



# Travel Assistance

PEACE OF MIND  
WHEN YOU'RE TRAVELLING



**Desjardins**

**Insurance**

Life • Health • Retirement

# Rest assured

Planning a trip? Our Travel Assistance service is **an essential part of your travel insurance, and it's available to you anywhere in the world, 24/7**. Anyone who is insured under our extended healthcare benefit and under government health and hospital insurance plans is covered, as long as their health is stable prior to their departure and the trip does not exceed the maximum period stipulated in the contract.

## We're there for you

- 24-hour toll-free telephone assistance
- Referral to doctors or healthcare facilities
- Assistance with hospital admission
- Cash advances to the hospital when required
- Repatriation of the insured person to their city of residence as soon as their 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 healthcare facilities to be transported there
- Arrangements to bring a member of the immediate family to the insured person's bedside if the insured person has to be hospitalized for seven consecutive days or more\* and the attending doctor orders the visit
- Help obtaining temporary papers so the insured person can resume their trip if their travel documents are lost or stolen
- Referral to a lawyer 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 being visited (the Government of Canada's website, [travel.gc.ca](https://travel.gc.ca), also has useful advice and information, including travel advisories and warnings that you should check before you book your trip)

\* Or as stipulated in your contract

This brochure is for information purposes only. The insurance policy will be the reference document for settling legal issues.



## Just a phone call away

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

This **comprehensive** and **exclusive** program offers on-the-spot medical and personal assistance worldwide in **many languages**.



**Download the Desjardins Travel Solution mobile app!**

Available in iOS® and Android™.

© iOS is a trademark of Apple Inc., registered in the U.S. and other countries.  
™ Android is a trademark of Google Inc.

## Don't forget your Travel Assistance card

When you call, you will be asked for proof of your coverage under the Travel Assistance program. **Using your insurance certificate as reference, complete the card below.** Keep the card with you so that you'll have the Travel Assistance telephone numbers handy at all times.

Detach along the dotted line.

### Travel 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!**

# Contact us

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

Australia	0011	Hong Kong	001	Norway	00
Austria	00	Israel	00, 012, 013, 014	Republic of Ireland	00
Belgium	00	Japan	010	Singapore	001, 008
Denmark	00	Korea	001, 002	Sweden	00
Finland	00	Malaysia	00	Switzerland	00
France	00	Netherlands	00	Taiwan	002
Germany	00	New Zealand	00	United Kingdom	00

- By calling us collect, at **514-875-9170**

If you have any questions, please go to our website, at: **[desjardinslifeinsurance.com/planmember](https://desjardinslifeinsurance.com/planmember)**

— Proud supporter of —



Canadian  
Cancer  
Society

[itsmylife.cancer.ca](https://itsmylife.cancer.ca)

Proud supporter of



[breakthroughfund.ca](https://breakthroughfund.ca)



# Desjardins

## Insurance

Life • Health • Retirement

Desjardins Insurance refers to Desjardins Financial Security Life Assurance Company.  
200, rue des Commandeurs, Lévis (QC) G6V 6R2 / 1-866-647-5013

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## Travel Assistance card

In a medical emergency, you can reach the Travel Assistance service anytime, from anywhere:

Canada or United States	<b>1-800-465-6390</b> (toll-free)
Any other country (accessible from certain countries)	Overseas code of the country visited <b>+ 800-29-48-53-99</b> (toll-free)
Otherwise, call us collect	<b>514-875-9170</b>