



*** IMPORTANT NOTICE – CANCELLATION BENEFIT***

This document is intended to help you complete the attached form to file a claim for a trip cancellation or interruption benefit. Please read it carefully as this information is essential for processing your claim.

An incomplete claim may cause additional delay in the processing of your file.

ESSENTIAL DOCUMENTS TO SUBMIT WITH ALL CLAIMS:

- The "Claim Form – Cancellation Benefit" duly completed and signed;
- Letter detailing your version of the events that led to the claim;
- Based on the event that caused the claim:
 - "Attending physician's declaration - Cancellation benefit" form duly completed and signed by the attending physician of the injured or ill person OR;
 - Detailed medical report from the attending physician abroad that justifies the necessity to interrupt or extend the trip OR;
 - Documentary evidence that confirms the reason for the trip cancellation/interruption or delayed return (e.g.: police report, death certificate, letter from the airline company, damage report. etc.)
- Original purchase invoice (travel agency, transport, Internet);
- Electronic ticket(s);
- Proof of payment (e.g.: credit card statement that shows the transaction, copy of the cashed cheque, etc.);
- Cancellation confirmation as well as copies of all refund received from other providers.

ADDITIONAL DOCUMENTS TO PROVIDE IN CASE OF:

Trip interruption/ delayed return:

- New electronic ticket(s) as well as the invoice and proof of payment;
- Original receipts/invoices of additional fees incurred (if applicable).

Flight delay/ flight cancellation:

- Letter from the airline confirming the reason of the flight delay or cancellation;
- Original receipts/invoices of additional fees incurred (if applicable).

If you can't provide all the requested documents, please provide us with an explanation in a letter attached to your claim. We reserve the right to request additional documents or information if needed.

Should you have any questions about your coverage or the claims process, please contact us at 514-286-8336 or at 1 800 264-1852, from Monday to Friday, 8:30am to 5:00pm (Eastern Time).

Please keep a copy of your supporting documents for your own personal files.