

Allianz Global Assistance is our new provider of travel assistance services

As communicated to you in [Focus Update #590](#), effective **October 3, 2016**, our provider of emergency out-of-country and out-of-province travel assistance services will be AZGA Service Canada Inc. (Allianz Global Assistance), replacing our current provider, Europ Assistance USA, Inc. If you have Extended Health Care without travel assistance services, your out-of-country and out-of-province emergency claims will also be managed by Allianz Global Assistance.

What does this affect?

This transition will be a seamless experience for you and your plan members as all of the services that your plan members currently receive will remain the same. We will be adding Canadian contact numbers to the new cards for plan members to call for emergency travel assistance, but all of the current telephone numbers will still remain active.

What you need to do

Keep this Focus Update as a record of these changes and file it with your Sun Life group contract(s) for future reference – this serves as an amendment to your contract(s) effective **October 3, 2016**. The next time your contracts are amended, updated wording will be included to reflect the above changes.

Share with your plan members

We have also included [a communication](#) with a cut out wallet card that can be distributed to your plan members for notification of this change in providers. Additionally we will be updating the travel cards found on [mysunlife.ca](#) and my Sun Life Mobile app with the name and logo of Allianz Global Assistance once the transition has taken place.

Frequently Asked Questions (FAQ)

In addition to the questions and responses included in [Focus Update #590](#), we have some updated FAQ to share with you:

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

A: By late October, your plan members will be able to sign in to [mysunlife.ca](#) and print off updated travel benefit cards. If your members will be travelling close to and/or during the transition date of October 3, 2016, they can print, cut and complete the travel wallet card included in the plan member communication to carry with them.

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 have prepared a [member communication](#) with an attached travel wallet card that can be distributed to your plan members. They can print, cut and complete the wallet card to carry with them.

Q: Will benefit booklets be updated?

A: References to Europ Assistance USA, Inc. will be replaced with Allianz Global Assistance in your contract and booklets at the time of your next plan amendment.

Questions?

Contact your Sun Life Financial group benefits representative.