



360° | HEALTH
INSURANCE

GROUP INSURANCE

VOYAGE ASSISTANCE

An essential component of Travel Insurance,
worldwide service,
available 24 hours a day, 7 days a week



Desjardins
Insurance

LIFE • HEALTH • RETIREMENT

Cooperating in building the future

WHO IS COVERED?

Any employee, their spouse and their dependent children who are insured under an extended health care benefit and covered under government health and hospital insurance plans, provided the trip does not exceed the maximum period stipulated in the contract and the health condition is stable prior to the trip.

WHAT SERVICES ARE PROVIDED?

Voyage Assistance will take the necessary steps to provide the services to any insured person who requires them, for example:

- 24-hour toll-free telephone assistance;
- referral to physicians or health care facilities;
- assistance with hospital admission;
- cash advances to the hospital when required by the facility;
- repatriation of the insured person to their city of residence, as soon as health permits;
- establishing and staying in contact with the insurer;
- arrangements in the event of death;
- repatriation of the insured person's children if the insured person cannot be moved;
- delivery of medical assistance and drugs to an insured person who is too far from health care facilities to be transported there;
- arrangements to bring a member of the immediate family to the insured person's bedside if the insured person must be hospitalized for at least seven* or as stipulated consecutive days, provided this visit has been ordered by the attending physician;
- in the event travel documents are lost or stolen, help obtaining temporary papers to enable the insured person to resume their trip;
- referral to lawyers if legal problems arise;
- translation services for emergency calls;
- transmission of urgent messages to close friends or family in case of emergency;
- information prior to departure concerning passports, visas and vaccinations required in the country of destination. You can also visit voyage.gc.ca to assist you with your plans abroad.

*Or as stipulated in your contract.

HOW DOES IT WORK?

In the event of a medical emergency, you or the health care provider present must contact our call centre immediately. The Voyage Assistance service is available 24 hours a day, 7 days a week.

This comprehensive program of services offers on-the-spot medical and personal assistance worldwide, an **exclusive** and **efficient** service, **provided in many languages.**

Our coordinators are specifically trained to provide assistance and guidance. If necessary, the coordinator handling your call will contact our worldwide network of agents and consultants to help solve your problem.

REMEMBER TO TAKE YOUR VOYAGE ASSISTANCE CARD WHEN YOU TRAVEL

When you call, you will be asked for proof of your coverage under the Voyage Assistance program. Using your insurance certificate as reference, complete the card below. Keep the card in your wallet to have the Voyage Assistance telephone numbers handy at all times.



Download the **Desjardins Travel Solution** mobile application now!

The Desjardins Travel Solution app works with iPhone®, iPad® and iPod touch® and with any Android™ device.

® iPhone, iPad and iPod touch are trademarks of Apple inc., registered in the U.S. and other countries.
™ Android is a trademark of Google Inc.

 *Detach along dotted line.*

VOYAGE ASSISTANCE Card

Name of insured employee: _____

Departure date: _____ / _____ / _____ Return date: _____ / _____ / _____

Group number: _____ Certificate number: _____

Name of employer: _____

In case of emergency, contact (name, telephone): _____

CALL US AS SOON AS POSSIBLE, ANYTIME DAY OR NIGHT!

HOW TO CONTACT US?

- In Canada and the United States: a unique toll-free number: **1-800-465-6390**
- In any other country: a unique toll-free number: **800-29-48-53-99** preceded by the visiting country's overseas code for the following countries:

Australia	0011	Japan – IDC	0061	South Korea – DACOM	002
Austria	00	Japan – ITJ	0041	South Korea – KOREA TELECOM	001
Belgium	00	Japan – KDD	001	Sweden – Tele2	007
Denmark	00	Malaysia	00	Sweden – Telia	009
Finland	00	Netherlands	00	Switzerland	00
France	00	New Zealand	00	Taiwan	00
Germany	00	Norway	00	United Kingdom	00
Hong Kong	001	Republic of Ireland	00		
Israel	014	Singapore	001		

- Otherwise, contact us by calling collect at **514-875-9170** via a canadian operator who will contact our assistance service. To reach a Canadian operator, make sure you know the **Canada direct** access code of the visited country, available on the infocanadadirect.com website.

VOYAGE ASSISTANCE provides the immediate support you need practically anywhere in the world: an essential component of your travel insurance.

This brochure is for information purposes only. The insurance policy will be used to settle legal issues.

Visit our website at:
desjardinslifeinsurance.com



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Insurance

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Desjardins Insurance refers to Desjardins Financial Security Life Assurance Company.

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Detach along dotted line.

VOYAGE ASSISTANCE Card

In case of a medical emergency, you can reach the VOYAGE ASSISTANCE service, day or night, from anywhere in the world, by calling one of the following numbers:

If calling from	Number to dial
Canada and United States	1-800-465-6390 (toll-free)
Any other country (accessible from certain countries)	Overseas code of the country visited + 800-29-48-53-99 (toll-free)
Otherwise, to speak directly with a Canadian operator who will put through your collect call to the Assistance Service, dial the Canada Direct access code from the country you are in. Codes are available at www.infocanadadirect.com	514-875-9170 (collect call)