

## Product Summary for Manulife Global Visitor to Canada Policy

Helps offer protection if something unexpected happens during your trip

### HOW TO CONTACT US

**INSURER:****Manulife**

Registered with Autorité des marchés financiers under client number 2000737614

Address:

Affinity Markets

250 Bloor Street East

Toronto, ON M4W 1E5

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Email: [manulifeglobal@manulife.com](mailto:manulifeglobal@manulife.com)

Website: [manulife.ca](http://manulife.ca)

**AUTORITÉ DES MARCHÉS FINANCIERS:**

The Autorité des marchés financiers can provide you with information about your insurer's or your insurance distributor's obligations.

Website: [lautorite.qc.ca](http://lautorite.qc.ca)

Underwritten by The Manufacturers Life Insurance Company (Manulife)

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### GUIDELINES FOR REVIEWING THIS SUMMARY

**"You" can refer to many people**

When referring to "you," we mean the person who purchased the insurance and any other insured person, unless the context states otherwise.

**"Trip" has a specific meaning**

The word "trip" refers to the period beginning on the departure date and ending on the return date shown in your confirmation.

**Words in *italics* have a specific meaning**

Words and expressions in *italics* are defined at the end of the summary (section [9. Definitions](#)). Read these definitions if you have any questions.

**This is a summary**

Review the [sample policy \(https://www.igoinsured.com/travelcontent/?file=MS-MC\\_MS-GVC\\_policyVISC.pdf\)](https://www.igoinsured.com/travelcontent/?file=MS-MC_MS-GVC_policyVISC.pdf) for complete details. You can get a copy from your travel agency or on the website where you buy your insurance.

**You can also find the sample policy at:**

<https://www.manulife.ca/personal/insurance/association-insurance-plans/travel-insurance-policies-and-product-summaries.html>

## THINGS TO CONSIDER

### Before you buy this insurance

- Do you, and all the people you want to insure, meet **all** the eligibility requirements? If not, you might not be covered. To make sure, read section [1. Who can buy this insurance](#).
- Do you, or any of the people you want to insure, have a *medical condition*? If so, expenses relating to the *medical condition* may not be covered.

### Before you travel

- Do all insured people still meet all eligibility requirements? Otherwise, exclusions may apply. Check before you leave.
- Have there been any changes in the health of any insured people since you purchased your insurance? If so, exclusions may apply.

## DON'T FORGET

All amounts in this summary are shown in Canadian dollars

All coverages are per person unless the context states otherwise

Provide full and accurate information

If you make a false statement or if you fail to declare certain information before or during the coverage period, we may cancel your coverage.

Don't leave without paying

You're not covered until you pay for your insurance.

**Note:** The insurance policy doesn't provide any temporary coverage.

## 1. WHO CAN BUY THIS INSURANCE

### Eligibility requirements for purchasing this insurance

You can buy this insurance if you, and any people you want to insure, meet all the following requirements:

- You must apply for this insurance before you arrive in Canada. If you purchase the insurance after you arrive, a *waiting period* applies.
- For plans up to \$100,000: you must be 85 years of age or younger and in Canada on your *effective date of insurance*.
- For plans up to \$150,000: you must be 69 years of age or younger and in Canada on your *effective date of insurance*.

You **can not** buy this insurance if:

- You were advised by a physician not to travel.
- You have been diagnosed with a terminal illness with less than 6 months to live.
- You have a kidney condition that requires dialysis.
- You have used home oxygen during the 12 months before you applied for this insurance

If you don't meet the eligibility requirements, you can not purchase the insurance

- You will not be covered; or
- The insurance will be cancelled; or
- Your claim will not be paid.

## 2. WHO IS INSURED AND HOW WE CALCULATE YOUR INSURANCE COST



### You

You are insured if:

- you meet all the eligibility requirements
- you paid for the insurance



### Your family (if you pay family premium)

You, your spouse, *children* and *grandchildren* must meet all the eligibility requirements when you purchased the family coverage option.

You and your family will be insured when you pay an amount equal to 2 times the rate for the oldest parent or grandparent.

The following people qualify under family coverage:

- two adults under age 60
- your *children* or *grandchildren*, if they are at least 31 days old

Your insurance costs are based on the following criteria:



- the age of each traveller
- the length of the trip – how long are you travelling?
- the amount of coverage you choose
- the date you purchase the insurance coverage (if you receive a quote for insurance coverage, the cost of insurance may be different when you are ready to purchase)
- single or family coverage – travelling alone or with family?

The cost may include premium tax and includes the cost of any administration by us.

### Other fees and costs

The insurance is sold within Canada only by authorized Manulife distributors. The sale is subject to applicable federal and provincial sales taxes. We charge a single, fixed amount and there are no other fees or expenses related to the cost of the insurance. The insurance is not renewable.

## 3. THE LENGTH OF YOUR INSURANCE DEPENDS ON YOUR TRAVEL DATES

### Maximum trip duration

The maximum trip duration this policy will cover, including any extensions is 365 days.

## 4. YOUR INSURANCE APPLIES PRIMARILY IN CANADA

Your insurance applies everywhere in Canada and also provides coverage for up to 30 days for side trips outside of Canada as long as you leave for your side trip from Canada and then return to Canada once your side trip has ended. The side trip cannot be more than 49% of your total number of coverage days. Your insurance does not apply in your own country of residence.



**Warning:** Exclusions may apply if the Government of Canada issues an advisory against travel to a certain region or area.

## 5. ADDITIONAL SERVICES

### STANDBYMD™ MEDICAL CONCIERGE SERVICES

Manulife Global Travel Insurance also provides you with value-added medical concierge services.

StandbyMD provides access to assistance services in the event of a medical emergency. These services are available when you contact the Assistance Centre.

### ANYWHERE IN THE WORLD

- You have phone access to a physician to assess your symptoms.
- You have access to a network of physicians who make house call visits in 141 countries and over 4,500 cities.

Note: This service is provided by Manulife's partner – StandbyMD.

## 6. SUMMARY OF COVERAGES

### EMERGENCY MEDICAL

Coverage for a sudden and unforeseen medical emergency that requires immediate *treatment*.

In this section, we outline some details of the Emergency Medical insurance coverage. The "EMERGENCY MEDICAL INSURANCE" section of the [sample policy](#) contains the full list of all insurance benefits, the limits to the amount we pay, and the expenses we do not cover including the *pre-existing medical condition* exclusion.



Always call the Assistance Centre before you receive emergency *treatment* so we can confirm you are covered and pre-approve any *treatment*.



**IF YOU DON'T CALL THE ASSISTANCE CENTRE, YOU MAY BE RESPONSIBLE FOR CERTAIN EXPENSES.**

### Covered maximum: the amount of insurance coverage you purchase

You can choose to be covered for up to \$150,000 if you're age 69 or younger or up to \$100,000 if you're age 85 or younger. For some benefits we limit the amount we pay to a maximum amount.

### Covered expenses for Emergency Medical

This is an overview of emergency medical care expenses we pay. For full details, read "What does Emergency Medical Insurance cover?" in the [sample policy](#).

- |  |  |
|--|--|
| • Expenses incurred to receive emergency <i>treatment</i> , including surgical and diagnostic procedures | 100%   |
| • Expenses for repatriation  | 100%   |
| • Expenses in the case of death while travelling   | Benefit maximums listed in the sample policy |
| • Expenses for other emergency services and supplies are limited to individual benefit amounts.          | Benefit maximums listed in the sample policy |

### Exclusions for Emergency Medical

Some of the expenses we do not cover are outlined in this section. For a full list of exclusions, read "What does Emergency Medical Insurance not cover?" in the [sample policy](#).

- Expenses not related to urgent and necessary medical care
- Expenses related to participating in hazardous sports
- Expenses related to *minor mental or emotional disorder* (anxiety)
- Expenses related to a *medical condition* if the Government of Canada has issued a formal warning to a certain region you are visiting
- Expenses related to pre-existing *medical conditions*

If, at the time you purchase this insurance, you have a *pre-existing condition* that in the last 6 months before your *effective date of insurance*:

- you have taken, received, or been prescribed medication and/or *treatment*; and/or
- you experienced any symptoms of any *medical condition(s)*

then, no coverage will be provided for that *medical condition*.

## 7. HOW TO MAKE A CLAIM



You can use the TravelAid™ mobile app to make a claim.



You can submit your claim online at [Manulife.acmtravel.ca](https://Manulife.acmtravel.ca)

You will need all your documentation available and in electronic format.



You can also write to us at:

Manulife Travel Insurance c/o Active Care Management

P.O. Box 1237, Station A, Windsor, ON N9A 6P8

Claims are administered by our partner, Active Care Management (ACM). Website: [active-care.ca](https://active-care.ca)

### 90 days to make your claim

You must send us written proof of your claim within 90 calendar days of an event.

### We pay within 30 days if your claim is approved

We notify you of our decision within 30 days after receiving your claim and all supporting documents. If we decline your claim, we explain our reasons to you, in writing.

## YOUR LEGAL RIGHTS IF YOU DISAGREE WITH OUR DECISION OR WANT TO FILE A COMPLAINT

### 1. You can ask us to reconsider your claim

You can contact Customer Service, and, if you are still not satisfied, the Manulife Ombuds Office.

For more information: [manulife.ca/personal/support/contact-us/resolve-a-complaint](https://manulife.ca/personal/support/contact-us/resolve-a-complaint)

### 2. You can contact the Autorité des marchés financiers

The Autorité des marchés financiers reviews your file and can help us find a solution together, such as offering dispute resolution services.

For more information: [autorite.qc.ca/en/general-public/assistance-complaints-and-compensation/](https://autorite.qc.ca/en/general-public/assistance-complaints-and-compensation/)

### 3. You can contest our decision in court

Your legal action must be taken within the 3-year time frame prescribed by the Civil Code (prescription period). We recommend that you seek legal advice for information on your rights and the appeal process.

## 8. YOUR RIGHT TO RESCIND AN INSURANCE CONTRACT

### Within 10 days after purchasing your insurance: full refund

You are eligible for cancellation only if you have not left on your trip. If you want to cancel your insurance contract, you must complete a Notice of Rescission of an Insurance Contract. You can get a copy of this document from your distributor or online at: [https://www.igoinsured.com/travelcontent/?file=MS-MC\\_Sched5.pdf](https://www.igoinsured.com/travelcontent/?file=MS-MC_Sched5.pdf)

Your travel booking and any other contract you enter with your travel agency remains in effect.

### If you return home earlier than planned (minimum 7 days)

We may refund a portion of your insurance premium for any unused days of your trip if you return home earlier than planned. read “Refund of Premium” in the [sample policy](#).

## 9. DEFINITIONS

### Change in medication

The medication dosage, frequency or type has been reduced, increased or stopped, and/or new medication(s) has/have been prescribed. Exceptions: the routine adjustment of Coumadin, warfarin or insulin (as long as they are not newly prescribed or stopped) to test your blood levels; and a change from a brand name medication to a generic brand medication of the same dosage.

## Children, grandchildren

Your unmarried, dependent son or daughter, or your *grandchild(ren)* travelling with you or joining you during your trip and who is:

- under 21 years of age, or
- under 26 years of age if a full-time student, or
- your child of any age who is mentally or physically disabled.

**Important:** For Emergency Medical Insurance, a *child* must also be at least 31 days old.

## Effective date of insurance

The date on which your coverage starts. Coverages start on the later of:

- the effective date of insurance as shown on your confirmation; or
- the time and date you arrive in Canada from home.

## Medical condition

Any disease, sickness, or injury including symptoms of undiagnosed conditions.

## Minor mental or emotional disorder

- having anxiety or panic attacks, or
- being in an emotional state or in a stressful situation

A *minor mental or emotional disorder* is one where your *treatment* includes only minor tranquilizers or minor anti-anxiety (anxiolytics) medication or no prescribed medication at all.

## Pre-existing medical condition

A *medical condition* that exists before your effective date is considered pre-existing.

## Treatment

Hospitalization, a procedure prescribed, performed or recommended by a physician for a *medical condition*. This includes but is not limited to prescribed medication, investigative testing and surgery.

**WARNING:** Any reference to testing, tests, test results, or investigations excludes genetic tests. "Genetic test" means a test that analyzes DNA, RNA or chromosomes for purposes such as the prediction of disease or vertical transmission risks, or monitoring, diagnosis or prognosis

## Waiting period

- the 48-hour period following your effective date of insurance if you purchase this insurance within 30 days of arrival in Canada; or
- the 8-day period following your effective date of insurance if you purchase this insurance more than 30 days after arrival in Canada.

The waiting period applies to any claim that is not the result of an accidental bodily injury.

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