

Preparing for Your Trip

In order to ensure you are fully prepared for your upcoming travel plans, please take some time to review the items below. Please give this information to any additional individuals that may be travelling with you.

We hope you have a safe and enjoyable trip. If you do have a medical emergency while travelling, we are here to help 24 hours a day, 7 days a week.

When possible, call before seeking medical treatment

If you need to seek medical attention while travelling, please contact us immediately, or as soon as you can. We will refer you to the nearest hospital or clinic and try to arrange billing. If you're unable to call, you can have a friend, relative or medical provider contact us on your behalf.

Bring along your documents

- Policy or Certificate Number
- Government Health Insurance Card

Proof of Departure

In the event of a claim, your policy may require you to submit "Proof of Departure". Proof of Departure must contain your name, the date, and show that you were in your province of residence at the time of departure.

Some examples of this include: a boarding pass, an itinerary or a credit card/bank statement.

Good to know: If you're driving across the border, stop for gas on the Canadian side and pay with your debit or credit card. You will be able to submit your statement as Proof of Departure if necessary.

Going on a cruise?

In the event of a medical emergency, you can also reach us at MGCC-NA-CM@allianz-assistance.ca. This email address is monitored 24 hours a day, 7 days a week.

Traveling internationally?

Visit the Government of Canada website at <http://travel.gc.ca> to check Travel Advisories worldwide or to register yourself as a traveller to your destination in case of an emergency like a natural disaster.

Good to know: Cuba has restrictions on collect calling. Contact a Canadian phone number by dialing: 119 + 1 + (Area Code) + (Phone Number)