

# UNDERSTANDING my coverage

August 25, 2016

## Allianz Global Assistance will be our new provider of travel assistance services

Effective **October 3, 2016**, our provider for emergency out-of-country and out-of-province travel assistance services will be AZGA Service Canada Inc. (Allianz Global Assistance). Allianz Global Assistance will replace our current provider, Europ Assistance USA, Inc.

### What's changing?

Our goal is that this experience will be seamless for you. Allianz Global Assistance will provide all of the same services that you currently receive, including:

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

There are no changes to your coverage, which includes the services described in your plan for emergency out-of-country and out-of-province travel assistance. We will be adding Canadian contact numbers for you to call for emergency travel assistance, but all of the current telephone numbers will still remain active.

### Updating our materials

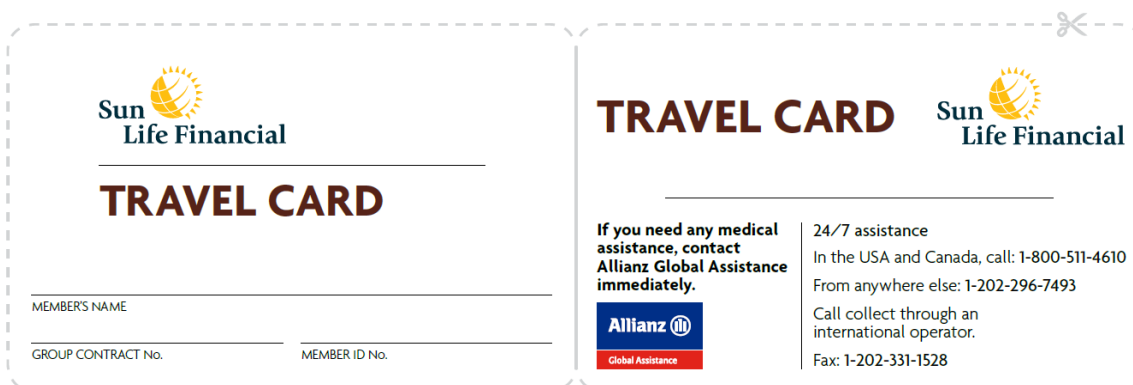
We are working to ensure that all of our communication materials are updated in a timely way; however, you may continue to see references to Europ Assistance as we work on these changes. In October and November, you'll see updates to [mysunlife.ca](http://mysunlife.ca) and the my Sun Life Mobile app to include the name, logo and mailing address of Allianz Global Assistance and our new Canadian contact numbers.

### Travel cards

Your existing travel card will contain the contact information that you need for emergency travel assistance. If you intend to travel close to and/or during the transition date of October 3, 2016, and would like an updated travel card, you can print, cut and complete the below travel wallet card to carry with you.

Later in October, you will be able to log in to [mysunlife.ca](http://mysunlife.ca) and download a travel card personalized with your information that will contain all of the details for Allianz Global Assistance.

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## Frequently Asked Questions (FAQ)

We have prepared some FAQ responses for you to help give you some additional insight to this change.

**Q: What happens to the telephone numbers I call if I need help when travelling outside my province or Canada on the date of transition to Allianz Global Assistance?**

- **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 remain available for you to call.

**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 emergency outside my province or Canada during the date of transition?**

- **A:** If your emergency started on or before October 2, 2016, Europ Assistance USA, Inc. (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 your card is the telephone numbers and your contract 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. Log in to [mysunlife.ca](http://mysunlife.ca) and read more about your Travel benefit under the Coverage menu at the top of your Quick view page.

## Questions?

Please contact the Customer Care Centre at 1-800-361-6212, Monday to Friday, 8 a.m to 8 p.m ET.