.648.8425 or collect at 416-646-3723 prior to any Emergency Medical Treatment or Hospitalization. Failure to do so will result in Your being responsible for 30% of any eligible expenses incurred unless Your Medical Condition prevents You from calling. You must call as soon as medically possible or have someone call on Your behalf;
3. We, in consultation with Your attending Physician, reserve the right to return You to Your province/territory of residence prior to any Treatment or following Emergency Treatment or Hospitalization for a Sickness or Injury, if on medical evidence You are able to return to Your province/territory of residence without endangering Your health. If You elect not to return to Your province/territory of residence following the recommendation to do so, then any expenses incurred for continuing medical Treatment or surgery with respect to such Emergency will not be covered and all coverage and benefits under this Policy will cease;
4. The Emergency medical attention You receive must be outside of Your province/territory of residence unless specifically

5. The coverage provided by this Policy shall be null and void for travel in, to, or through Cuba, because such travel is not serviced and supported by the insurer’s United States affiliates.

## GENERAL EXCLUSIONS

This plan does not cover any loss caused by or resulting from:

1. intentionally self-inflicted Injury, suicide, or attempted suicide of the Insured, Family Member, Travelling Companion or Business Partner while sane or insane;
2. pregnancy, childbirth, or elective abortion, other than Complications of Pregnancy;
3. participation in professional athletic events, motor sport, or motor racing, including training or practice for the same;
4. mountaineering where ropes or guides are normally used. The ascent or descent of a mountain requiring the use of specialized equipment, including but not limited to pick-axes, anchors, bolts, crampons, carabineers, and lead or top-rope anchoring equipment;
5. war or act of war, whether declared or not, civil disorder, riot, or insurrection;
6. operating or learning to operate any aircraft, as student, pilot, or crew;
7. air travel on any air-supported device, other than a regularly scheduled airline or air charter company;
8. loss or damage caused by detention, confiscation, or destruction by customs;
9. any unlawful acts, committed by the Insured, a Family Member, or a Travelling Companion, or Business Partner whether insured or not;
10. Mental, Nervous or Psychological Disorder;
11. if the Insured’s tickets do not contain specific travel dates (open tickets);
12. use of drugs, narcotics, or alcohol, unless administered upon the advice of a Physician;
13. any failure of a provider of travel related services (including any Travel Supplier) to provide the bargained-for travel services or to refund money due the Insured;
14. Experimental or Investigative treatment or procedures;
15. any loss that occurs at a time when this coverage is not in effect;
16. travelling for the purpose of securing medical treatment;
17. care or treatment which is not Medically Necessary;
18. any Trip taken outside the advice of a Physician;
19. financial default;
20. expenses incurred retailing to travel in, to, or through Cuba, because such travel is not serviced and supported by the Insurer’s United States affiliates.

**The following exclusions apply to Baggage/Personal Effects Loss:**

Benefits will not be provided for any loss or damage to or resulting (in whole or in part) from:

1. animals, rodents, insects or vermin;
2. motor vehicles, aircraft, boats, boat motors, ATV's and other conveyances;
3. artificial prosthetic devices, false teeth, any type of eyeglasses, sunglasses, contact lenses, or hearing aids;
4. tickets, keys, notes, securities, accounts, bills, currency, deeds, food stamps or other evidences of debt, and other travel documents (except passports and visas);
5. money, stamps, stocks and bonds, postal or money orders; (f) property shipped as freight, or shipped prior to the Departure Date;
6. contraband, illegal transportation or trade; (h) items seized by any government, government official or
7. customs official;
8. defective materials or craftsmanship;
9. normal wear and tear;
10. deterioration.

**The following limitations and exclusions apply to Car Rental Collision Coverage:**

Coverage is not provided (in whole or in part) for any Loss due to:

1. any Loss which occurs if the Insured or his/her Travelling Companion violates the rental agreement;
2. rentals of trucks, (not including jeeps or SUV's) campers, trailers, off road vehicles, motor bikes, motorcycles, recreational vehicles, or Exotic Vehicles;
3. any obligation the Insured or his/her Travelling Companion assumes under any agreement except insurance collision deductible;
4. failure to report the Loss to the proper local authorities and the rental car company;
5. damage to any other vehicle, structure, or person as a result of a covered Loss;
6. participation in contests of speed, motor sport or motor racing including training or practice for the same;
7. driving under the influence of alcohol;
8. being under the influence of drugs or intoxicants, unless prescribed by a Physician;
9. war or act of war, whether declared or not, civil commotion, insurrection or riot;
10. Injury sustained while committing or attempting to commit a crime;
11. trucks that are over 18 feet long;
12. glass damage;
13. overhead damage;
14. tire damage.

**The following exclusions apply to Trip Cancellation and Trip Interruption:**

Benefits will not be provided for any loss resulting (in whole or in part) from:

1. travel arrangements cancelled by an airline, cruise line, or tour operator, except as provided elsewhere in the plan;
2. changes by the Insured, a Family Member, or Travelling Companion, for any reason;
3. financial circumstances of the Insured, a Family Member, or a Travelling Companion;
4. any government regulation or prohibition;
5. any business or contractual obligations of the Insured, a Family Member, or Travelling Companion, for any reason;
6. an event which occurs prior to the Insured's coverage
7. Effective Date;
8. failure of any tour operator, Common Carrier, person or agency to provide the bargained-for travel arrangements.

**The following exclusions apply to the Medical Expense Benefit:**

Benefits will not be provided for any loss resulting (in whole or in part) from:

1. routine physical examinations;
2. mental health care;
3. replacement of hearing aids, eye glasses, contact lenses, sunglasses, artificial teeth, and prosthetics;
4. routine dental care;
5. any service provided by the Insured, a Family Member, or Travelling Companion or Travelling Companion of Family Member;
6. alcohol or substance abuse or treatment for the same.

**The following exclusion applies to Accidental Death AND Dismemberment:**

1. the Insurer will not pay for loss caused by or resulting from Sickness or disease of any kind.

**TRIP CANCELLATION & INTERRUPTION**

The Insurer will pay benefits, up to the Maximum Limit shown on the Schedule, if an Insured cancels his/her Trip or is unable to continue on his/her Trip due to the following Unforeseen events:

1. Sickness, Injury or death of an Insured, Family Member, Travelling Companion, Service Animal or Business Partner.
  - a. Injury or Sickness of an Insured, Travelling Companion or Family Member travelling with the Insured or Service Animal must be so disabling as to reasonably cause a Trip to be cancelled or interrupted, or which results in medically imposed restrictions as certified by a Physician at the time of Loss preventing Your continued participation in the Trip;
  - b. if the Insured must cancel or interrupt his/her Trip due to Injury or Sickness of a Family Member not travelling with the Insured;

- c. Injury or Sickness of the Business Partner must be so disabling as to reasonably cause the Insured to cancel or interrupt the Trip to assume daily management of the business. Such disability must be certified by a Physician;
2. Inclement Weather causing delay or cancellation of travel;
3. a named hurricane causing cancellation of travel to the Insured's Destination that is Inaccessible or Uninhabitable The Insurer will only pay benefits for losses occurring within 30 calendar days after the named hurricane makes the Insured's Destination Inaccessible or Uninhabitable. Benefits are not payable if a hurricane is named on or before the effective date of the Insured's Trip Cancellation coverage;
4. the Insured's Primary Residence being made Uninhabitable by Natural Disaster, vandalism, or burglary;
5. the Insured's Destination being made Uninhabitable by a flood, tornado, earthquake, fire, wildfire, volcanic eruption, or blizzard that is due to natural causes, vandalism, or burglary;
6. the Insured, or a Travelling Companion being subpoenaed, required to serve on a jury, hijacked, or quarantined;
7. the Insured and/or Travelling Companion is directly involved in or delayed due to an automobile Accident, while en route to the Insured's Destination;
8. a Terrorist Incident in a City listed on the Insured's itinerary within 30 days of the Insured's scheduled arrival;
9. Strike resulting in complete cessation of travel services at the point of departure or Destination;
10. the Insured or Travelling Companion is involuntarily terminated or laid off through no fault of his/her own which occurs more than 14 days after an Insured's effective date of coverage, provided that he/she has been an active employee for the same employer for at least one year. Termination must occur following the effective date of coverage. This provision is not applicable to temporary employment, independent contractors or self-employed persons;
11. Insured or Travelling Companion is called to active military service or military leave is revoked;
12. the Insured has an employer-initiated transfer within the same organization of 250 or more miles after the Insured's effective date of coverage which requires the Insured's Primary Residence to be relocated;
13. mechanical/equipment failure of a Common Carrier that occurs on a scheduled Trip and causes complete cessation of the Insured's travel;
14. the primary or secondary school where the Insured or Travelling Companion is a student must extend its operating session beyond its regular schedule, which causes the extension of the originally scheduled school year beyond the originally scheduled end date and the Departure Date falls within that period of time;
15. a theft of passports or visas specifically required for the Insured's Trip substantiated by a police report.

### SPECIAL NOTIFICATION OF CLAIM

The Insured must notify Us as soon as reasonably possible in the event of a Trip Cancellation or Interruption claim. If the Insured is unable to provide cancellation notice within the required timeframe, the Insured must provide proof of the circumstance that prevented timely notification.

**Trip Cancellation Benefits:** The Insurer will reimburse the Insured for forfeited Trip Cost up to the Maximum Limit shown on the Schedule for Trips that are cancelled prior to the scheduled departure for their Trip due to the Unforeseen events shown above.

**Trip Interruption Benefits:** The Insurer will reimburse the Insured up to the Maximum Limit shown on the Schedule for Trips that are interrupted due to the Unforeseen events shown above:

- a. forfeited, insured Trip Cost, and
- b. additional transportation expenses incurred by the Insured, either
  - (i) to the Return Destination; or
  - (ii) from the place that the Insured left the Trip to the place that the Insured may rejoin the Trip; or
- c. additional transportation expenses incurred by the Insured to reach the original Trip Destination if the Insured is delayed, and leaves after the Departure Date. However, the benefit payable under (b) and (c) above will not exceed the cost of economy airfare or the same class as the Insured's original ticket less any refunds paid or payable by the most direct route.

### SINGLE OCCUPANCY

The Insurer will reimburse the Insured, up to the Trip Cancellation and Interruption Maximum Limit shown on the Schedule, for the additional cost incurred during the Trip as a result of a change in the per person occupancy rate for prepaid, non-refundable travel arrangements if a person booked to share accommodations with the Insured has his/her Trip interrupted due to the Unforeseen events shown in the Trip Interruption section and the Insured does not cancel.

### TRIP DELAY

The Insurer will reimburse the Insured up to the Maximum Limit(s) shown on the Schedule for Reasonable Additional Expenses until travel becomes possible if the Insured's Trip is delayed 12 or more consecutive hours from reaching their intended Destination as a result of a cancellation or delay of a regularly scheduled airline flight for one of the Unforeseen events listed below:

- a. the Insured or Travelling Companion is quarantined;
- b. Common Carrier delay;
- c. the Insured's or Travelling Companion's lost or stolen passports, travel documents, or money;
- d. Natural Disaster;
- e. Injury or Sickness of the Insured or Travelling Companion; or
- f. the Insured being involved in or delayed due to a traffic Accident while en route to a departure as substantiated by a police report.

Incurred expenses must be accompanied by receipts. This benefit is payable for only one delay per Insured, per Trip. If the Insured

incurs more than one delay in the same Trip the Insurer will pay for the delay with the largest benefit up to the Maximum Limits shown on the Schedule.

**The Insured Must:** Contact Us as soon as he/she knows his/her Trip is going to be delayed more than 12 hours.

### BAGGAGE, SPORTSMAN EQUIPMENT & PERSONAL EFFECTS LOSS

The Insurer will reimburse the Insured, up to the Maximum Limit shown in the Schedule subject to the special limitations shown below, for loss, theft or damage to the Insured's Baggage, personal effects, passports, travel documents, credit cards and visas during the Insured's Trip.

#### Special Limitations:

The Insurer will not pay more than:

- \$500 for the first item; and
- thereafter, no more than \$250 per each additional item;
- \$500 aggregate on all Losses to: jewelry, watches, furs, cameras and camera equipment, camcorders, computers, and other electronic devices, including but not limited to: portable personal computers, cellular phones, electronic organizers and portable CD players.

Items over \$150 must be accompanied by original receipts.

The Insurer will pay the lesser of:

- a. the cash value (original cash value less depreciation) as determined by the Insurer; or,
- b. the cost of replacement.

The Insurer may take all or part of the damaged Baggage at the appraised or agreed value. In the event of a Loss to a pair or set of items, the Insurer may at its option:

- a. repair or replace any part to restore the pair or set to its value before the Loss; or
- b. pay the difference between the value of the property before and after the Loss.

The Insurer will only pay for loss due to unauthorized use of the Insured's credit cards if the Insured has complied with all requirements imposed by the issuing credit card companies.

### BAGGAGE DELAY

If the Insured's Baggage is delayed or misdirected by the Common Carrier for more than 12 hours while on a Trip, the Insurer will reimburse the Insured up to the Maximum Limit shown on the Schedule for the purchase of Necessary Personal Effects. Incurred expenses must be accompanied by receipts. This benefit does not apply if Baggage is delayed after the Insured has reached his/her Return Destination.

### MEDICAL EXPENSE BENEFIT

The Insurer will reimburse the Insured up to the Maximum Limit(s) shown on the Schedule. If, while on a Trip, an Insured suffers an Injury or a Sickness that requires him/her to be treated by a Physician during the course of the Trip. The Sickness or Injury must first manifest itself during the course of the Trip, the Insurer will pay the Reasonable and Customary Charges incurred for Medically Necessary Covered Expenses received due to that Injury or Sickness only during the Insured's Trip. The Injury must occur or Sickness must begin while the Insured is covered by the plan.

#### Covered Expenses:

The Insurer will pay for:

- services of a Physician or Registered Nurse (R.N.);
- Hospital charges;
- X-ray(s);
- local ambulance services to or from a Hospital;
- artificial limbs, artificial eyes, artificial teeth, or other prosthetic devices;
- the cost of Emergency Dental Treatment only during a Trip limited to a Maximum Limit shown in the Schedule. Coverage for Emergency Dental Treatment does not apply if treatment or expenses are incurred after the Insured has reached his/her Return Destination, regardless of the reason. The treatment must be given by a Physician or dentist.

### EMERGENCY EVACUATION & REPATRIATION OF REMAINS

The Insurer will pay for Covered Emergency Evacuation Expenses incurred if an Insured suffers an Injury or Sickness while he/she is on a Trip that warrants his/her Emergency Evacuation. Benefits payable are subject to the Maximum Limit shown on the Schedule for all Emergency Evacuations due to all Injuries from the same Accident or all Sicknesses from the same or related causes.

**Covered Emergency Evacuation Expenses** are the Reasonable and Customary Charges for necessary Transportation, related medical services and medical supplies incurred in connection with the Emergency Evacuation of the Insured. All Transportation arrangements made for evacuating the Insured must be by the most direct and economical route possible.

Expenses for Transportation must be:

- a. ordered by the attending Physician who must certify that the severity of the Insured's Injury or Sickness warrants his or
- b. her Emergency Evacuation and adequate medical treatment is not locally available;
- c. required by the standard regulations of the conveyance transporting the Insured; and
- d. authorized in advance by Us. In the event the Insured's Injury or Sickness prevents prior authorization of the Emergency Evacuation, We must be notified as soon as reasonably possible.

**(Canada & Continental USA: 1.866-648-8425, International (collect) 1-416-646-3723)**

**Special Limitation:** In the event We could not be contacted to arrange for emergency Transportation, benefits are limited to the amount the Insurer would have paid had the Insurer or their authorized representative been contacted.

The Insurer will also pay a benefit for Reasonable and Customary Charges incurred for an escort's transportation and accommodations if an attending Physician recommends in writing that an escort accompany the Insured.

**Emergency Evacuation means:**

- a. the Insured's medical condition warrants immediate Transportation from the place where the Insured is injured or sick to the nearest adequate licensed medical facility;
- b. after being treated at a local licensed medical facility, the Insured's medical condition warrants transportation to the Insured's Home Province, or adequate licensed medical facility nearest the Insured's Home Province to obtain further medical treatment or to recover; or
- c. both (a) and (b) above.

**LIMITATIONS:**

- a. benefits are only available under Emergency Evacuation if they are not provided under another coverage in the plan.
- b. the Maximum Limit payable for both Emergency Evacuation and Repatriation of Remains is shown in the Schedule.

**ADDITIONAL BENEFIT**

In addition to the above covered expenses, if the Insurer has previously evacuated an Insured to a medical facility, the Insurer will pay his/her airfare costs from that facility to the Insured's Return Destination, within one year from the Insured's original Return Date, less refunds from the Insured's unused transportation tickets. Airfare costs will be economy, or same class as the Insured's original tickets.

**REPATRIATION OF REMAINS**

The Insurer will pay Repatriation Covered Expenses up to the Maximum Limit shown on the Schedule to return the Insured's body to city of burial if he/she dies during the Trip.

**Repatriation Covered Expenses** include, but are limited to, the reasonable and customary expenses for transportation, according to airline tariffs, of the remains by the most direct and economical conveyance and route possible.

We must make all arrangements and authorize all expenses in advance for this benefit to be payable.

**Special Limitation:** In the event the Insurer or the Insurer's authorized representative could not be contacted to arrange for Repatriation Covered Expenses, benefits are limited to the amount the Insurer would have paid had the Insurer or their authorized representation been contacted.

**ACCIDENTAL DEATH & DISMEMBERMENT**

If, while on a Trip, Injury to an Insured results within 180 days of the date of the Accident which caused Injury, in one of the losses shown in the Table of Losses below, other than while riding as a passenger in or boarding or alighting from or struck or run down by a certified passenger aircraft provided by a regularly scheduled airline or charter and operated by a properly certified pilot, the Insurer will pay the percentage shown below of the Maximum Limit shown in the Schedule. The Accident must occur while the Insured is on the Trip and is covered under the Policy.

If more than one Loss is sustained by an Insured as a result of the same Accident, only one amount, the largest applicable to the Losses incurred, will be paid. The Insurer will not pay more than 100% of the Maximum Limit for all Losses due to the same Accident.

**Table of Losses**

Loss of	% of Maximum Limit
Life.....	100%
Both Hands or Both Feet.....	100%
Sight of Both Eyes.....	100%
One Hand and One Foot.....	100%
Either Hand or Foot and Sight of One Eye.....	100%
Either Hand or Foot.....	50%
Sight of One Eye.....	50%

**"Loss"** with regard to:

- a. hand or foot means actual severance through or above the wrist or ankle joints;
- b. eye means entire and irrecoverable Loss of sight in that eye.

**EXPOSURE**

The Insurer will pay a benefit for covered losses as specified above which result from an Insured being unavoidably exposed to the elements due to an Accidental Injury during the Trip. The Loss must occur within 180 days after the event which caused the exposure.

**DISAPPEARANCE**

The Insurer will pay a benefit for loss of life as specified above if the Insured's body cannot be located one year after disappearance due to an Accidental Injury during the Trip.

**CAR RENTAL COLLISION COVERAGE**

If an Insured's rented car is damaged while on a Trip due to collision, vandalism, windstorm, fire, hail or flood, while in his/her possession, the Insurer will pay the lesser of:

- a. the cost of repairs and rental charges imposed by the rental company while the car is being repaired; or
- b. the Actual Cash Value of the car.

The Insurer will pay this benefit up to the Maximum Limit shown on the Schedule.

Coverage is provided to the Insured and Travelling Companion, providing the Insured and Travelling Companion are licensed drivers, and are listed on the rental agreement.

Coverage does not apply in countries or states where the sale of this insurance is prohibited by law.

This coverage is primary to other forms of insurance or indemnity.

**PAYMENT OF CLAIMS**

**Claim Procedures: Notice of Claim:** The Insured must call Us as soon as reasonably possible, and be prepared to describe the Loss, the name of the company that arranged the Trip (i.e., tour operator, cruise line, or charter operator), the Trip dates, and the amount that the Insured paid. We will fill in the claim form and forward it to the Insured for his/her review and signature. The completed form should be returned to Travel Guard Canada Attention: Claims, 145 Wellington Street West, Toronto, Ontario, Canada, M5J1H8, telephone 1.866.648.8425.

**Claim Procedures: Proof of Loss:** The claim forms must be sent back to Insurer no more than 90 days after a covered Loss occurs or ends, or as soon after that as is reasonably possible. All claims under the Policy must be submitted to Us no later than one year after the date of Loss or insured occurrence or as soon as reasonably possible. If Insurer has not provided claim forms within 15 days after the notice of claim, other proofs of Loss should be sent to Us by the date claim forms would be due. The proof of Loss should include written proof of the occurrence, type and amount of Loss, the Insured's name, the participating organization name, and the product number.

**Payment of Claims: When Paid:** Claims will be paid as soon as We receive complete proof of Loss.

**Payment of Claims: To Whom Paid:**

Benefits are payable to the Insured who applied for coverage and paid any required plan cost. Any benefits payable due to that Insured's death will be paid to the survivors of the first surviving class of those that follow:

1. the Beneficiary named by that Insured and on file with Us,
2. to his/her spouse, if living. If no living spouse, then
3. to the Insured's estate.

If a benefit is payable to a minor or other person who is incapable of giving a valid release, the Insurer may pay up to \$3,000 to a relative by blood or connection by marriage who has assumed care or custody of the minor or responsibility for the incompetent person's affairs. Any payment Insurer makes in good faith fully discharges Insurer to the extent of that payment.

Benefits for Medical Expense/Emergency Medical Evacuation services may be payable directly to the provider of the services. However, the provider:

- a. must comply with the statutory provision for direct payment, and
- b. must not have been paid from any other sources.

**Trip Cancellation and Trip Interruption Payment of Loss:** The Insured must provide Us with documentation of the cancellation or interruption and proof of the expenses incurred. The Insured must provide proof of payment for the Trip such as cancelled check or

credit card statements, proof of refunds received, copies of applicable tour operator or Common Carrier cancellation policies, and any other information reasonably required to prove the Loss. Claims involving Loss due to Sickness, Injury, or death require signed patient (or next of kin) authorization to release medical information and an attending Physician's statement. The Insured must provide Us with all unused air, rail, cruise, or other tickets if he/she is claiming the value of those unused tickets.

**Baggage and Personal Effects Loss Payment of Loss:** The Insured must:

- a. report theft Losses to police or other local authorities as soon as possible;
- b. take reasonable steps to protect his/her Baggage from further damage and make necessary and reasonable temporary repairs; (The Insurer will reimburse the Insured for those expenses. The Insurer will not pay for further damage if the Insured fails to protect his/her Baggage);
- c. allow the Insurer to examine the damaged Baggage and/or the Insurer may require the damaged item to be sent in the event of payment;
- d. send sworn proof of Loss as soon as possible from date of Loss, providing amount of Loss, date, time, and cause of Loss, and a complete list of damaged/lost items; or
- e. in the event of theft or unauthorized use of the Insured's credit cards, the Insured must notify the credit card company immediately to prevent further unlawful activity.

**Baggage Delay Payment of Loss:** The Insured must provide documentation of the delay or misdirection of Baggage by the Common Carrier and receipts for the Necessary Personal Effects purchases.

**Medical Expense Payment of Loss:** The Insured must provide Us with:

- a. all medical bills and reports for medical expenses claimed; and
- b. a signed patient authorization to release medical information to Us.

**Car Rental Collision Coverage Payment of Loss:** The Insured must: take all reasonable, necessary steps to protect the vehicle and prevent further damage to it; report the Loss to the appropriate local authorities and the rental company as soon as possible; obtain all information on any other party involved in an accident, such as name, address, insurance information, and driver's license number; and provide Us all documentation such as rental agreement, police report, and damage estimate.

**The following provisions apply to Baggage Delay and Baggage/Personal Effects Loss:**

**Notice of Loss.** If the Insured's property covered under the Policy is lost or damaged, the Insured must:

- a. notify Us as soon as possible;
- b. take immediate steps to protect, save and/or recover the covered property;

c. give immediate notice to the carrier or bailee who is or may be liable for the loss or damage;

d. notify the police or other authority in the case of robbery or theft within 24 hours.

**Proof of Loss.** The Insured must furnish the Insurer with proof of Loss. Proof of Loss includes police or other local authority reports or documentation from the appropriate party responsible for the Loss. It must be filed within 90 days from the date of loss. Failure to comply with these conditions shall not invalidate any claims under the Policy.

**Settlement of Loss.** Claims for damage and/or destruction shall be paid immediately after proof of the damage and/or destruction is presented to the Insurer. Claims for lost property will be paid after the lapse of a reasonable time if the property has not been recovered. The Insured must present acceptable proof of loss and the value.

**Valuation.** The Insurer will not pay more than the Actual Cash Value of the property at the time of Loss. At no time will payment exceed what it would cost to repair or replace the property with material of like kind and quality.

**Disagreement Over Size of Loss.** If there is a disagreement about the amount of the Loss either the Insured or the Insurer can make a written demand for an appraisal. After the demand, the Insured and the Insurer each select their own competent appraiser. After examining the facts, each of the two appraisers will give an opinion on the amount of the Loss. If they do not agree, they will select an arbitrator. Any figure agreed to by two of the three (the appraisers and the arbitrator) will be binding. The appraiser selected by the Insured is paid by the Insured. The Insurer will pay the appraiser it chooses. The Insured will share with us the cost for the arbitrator and the appraisal process.

**Benefit to Bailee.** This insurance will in no way inure directly or indirectly to the benefit of any carrier or other bailee.

**The following provision applies to Medical Expense, Baggage/Personal Effects Loss, Emergency Evacuation, and Repatriation of Remains:**

**Subrogation.** To the extent the Insurer pays for a Loss suffered by an Insured, the Insurer will take over the rights and remedies the Insured had relating to the Loss. This is known as subrogation. The Insured must help the Insurer preserve its rights against those responsible for its Loss. This may involve signing any papers and taking any other steps the Insurer may reasonably require. If the Insurer takes over an Insured's rights, the Insured must sign an appropriate subrogation form supplied by the Insurer. As a condition to receiving the applicable benefits listed above, as they pertain to this Subrogation provision, the Insured agrees, except as may be limited or prohibited by applicable law, to reimburse the Insurer for any such benefits paid to or on behalf of the Insured, if such benefits are recovered, in any form, from any Third Party or Coverage.

We do not subrogate against any retiree plan benefit if the lifetime maximum limits for all in-country and out-of-country benefits is \$50,000 or less.

## GENERAL PROVISIONS

**Physical Examination and Autopsy.** The Insurer at its own expense has the right and opportunity to examine the person of any individual whose loss is the basis of claim under the Policy when and as often as it may reasonably require during the pendency of the claim and to make an autopsy in case of death where it is not forbidden by law.

**Beneficiary Designation and Change.** The Insured's beneficiary(ies) is (are) the person(s) designated by the Insured and on file with Us.

An Insured over the age of majority and legally competent may change his/her beneficiary designation at any time, unless an irrevocable designation has been made, without the consent of the designated beneficiary(ies), by providing Us with a written request for change. When the request is received, whether the Insured is then living or not, the change of beneficiary will relate back to and take effect as of the date of execution of the written request, but without prejudice to the Insurer on account of any payment made by it prior to receipt of the request.

**Assignment.** An Insured may not assign any of his/her rights, privileges or benefits under the Policy.

**Misstatement of Age.** If premiums for the Insured are based on age and the Insured has misstated his/her age, there will be a fair adjustment of premiums based on his/her true age. If the benefits for which the Insured is insured are based on age and the Insured has misstated his/her age, there will be an adjustment of said benefit based on his/her true age. The Insurer may require satisfactory proof of age before paying any claim.

**Legal Actions.** No action at law or in equity may be brought to recover on the Policy prior to the expiration of 60 days after written proof of Loss has been furnished in accordance with the requirements of the Policy. No such action may be brought after the expiration of three years after the time written proof of Loss is required to be furnished.

**Concealment or Fraud:** The Insurer does not provide coverage if the Insured has intentionally concealed or misrepresented any material fact or circumstance relating to the Policy or claim.

**Payment of Premium:** Coverage is not effective unless all premium due has been paid to Us prior to a date of Loss or insured occurrence.

**Termination of the Policy:** Termination of the policy will not affect a claim for Loss which occurs while the Policy is in force.

**Transfer of Coverage:** Coverage under the Policy cannot be transferred by the Insured to anyone else.



## ASSISTANCE SERVICES\*

All Assistance Services listed below are not insurance benefits and are not provided by the Insurer.

### Travel Medical Assistance

- Emergency medical transportation assistance
- Physician/Hospital/dental/vision referrals
- Assistance with Repatriation of mortal remains
- Return travel arrangements
- Assistance with Emergency prescription replacement
- Dispatch of doctor or specialist
- Medical evacuation quote
- In-patient and out-patient medical case management
- Qualified liaison for relaying medical information to Family Members
- Arrangements of visitor to bedside of Hospitalized Insured
- Eyeglasses and corrective lens replacement assistance
- Medical payment arrangements
- Medical cost containment/expense recovery and overseas investigation
- Medical bill audits
- Shipment of medical records
- Assistance with Medical equipment rental/replacement

### Worldwide Travel Assistance

- Lost Baggage search; stolen luggage replacement assistance
- Lost passport/travel documents assistance
- ATM locator
- Emergency cash transfer assistance
- Travel information including visa/passport requirements
- Emergency telephone interpretation assistance
- Urgent message relay to family, friends or business associates
- Up-to-the-minute travel delay reports
- Long-distance calling cards for worldwide telephoning
- Inoculation information
- Embassy or Consulate Referral
- Currency Conversion or purchase
- Up-to-the-minute information on local medical advisories, epidemics, required immunizations and available preventive measures
- Up-to-the-minute travel supplier Strike information
- Legal referrals/bail bond assistance
- Worldwide public holiday information

### LiveTravel™ Emergency Assistance

- Flight rebooking
- Hotel rebooking
- Rental vehicle booking
- Emergency return travel arrangements
- Roadside assistance
- Assistance with Rental Vehicle Return
- Guaranteed hotel check-in
- Missed connections coordination

### Concierge Services

- Restaurant Referrals and Reservations
- Ground Transportation

- Event Ticketing
- Tee Times and Course Recommendations
- Floral Services

### Identity Theft

- Assist identity theft victim with ordering and reviewing credit bureau records
- Assist identity theft victim with investigating financial accounts where identity theft is suspected
- Assist victim in communications with creditors to help make the creditors aware of the victim's identity theft issues
- Assist identity theft victim in identifying proper law enforcement to pursue prosecution of criminals
- Assist identity theft victim in reviewing account activity to identify any suspicious activities
- Obtain additional resources for reviewing and resolution of victim's issues

### Pet Return Service

If while on a Trip You are unable to travel due to a Sickness or Injury, We will arrange to return any of Your domestic pets who accompanied You on the Trip to the Insured's Home Province.

### Vehicle Return Assistance

Provides Transportation for Your automobile back to Your primary residence should You become Ill/Injured and unable to drive.

\*Non-insurance Services are provided by Us.

### Roadside Assistance

Roadside Assistance provided by Coach-Net Services Inc., 900 N Lake Havasu Ave, Lake Havasu City, AZ 86403. \$100 limit per occurrence. The authorized service providers contracted to perform the service are independent contractors and not agents or employees of Coach-Net. To activate the roadside assistance benefit, customer must contact Us directly for services to be rendered and for the benefit to apply. No reimbursement will be made unless We make all roadside assistance arrangements.

**Towing Assistance** – When towing is necessary, the covered vehicle will be towed to the nearest service facility or to any location requested by the covered customer.

**Flat Tire Assistance** – Service consists of the replacement of a flat tire with the covered vehicle's spare tire. Towing assistance will be provided if needed.

**Oil, Fluid, and Water Delivery Service** – An emergency supply of oil, fluid, and water will be delivered to any covered vehicle in immediate need. The customer must pay for costs of the fluids if there is one.

**Fuel Delivery Service** – An emergency supply of fuel will be delivered to any covered vehicle in immediate need. The customer must pay for the costs of the fluids if there is one.

**Lock-out Assistance** – Assistance will be provided in gaining entry to a covered vehicle if the keys are lost or locked inside.

**Battery Assistance** – Battery assistance (jump-start) will be provided to any covered customer in immediate need.

**Collision Assistance** – If a customer is involved in a collision in their covered vehicle, towing assistance will be provided when needed to direct the vehicle back to the issuing dealership if possible or to the nearest qualified repair facility.

**Satisfaction Guaranteed** — We are committed to providing products and services that will exceed expectations. If You are not completely satisfied, You can receive a refund of the cost. Requests must be submitted to Us in writing within 10 days of the effective date of the coverage, provided it is not past the original Departure Date.

**TRAVEL GUARD®**  
CHARTIS 

### 24-Hour Emergency Assistance Telephone Numbers

Canada and Continental USA.....1.866.648.8425

International (collect).....1.416.646.3723

LiveTravel™ 24-Hour Assistance.....1.800.826.8597

*Be sure to use the appropriate country  
and city codes when calling.*

**- KEEP THESE NUMBERS WITH YOU WHEN YOU TRAVEL -**

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