

Understanding My Coverage



June 23, 2020

Provinces and borders are starting to reopen. You may be thinking of traveling abroad in the coming months.

If you'll be travelling abroad and rely on your group benefits out-of-country coverage here's what you need to know.

- **COVID-19 coverage in place:** Our standard contracts don't exclude or limit coverage in the event of epidemics or pandemics. We'll treat a medical emergency resulting from COVID-19 in the same way as any other medical emergency outside Canada.
- **Trip duration limit:** The standard trip duration limit in your contract applies. You need to check your contract to ensure your trip falls within these limits. Your trip duration limit won't be extended, even if travel home is restricted.
- **Travel advisories:** You should check the [Government of Canada Travel Advisory website](#) before deciding to leave Canada. Some borders could close if the COVID-19 situation changes. In such a case, you could have your coverage expire while you are still abroad. This is why it's important you know your trip duration limit.

Your travel card is available on the **my Sun Life mobile** app. Please make sure you have this with you when you travel.

You must call Allianz if you or a dependent needs immediate attention for a medical emergency:

- In the USA and Canada call: 1-800-511-4610
- From anywhere else: 1-519-514-0351*
*Members can call this number collect through an international operator
- Fax: 1-519-514-0374 Allianz is available 24 hours a day, 7 days a week.

Questions? We're here to help.

Please call us at 1-800-361-6212, Monday to Friday, 8 a.m. to 8 p.m. ET.