

The duration of hospitalization must be at least 24 hours. Eligible expenses are subject to a maximum of \$300 per day, or \$2,400 per trip abroad, for all individuals covered.

Travel assistance services

Your insurance provides access to certain travel assistance services when you need them. These services may not be available in all countries and are subject to change by SSQ without notice.

The following services are available:

- a) Directing the insured to an appropriate clinic or hospital
- b) Verifying medical insurance coverage to avoid, wherever possible, the insured having to pay for hospital care up front
- c) Ensuring the proper follow-up of the insured's medical file
- d) Coordinating the return and transport of the insured as soon as medically possible
- e) Providing emergency support and coordinating settlement applications
- f) Arranging the transportation of a family member to the bedside of the insured, to identify the insured's body if deceased and/or coordinate the repatriation of the deceased insured
- g) Arranging for the return of insured persons to their home (return expenses not included)
- h) Arranging for the return of the insured's personal vehicle if the insured is unable to do so due to illness or accident
- i) Communicating with the insured's family or employer
- j) Acting as an interpreter for emergency calls
- k) Recommending a lawyer in the event of legal difficulties

Exclusions, limitations and restrictions apply.

Contact information

For information before you travel, to obtain approval before incurring or paying any eligible expenses, or to request assistance, contact SSQ's travel assistance service at one of the numbers below:

From Canada or the United States: 1-800-465-2928
From elsewhere in the world: 514-286-8412 (collect call)

You must provide the group and certificate numbers specified on your insurance card when calling.

Helpful information

To facilitate communication with SSQ or the travel assistance service, write your group and certificate numbers below as well as the coverage status indicated on your insurance card.

- Individual
- Couple
- Family
- Single-parent

QUESTIONS?

For further information, please contact SSQ Customer Service.

Customer Service

P.O. Box 10500, Stn Sainte-Foy
Quebec, QC G1V 4H6

Quebec area: 418-651-2551
Elsewhere: 1-888-400-0023

ssq.ca

SSQ Financial Group

Values in the right place

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SSQ Financial Group

Values in the right place

**TRAVEL
INSURANCE
& ASSISTANCE**





Expenses covered

The percentage of reimbursement applicable to the following eligible expenses is 100%.

Coverage under this benefit is limited to the period while individuals are outside their province of residence and are also covered under their public health and hospitalization plans. In the event that the insured dies during the coverage period, or suffers accidental injury or a sudden and unexpected illness during such period, emergency expenses incurred by or for the insured as described below are eligible, up to the maximum reimbursement of \$5,000,000 per trip per insured.

Travel Insurance and Assistance only covers eligible expenses in excess of those reimbursed under the public health and hospitalization plans of the insured's province of residence. Insureds planning a trip scheduled to last more than 180 days must contact SSQ in advance for information about applicable conditions.

In the following cases, approval must be requested as soon as possible from SSQ's travel assistance service, either by the insured or by any other adult able to do so: hospitalization, medical care, transportation by ambulance.

In the following cases, insureds must obtain prior approval from SSQ's travel assistance service: treatment provided by a nurse, chiropractor, podiatrist, physiotherapist or dentist; repatriation; medical escort; living expenses and transportation of a close relative of the insured; transportation of the insured's body if deceased; return of a vehicle; expenses described under the "Services, products and articles" section.

For the expenses described below to be considered eligible, insureds must be covered under the public health and hospitalization plans of their province of residence.

In all cases, services must be obtained from an individual who does not reside with the insured and is neither a close relative nor a travel companion of the insured.

Insureds who already have a known disease or illness before the trip must ensure before departure that:

- Their health condition is good, and stable. The insured's state of health is considered unstable, and its effects are not considered to be those of a sudden and unexpected illness, in the following cases:
 - Symptoms worsen
 - A relapse is suffered
 - The disease or illness is in its terminal phase
 - The disease or illness is chronic and shows signs that deterioration may occur or foreseeable complications may arise during the trip

- They are able to carry out usual daily activities
- They are experiencing no symptoms that may reasonably suggest that any complications may arise or medical care may be required during the trip outside the province of residence

SSQ's travel assistance service can clarify the term "sudden and unexpected illness" and confirm whether coverage may be limited in any way by the insured's condition.

Hospitalization

Hospitalization expenses incurred due to treatment in a hospital.

Physician fees

Professional fees of a physician for medical, surgical or anaesthetic care, other than fees for dental care.

Nursing fees

When prescribed by the attending physician, professional fees of a registered nurse for private nursing care provided exclusively in hospital. Eligible expenses for nursing fees may not exceed \$5,000 per insured per trip.

Chiropractor, podiatrist or physiotherapist fees

Professional fees of a chiropractor, podiatrist or physiotherapist.

Dentist fees

Professional fees of a dentist for accidental injury to natural teeth. The accident must occur outside the insured's province of residence. Treatment must be received while the individual's insurance is in force. Eligible expenses for professional fees of a dentist may not exceed \$1,000 per insured per trip.

Prescription drugs

Expenses for the purchase of drugs available only on prescription from a health care professional legally authorized to do so.

Transportation by ambulance

The cost of transportation by ambulance to the nearest hospital by a licensed ambulance service.

Repatriation of the insured

The cost of returning the insured to the province of residence for immediate hospitalization and the cost of transporting the insured to the nearest location where appropriate medical services are available. Benefits are limited to the cost of the most economical transport option, taking the insured's health condition into account.

Transportation by plane of a medical escort

The cost of economy class round-trip transportation by air for a medical escort who is neither a member of the insured's family nor a travel companion, when required by the air carrier or the attending physician of the insured.

Living expenses and transportation of a close relative

The cost of accommodation and meals in a commercial establishment and the cost of economy class round-trip transportation for one close relative between the place of residence and the hospital when the insured is hospitalized for at least 7 days or, in case of death, between the place of residence and the place where the deceased insured's body must be identified. Eligible expenses are subject to the following limits:

- Transportation: \$2,500 per trip for all insured family members
- Accommodation and meals: \$300 per day for all insured family members, up to a maximum of \$2,400 for the whole duration of the stay

Eligible transportation expenses are limited to the cost of making the trip by the most economical means (bus, train or air). The attending physician must certify in writing that the visit was necessary.

In case of death of the insured, preparation and transportation of the body or burial or cremation on the spot

The expenses of preparing and returning the remains of the insured by the most direct route home, or burial or cremation on the spot, excluding expenses incurred for a coffin or funeral urn. Eligible expenses are limited to a total maximum of \$10,000 for preparation of the body and transportation.

Return of vehicle

The cost of returning the insured's personal vehicle home or rental vehicle to the nearest appropriate vehicle rental agency. Eligible expenses are limited to a maximum of \$2,000 per trip. The vehicle must be returned by a recognized commercial agency. The insured must be incapable of doing so personally due to an illness or injury that is confirmed by the attending physician, and the insured's travel companions, if applicable, must also be unable to return the vehicle.

Services, products and articles

Expenses paid for the following medical services, products or articles:

- Rental of a wheelchair, hospital bed or respirator
- X-rays and laboratory analyses
- Purchase of trusses, corsets, crutches, splints, casts and other orthopaedic devices

Living expenses

The cost of accommodation and meals in a commercial establishment the insured must incur when obliged to modify the planned trip due to hospitalization of the insured, a family member or a travel companion.

Travel Insurance and Assistance for employees protected by health coverage in a group insured by SSQ