



With travel season quickly approaching, here is what you need to know before you embark.

Always ensure you have your Emergency Medical Travel Assistance card with you while traveling, which includes the dedicated emergency assistance line.

We're partnered with Allianz Global Assistance to support you with your out-of-country claims. Should a medical emergency arise, please contact **Allianz** as soon as possible to open a case. They provide guidance on how to submit expenses for reimbursement.

For 24-hour emergency medical assistance call:

**1-888-440-2667 (toll-free) in Canada and the USA**

**1-416-340-1316 (collect) in all other countries**

If you are unable to reach the intake centre, email [CaseManagementCA@allianz-assistance.ca](mailto:CaseManagementCA@allianz-assistance.ca) with "URGENT" in the subject line. **Please note this is for active medical emergencies only.**

If expenses are paid out-of-pocket, there are two ways to conveniently submit the claim to Allianz:

- Online Claim Portal - [www.allianzassistanceclaims.ca](http://www.allianzassistanceclaims.ca). Create a secure account and submit all documents, along with a completed claim form.
- Mail - send your completed claim form along with your original receipts to:

Allianz Global Assistance  
PO Box 277  
Waterloo, ON N2J 4A4

Questions about new or existing out of country claims should be directed to Allianz at **1-800-363-1835** or by email at [claims@allianz-assistance.ca](mailto:claims@allianz-assistance.ca).

If you have questions regarding your travel coverage prior to departure, please contact your plan administrator or the Co-operators at 1-800-667-8164.