

Allianz to become our new provider of travel assistance services

Starting on October 3, 2016, our provider of emergency out-of-country and out-of-province travel assistance services will be Allianz Global Assistance. The telephone numbers and all existing services will remain the same. Our goal is to make this transition as seamless an experience as possible for you and your plan members.

Allianz Global Assistance will be replacing our current provider – Europ Assistance USA – but will be providing all of the same services that our plan members currently receive including:

1. Referrals to physicians, pharmacists and medical facilities
2. Confirmation of a plan member's coverage and benefits
3. Facilitation of payments to a hospital or medical provider when possible
4. Monitoring of the medical situation, if plan member is hospitalized
5. Facilitation with plan member's physician if they may need to move safely to another medical facility or be sent home

We have prepared some Frequently Asked Questions (FAQ) to help answer any questions you or your plan members might have about this transition. However, on October 3, 2016, you should not experience any change or disruption to your travel assistance services.

About Allianz Global Assistance (Canada)

For more than 50 years, Allianz Global Assistance has supported travelling Canadians when they need it most with value-added travel insurance and assistance services. More than 700 employees support long-term partnerships with some of the best known brands in the travel and financial services markets. The company also serves as an outsource provider for in-bound call centre services and claims administration for health insurers, property and casualty insurers and credit card companies. Allianz Global Assistance is a specialist brand of Allianz Worldwide Partners for assistance and travel insurance, and is the registered business name for AZGA Service Canada Inc. and AZGA Insurance Agency Canada Ltd. For more information, visit www.allianz-assistance.ca.

Questions?

Contact your Sun Life Financial group benefits representative.

FAQ

We have prepared a series of frequently asked questions with responses to help answer some questions you or your plan members might have about this transition.

Questions from the employer

Q: Will there be any impact to my plan's pricing?

A: No. A change in emergency travel providers does not impact the pricing of your plan.

Q: Will travel benefit cards be replaced for my employees?

A: New cards will be available by late October and your plan members will be able to sign in to mysunlife.ca and print off updated travel benefit cards. We are currently working on a strategy to provide updated cards prior to the October 3, 2016 transition date – we will update you with more information regarding this shortly. Until then, your plan members can continue to use their existing travel benefit card.

Q: My members don't have access to the internet / mysunlife.ca - how can they receive a hard copy of their travel benefit card?

A: We are currently working on a strategy to provide updated cards prior to the October 3, 2016 transition date – we will update you with more information regarding this shortly. Until then, your plan members can continue to use their existing travel benefit card.

Questions from the employee

Q: What happens to the telephone numbers I call if I need out-of-country or out-of-province assistance on the date of transition to Allianz?

A: The telephone numbers you use to call for travel assistance will remain the same. When the transition takes place on October 3, 2016, the phone numbers that you see on your travel card, coverage guide or booklet will not change.

Q: Will my out-of-country and out-of-province coverage remain the same?

A: Yes, the coverage you have will remain the same; all that will change is the provider delivering the emergency travel assistance service.

Q: What happens if I am dealing with an out-of-province or out-of-country emergency during the date of transition?

A: If your emergency started on or before October 2, 2016, Europ Assistance USA (EA) will begin and continue to manage your medical emergency until it is completed. Allianz will handle any medical emergency calls starting October 3, 2016 or after. If you call the travel assistance number regarding a medical emergency managed by EA, Allianz will transfer your call to EA for continued assistance.

Q: Will my existing travel benefit card be valid after October 3, 2016?

A: Yes it will. The most important information on card is the telephone numbers and your policy number and those will remain the same. Your new travel benefits card will list Allianz as the service provider and will have their logo on it.

Q: What do I do if I didn't call at the time of emergency and I have a claim to submit?

A: You have 30 days to submit your claim upon your return to your home province, using the existing Sun Life Extended Health Care claim form. This can be mailed to the Sun Life office nearest you:

Sun Life Assurance Company of Canada
PO Box 11658 Stn CV
Montreal QC H3C 6C1

Or

Sun Life Assurance Company of Canada
PO Box 2010 Stn Waterloo
Waterloo ON N2J 0A6