

IN THE EVENT OF AN EMERGENCY, YOU MUST CALL GLOBAL EXCEL IMMEDIATELY:

From Canada and U.S. call toll free 1-800-715-8833

From anywhere, call collect 819-566-8839

Do not assume that someone will contact *Global Excel* on your behalf. It remains your responsibility to ensure that *Global Excel* has been contacted prior to receiving treatment or as soon as reasonably possible.

SECTION I

IMPORTANT NOTICES

- Throughout this policy, words in italics have a specific meaning and are defined in Section II - Definitions.
- This insurance is designed to cover losses arising from sudden and unforeseeable circumstances. It is important that you read and understand your policy, as your coverage may be subject to certain limitations and exclusions.
- A pre-existing medical condition exclusion may apply to medical conditions and/or symptoms that existed prior to your trip. Check to see how this applies in your policy and how it relates to your effective date.
- In the event of an accident, injury or sickness, your prior medical history will be reviewed after a claim has been reported.
- All amounts are in Canadian currency, unless indicated otherwise.

Please read this policy carefully.

SECTION II

DEFINITIONS

THROUGHOUT THIS POLICY, DEFINED WORDS ARE IN ITALICS.

Accident means a fortuitous, sudden, unforeseen and unintentional event exclusively attributable to an external cause resulting in injury.

Child(ren) means a dependent and unmarried child of the insured or his/her spouse, who is at least 15 days old and under 21 years of age on the date of purchase, or a child of any age over 15 days who has a permanent physical impairment or a permanent mental deficiency on the date of purchase and who is dependent on you for support.

Country of Origin means the country for which the insured person holds a passport. Where the insured person holds more than one passport, the country of origin will be taken to mean the country that the insured person has declared on the application form. Where a family is to be covered by the policy, there will be deemed to be one country of origin for the family, which will be the country of origin declared on the application form.

Deductible means the amount (if applicable) which the insured must pay before any remaining eligible expenses are reimbursed under this policy. The deductible applies once per insured person, per covered trip.

Eligible Expenses means expenses that you incur, which are payable by the Insurer based on the benefits, terms, limitations, conditions and exclusions of this policy.

Emergency means that you require immediate medical treatment for the relief of acute pain or suffering resulting from an unexpected and unforeseen sickness or injury occurring while on a covered trip and that such medical treatment cannot be delayed until your return to your country of origin.

Family means you and/or your spouse and your child(ren) when your names appear on the application form or confirmation of insurance document. Coverage dates are the same for all family members. All family members must live at the same address while in Canada.

Global Excel means the company appointed by the Insurer to provide medical assistance and claims services.

Hospital means an institution which is designated as a hospital by law; which is continuously staffed by one or more physicians at all times; which continuously provides nursing services by graduate registered nurses; which is primarily engaged in providing diagnostic services and/or medical and surgical treatment of a sickness or injury in the acute phase, or active treatment of a chronic sickness; which has facilities for diagnosis, major surgery and in-patient care. The term hospital does not include convalescent, nursing, rest or skilled nursing facilities, whether separate from or part of a regular general hospital, nor a facility operated exclusively for the treatment of persons who are mentally ill, aged, drug or alcohol abusers.

Hospitalization or Hospitalized means you are admitted to a hospital and are receiving medical treatment on an in-patient basis.

Immediate Family Member means your mother, father, sibling, child, spouse, grandparent, grandchild, aunt, uncle, niece, nephew, mother-in-law, father-in-law, son-in-law, daughter-in-law, brother-in-law or sister-in-law.

Injury means an unexpected and unforeseen harm to the body caused by an accident, occurring while on a covered trip and which requires immediate emergency treatment that is covered by this policy.

Insured, Insured Person, You, Your and Yourself means any eligible person who is named on the application form or the confirmation of insurance document.

Medical Treatment means any reasonable procedure which is medical, therapeutic or diagnostic in nature, which is medically necessary and which is prescribed by a physician. Medical treatment includes hospitalization, basic investigative testing, surgery, prescription medication (including prescribed as needed) or other treatment directly related to the sickness, injury or symptom.

Medically Necessary in reference to a given service or supply means such service or supply:

- is appropriate and consistent with the diagnosis according to accepted community standards of medical practice;
- is not experimental or investigative in nature;
- cannot be omitted without adversely affecting your condition or quality of medical care; and
- cannot be delayed until your return to your country of origin.

Minor Ailment means any sickness or injury which does not require the use of medication for a period of greater than 15 days, more than one follow-up visit to a physician, hospitalization, surgical intervention or referral to a specialist and which ends at least 30 consecutive days prior to the application for this insurance.

Paramedical Practitioner means a legally qualified chiropractor, osteopath, physiotherapist or podiatrist who is lawfully entitled to practice in the state, province or territory in which the treatment is provided, and who is practicing within the scope of his/her licensed authority. Your paramedical practitioner must be a person other than yourself or an immediate family member.

Physician means a medical practitioner whose legal and professional standing within his/her jurisdiction is equivalent to that of a doctor of medicine (M.D.) licensed in Canada, who is duly licensed in the jurisdiction in which he/she practices, who prescribes drugs and/or performs surgery and who gives medical care within the scope of his/her licensed authority. A physician must be a person other than yourself or an immediate family member.

Reasonable and Customary Costs means costs that are incurred for approved, eligible medical services or supplies and that do not exceed the standard fee of other providers of similar standing in the same geographical area, for the same treatment of a similar sickness or injury.

Sickness means a disease or disorder of the body which results in loss while this coverage is in effect. The sickness must be sufficiently serious to prompt a reasonably prudent person to consult a physician for the purpose of medical treatment.

Spouse means the person to whom you are legally married or with whom you have been residing for at least the last 12 months.

Stable Pre-Existing Medical Condition means:

- A condition which is under treatment and has been controlled by diet or consistent use of medication prescribed by a physician and for which in the 120 days prior to the effective date of this policy there has been:
 - no hospitalization; and
 - no change in treatment, medication or dosage.

Exceptions: a reduction in dosage or an elimination of medication resulting from an improved health condition, approved by a physician, does not constitute a change in medication or dosage. A reduction or elimination of treatment resulting from an improved health condition, approved by a physician, does not constitute a change in treatment.

- A condition that existed more than 120 days prior to the effective date and which did not require treatment, as determined by a physician, during the 120 days prior to the effective date of this policy.

Sum Insured means the maximum sum that is payable (either \$10,000, \$15,000, \$25,000, \$50,000, \$100,000, \$150,000) and which you selected at the time of purchase and is indicated on your confirmation of insurance.

SECTION III

ELIGIBILITY

To be eligible for coverage under this plan, the applicant must:

- be at least 15 days old on the date of purchase; and
- hold a Canadian work visa or student visa; or

- be a Canadian or landed immigrant not covered by a government health insurance plan in Canada; or
- be a visitor to Canada.

SECTION IV

INSURANCE AGREEMENT

A - The Contract

- This contract offers coverage up to the sum insured selected. This policy, the application and the confirmation of insurance constitute your contract of insurance.
- The Insurer reserves the right to decline any application or any request for an extension of coverage.
- The plan type purchased and the sum insured selected cannot be changed after the effective date indicated on your confirmation of insurance.

- Only one policy can be issued to you and all premiums paid for any additional policy will be returned to you. When more than one policy of this form is issued by the Insurer and is in force with respect to you at the time of claim, only one such policy, the earliest by effective date, will apply.

B - Duration of Coverage

- The maximum period of coverage under this plan (including any extension(s)) is 365 days for persons up to age 85 inclusively, and 180 days for persons age 86 years old and over. No coverage is available in

excess of these periods either by extension, renewal or new policy for any *insured*, unless pre-approved by the Insurer.

2. A temporary visit to another country as part of *your* covered trip must:

- Originate and terminate in Canada;
- Not exceed 49% of *your* covered trip's duration.

A temporary visit to *your country of origin* is not covered. A temporary visit to any country is not covered if *you* are a Canadian or a landed immigrant in Canada and are covered by a provincial or territorial government health insurance plan.

When coverage is purchased prior to leaving *your country of origin*, coverage will be provided during the period of transit from the time of departure from *your country of origin*, for *your* uninterrupted trip to Canada.

3. **Effective Date** - *Your* insurance policy commences on the later of:

- the time and date *you* apply and pay for this insurance;
- 12:01 AM on the effective date as shown on *your* application or confirmation of insurance; or
- the specific time and date of *your* arrival in Canada.

Proof of *your* date of arrival may be required.

4. **Waiting Period** - When coverage is purchased any time after *your* arrival in Canada:

- If *you* are age 86 or older, then in respect of any *sickness*, *you* will not be entitled to receive reimbursement for *sickness* or symptoms which manifested or were contracted or treated within 15 days following the effective date of this policy.
- If *you* are age 85 or under, then in respect of any *sickness*, *you* will not be entitled to receive reimbursement for *sickness* or symptoms which manifested or were contracted or treated within 48 hours following the effective date of this policy.
- The waiting period will be waived if this policy:
 - is purchased on or prior to the expiry date of an existing JF Premier Visitor policy already issued by the Insurer to take effect on the day following such expiry date, provided no increase in the aggregate policy limit or change from rate schedule 1 to 2 is applied for; or
 - the Insurer specifically waives or modifies the waiting period in writing;
 - If *you* have coverage with another insurer during the first part of *your* trip in Canada, and *you* are purchasing this insurance after *your* arrival in Canada and there will be no gap in *your* coverage, *you* may request to have the waiting period waived. *You* must provide proof satisfactory to the Insurer that *you* have other coverage in force prior to purchasing this policy and receive written approval from the Insurer.

5. **Pre-Existing Medical Condition Coverage**

- Stable pre-existing medical condition(s) are covered for *insureds* age 69 or younger.
- Stable pre-existing medical condition(s) are covered for *insureds* age 70 to 79 if *you* paid the required premium on the date of purchase for such optional coverage.
- Pre-existing medical condition(s) are not covered for *insureds* age 70 to 79 if *you* did not purchase the optional coverage for stable pre-existing medical condition(s).
- Pre-existing medical condition(s) are not covered for *insureds* age 80 or older.

6. **Expiry Date** - Coverage under this plan terminates on the earliest of:

- 11:59 pm (local time) on the expiry date indicated on the application or policy confirmation;
- 11:59 pm (local time) on the date calculated by the Insurer, due to an incorrect premium payment; or
- the date and time *you* leave Canada (except when leaving for an eligible temporary trip - please refer to Duration of Coverage above).

C - Automatic Extension of Coverage - Coverage will be extended automatically without additional premium for up to 72 hours if *your* stay is prolonged beyond the period for which insurance has been purchased due to the following reasons:

- you* are hospitalized due to an emergency on the expiry date indicated on *your* confirmation of insurance. *Your* coverage will remain in force as long as *you* are hospitalized and the 72-hour extension will commence upon release from hospital;
- a late train, boat, bus, plane, or other vehicle in which *you* are a passenger causes *you* to miss *your* scheduled return to *your country of origin*, including by reason of inclement weather;
- the vehicle in which *you* are travelling is involved in a traffic accident or mechanical breakdown that prevents *you* from returning to *your country of origin*;

d) *you* must delay *your* scheduled return to *your country of origin* because *you* are not deemed medically stable to travel by the Insurer.

All claims incurred after the expiry date of *your* insurance policy must be supported by documented proof of the event resulting in *your* delayed return. This benefit does not include costs associated with flight change.

D - Optional Extensions - Coverage under this policy can be extended provided that:

- a claim has not been made under this policy (except for a *minor ailment*);
- you* have not experienced any changes in *your* health since *your* effective date or departure date;
- you* remain eligible for insurance;
- the request for the extension is received not more than 10 days prior to the expiry date of *your* coverage;
- the required premium is charged to *your* credit card.

Note: The minimum premium is \$25 per extension. The cost of additional days of insurance will be calculated based on the total trip duration, the age of the *insured* on the purchase date of the extension and using the premium schedule in effect at the time the extension is requested.

E - Premium Payment - The required premium is due and payable at the time of application and will be determined according to the schedule of premium rates then in effect. Premium rates, policy terms and conditions are subject to change without prior notice. A minimum premium of \$25 applies.

The premium is based on *your* age as of the purchase date. If the premium paid is insufficient for the period of coverage selected, we will:

- charge and collect any underpayment; or
- shorten the policy period by written endorsement if an underpayment in premium cannot be collected. Coverage will be null and void if the premium is not received, if a cheque is not honoured for any reason, if credit card charges are invalid or if no proof of *your* payment exists.

F - Family Coverage

Your policy covers *you* and all *family* members named on the application (see the definition of *family* in SECTION II) if:

- coverage dates are the same for all *family* members;
- all *family* members live at the same address while in Canada; and
- the premium for *family* coverage is paid prior to the effective date of the policy, as shown on the application or confirmation of insurance.

G - Premium Refunds - If cancellation of *your* policy is requested prior to the effective date of *your* policy, the full premium will be refunded. If termination of *your* policy is requested because *you* must return to *your country of origin* prior to *your* scheduled return date, a partial amount (less an administration fee of \$40 per insurance policy) of the premium paid may be refunded, provided no claim has been incurred at any time during *your* trip. Requests for refunds must be made in writing within 90 days of *your* policy expiry date to *your* broker or sales agent. If *your* broker or sales agent receives satisfactory proof (ex. airline ticket or customs/immigration stamp) of *your* actual return date to *your country of origin*, *your* refund will be calculated from that date, otherwise calculation of such refunds will be based on the postmarked date of *your* written request. No refund will be issued if the amount of premium to be reimbursed is less than \$10 per policy.

H - Coverage Offered:

This plan provides coverage for the *reasonable and customary costs* incurred by *you* in case of emergency occurring while in Canada or while on a temporary visit to another country (other than *your country of origin*) provided *you* spend at least 51% of *your* covered trip's duration in Canada.

The Insurer will pay such *eligible expenses*, less any applicable deductible, up to the amount shown in the schedule of fees set by the government health insurance plan in *your* province or territory of residence for non-Canadian residents and only in excess of those reimbursable by any other insurance contract or health plan (group, individual or government) under which *you* are entitled to benefit.

Subject to all terms and conditions of the policy, the following benefits are payable to a maximum of the *sum insured* insofar as such services are *medically necessary*. Benefit limits are per *insured person*, per trip.

Deductible: A deductible of \$50 per trip, per *insured* applies to *insured persons* aged 85 or younger, unless the premium surcharge was paid at the time of application to waive the deductible. A deductible of \$500 per trip, per *insured* applies to *insured persons* aged 86 years old or over.

1. **Hospital Accommodation:**

- Reasonable and customary costs up to the ward rate or coronary care unit where *medically necessary*;
- Treatments on an outpatient basis in a hospital.

2. **Physician Charges:** Medical treatment by a *physician*.

3. **Diagnostic Services:** Laboratory tests and x-rays prescribed by the attending *physician* due to an emergency. **Note:** This policy does not cover magnetic resonance imaging (MRI), cardiac catheterization, computerized axial tomography (CAT) scans, sonograms, ultrasounds or biopsies unless such services are approved in advance by *Global Excel*.

4. **Private Duty Nursing:** The professional services of a registered private nurse (other than by an *immediate family member*) as the result of a covered emergency, when *medically necessary* and while hospitalized, when ordered by the attending *physician* and approved in advance by *Global Excel*.

5. **Ambulance Services:** When reasonable and *medically necessary*, licensed ground ambulance service (also covers taxi fare in lieu of ground ambulance) to the nearest hospital.

6. **Prescription Drugs:** Up to \$500, unless *you* are hospitalized, drugs, serums and injectables that can only be obtained upon medical prescription, that are prescribed by a *physician* and that are supplied by a licensed pharmacist when required as a result of an emergency. This benefit does not cover drugs necessary for the continued stabilization of a chronic medical condition, except in case of emergency.

Note: To file a claim, *you* must provide original receipts issued by the pharmacist, *physician* or hospital, indicating the total cost, prescription number, name of medication, quantity, date and name of the prescribing *physician*.

7. **Medical Appliances:** When prescribed by a *physician* and approved in advance by *Global Excel*, minor appliances such as casts, splints, trusses, braces, crutches and/or rental of a wheelchair.

8. **Paramedical Services:** Treatment provided by a *paramedical practitioner* up to a maximum of \$1,000, provided such treatment is prescribed by a *physician*.

9. **Acupuncture Treatment:** up to a maximum of \$500 (does not cover herbal medicines or other products that do not have a DIN number).

10. **Treatment of Dental Accident:** Emergency dental treatment to a maximum of \$3,000 to repair or replace sound natural teeth or repair dentures or other dental devices as result of an accidental blow to the face. *You* must consult a *physician* or a dentist immediately following the *injury*. Treatment must take place before *you* return to *your country of origin*. An accident report is required from the *physician* or dentist for claims purposes.

11. **Emergency Relief of Dental Pain:** Emergency treatment for the relief of acute pain to natural teeth, excluding fillings and repairs to dentures or other dental devices, to a maximum of \$500 during the coverage period.

12. **Air Flight Accident:** Up to the *sum insured* in case of death as a result of an *injury* sustained during the period of coverage while travelling as a fare-paying passenger on a commercial airline. If the total claims for the same accident exceed \$300,000, the Insurer's liability for that accident is limited to \$300,000 which will be shared proportionately among all claimants involved in the same accident and who are covered under a JF Premier Visitor Insurance policy underwritten by the Insurer.

13. **Repatriation:** When approved in advance and arranged by *Global Excel*:

- up to the cost of a one-way economy airfare to return *you* to *your country of origin*; or
- the fare for additional airline seats to accommodate a stretcher or medical attendant, to return *you* to *your country of origin* (please refer to SECTION VI # 3 - Transfer or Medical Repatriation).

14. **Preparation and Return of Remains:** In the event of death, up to a maximum of \$10,000 towards the actual cost incurred for preparation of remains and homeward transportation of the deceased *insured person* to his/her *country of origin*; or up to a maximum of \$4,000 for cremation and/or burial at the place of death of the *insured person*. The cost of the casket or urn is not covered by this benefit.

1. **Notice to Global Excel**

You must contact *Global Excel* prior to seeking *medical treatment*.

If it is not reasonably possible for you to contact *Global Excel* prior to seeking treatment due to the nature of your *emergency*, you must have someone else call on your behalf or you must call as soon as medically possible.

2. **Pre-Approval of Surgery, Invasive Procedure, Diagnostic Testing and Treatment**

Global Excel must approve in advance any surgery, invasive procedure (including, but not limited to, cardiac catheterization), diagnostic testing or treatment prior to you undergoing such procedure. It remains your responsibility to inform your attending *physician* to call *Global Excel* for approval, except in extreme circumstances where such action would delay surgery required to resolve a life threatening medical crisis.

3. **Transfer or Medical Repatriation**

During an *emergency* (whether prior to admission, during a covered *hospitalization* or after your release from *hospital*), the Insurer reserves the right to:

- transfer you to one of its preferred health care providers, and/or
- return you to your country of origin,

for *medical treatment* of your *sickness* or *injury* without danger to your life or health. If you choose to decline the transfer or return when declared medically stable by *Global Excel*, the Insurer will be released from any liability for expenses incurred for such *sickness* or *injury* after the proposed date of transfer or return. *Global Excel* will make every provision for your medical condition when choosing and arranging the mode of your transfer or return and, in the case of a transfer, when choosing the *hospital*.

4. **Limitation of Benefits**

Once you are deemed medically stable to return to your country of origin (with or without a medical escort) in the opinion of *Global Excel* or by virtue of discharge from *hospital*, your *emergency* is considered to have ended, whereupon any further consultation, treatment, recurrence or complication related to the *emergency* will no longer be eligible for coverage under this policy.

5. **Availability and Quality of Care**

The Insurer, *etfs* and *Global Excel* shall not be held responsible for the availability or quality of any *medical treatment* (including the results thereof) or transportation, or your failure to obtain *medical treatment* while on a covered trip.

6. **Benefits Limited to Reasonable and Customary Cost**

If you pay *eligible expenses* directly to a health service provider, these services will be reimbursed to you on the basis of the *reasonable and customary costs* that would have been paid directly to the provider by the Insurer. Medical charges you pay may be higher than this amount, therefore you will be responsible for any difference between the amount you paid and the *reasonable and customary costs* reimbursed by the Insurer.

7. **Benefits Limited to Incurred Expenses**

If any of the benefits are duplicated under a similar benefit or under another insurance coverage in this policy or another policy issued by the Insurer, the maximum you are entitled to is the largest amount specified under any one benefit or insurance coverage. The total amount paid to you from all sources cannot exceed the actual expenses you incur.

This insurance does not cover losses or expenses caused directly or indirectly, in whole or in part, by:

- if you are age 86 or older, any *sickness* or symptoms which manifested or were contracted or treated within 15 days following the effective date, if you purchased this policy after your arrival in Canada;
 - if you are age 85 or younger, any *sickness* or symptoms which manifested or were contracted or treated within the first 48 hours following the effective date, if you purchased this policy after your arrival in Canada.
- Pre-existing medical condition(s)**
Any *sickness*, *injury* or medical condition for which at any time prior to your effective date:
 - you have experienced symptoms;
 - you have received medical care, advice, investigation or *medical treatment*;
 - you have been *hospitalized*;
 - you have been prescribed (including prescribed as needed) or have taken medication; or
 - you have undergone a medical or surgical procedure for that medical condition.

This exclusion does not apply to your *stable pre-existing medical condition(s)* as defined in Section II - Definitions:

- if you are age 69 or under; or
 - if you are age 70 to 79 and purchased the *Stable Pre-Existing Medical Condition Coverage Option*.
- For policy extensions only:** *Sickness* or *injury* (except a minor ailment) which first appeared, was diagnosed or received treatment prior to the effective date of the insurance extension.
 - Expenses for which no charge would normally be made in the absence of insurance.
 - Committing or attempting to commit an illegal act or a criminal act.
 - Your active participation in and/or voluntary exposure to any risk from: war or act of war, whether declared or undeclared; invasion or act of a foreign enemy; declared or undeclared hostilities; civil war; riot; rebellion; revolution or insurrection; military power or any service in the armed forces.
 - Suicide (including any attempt thereat) or self-inflicted injury whether or not you are sane.
 - A disorder, disease, condition or symptom that is emotional, psychological or mental in nature unless you are *hospitalized*.
 - Expenses incurred as a result of symptomatic or asymptomatic HIV infection or HIV-related conditions and AIDS (acquired immune deficiency syndrome), including any associated diagnostic tests or charges.
 - Treatment or surgery during a trip when the trip is undertaken for the purpose of securing or with the intent of receiving medical or *hospital* services, whether or not such trip is taken on the advice of a *physician* or surgeon.
 - Treatment or *hospitalization* of mother or child(ren) as a result of pregnancy, miscarriage, childbirth or complications of any of these conditions occurring in the nine weeks before and/or after the expected delivery date.
 - The replacement of an existing prescription, whether by reason of loss, renewal or inadequate supply, or the purchase of drugs and medications (including vitamins) which are commonly available without a prescription or which are not legally registered and approved in Canada or which are not required as a result of an *emergency*.
 - Hospitalization* or services rendered in connection with general health examinations for "check-up" purposes, treatment of an ongoing condition, regular care of a chronic condition, home health care, investigative testing, rehabilitation or ongoing care or treatment in connection with drugs, alcohol or any other substance abuse.

- Non compliance with any prescribed medical therapy treatment (as determined by the Insurer) or failure to carry out a *physician's* instructions.
- Treatment of an acute *sickness* or *injury* after the initial *emergency* has ended (as determined by the Insurer).
- Treatment, surgery, medication, services or supplies that are not required for the immediate relief of acute pain or suffering, or that you elect to have provided outside your country of origin when medical evidence indicates that you could return to your country of origin to receive such treatment. The delay to receive treatment in your country of origin has no bearing on the application of this exclusion.
- Cardiac catheterization, angioplasty and/or cardiovascular surgery including any associated diagnostic test(s) or charges unless approved by *Global Excel* prior to being performed, except in extreme circumstances where such surgery is performed on an *emergency* basis immediately upon admission to a *hospital*.
- Magnetic resonance imaging (MRI), computerized axial tomography (CAT) scans, sonograms, ultrasounds or biopsies unless approved by *Global Excel*.
- Medical services in your country of origin.
- Emergency air transportation and/or car rental unless approved and arranged in advance by *Global Excel*.
- Services provided by an optometrist or for cataract surgery.
- Upgrading charges and cancellation penalties for airline tickets, unless approved in advance by *Global Excel*.
- Participation in:
 - any sports as a professional athlete (person who engages in an activity as one's main paid occupation);
 - any competitive motorized sporting events, racing or speed contests;
 - scuba diving (unless you hold a basic SCUBA designation from a Canadian certified school), hang-gliding, rock climbing, paragliding, skydiving, parachuting, bungee jumping, mountaineering.
- Flight accident (unless you are travelling as a fare paying passenger on a commercial airline).
- The purchase or replacement cost (prescribed or not), loss or damage to hearing devices, eyeglasses, sunglasses, contact lenses, or prosthetic teeth, limbs or devices and prescription resulting therefrom.
- Crowns and root canals.
- Preventive medicines or vaccines.
- Medical examinations performed at the request of a third party (including medical examinations for immigration purposes) or consultations with a *physician* by telephone or e-mail.
- Sickness*, *injury* or medical condition you suffer or contract in a specific country, region or area for which the Department of Foreign Affairs and International Trade of the Canadian Government has issued a travel advisory or formal notice, before your departure date, advising travellers not to travel to that specific country, region or area. If the Canadian Government issues a travel advisory or formal notice to leave that specific country, region or area, after your departure date from Canada, your coverage for *sickness*, *injury* or medical condition is limited to a period of 10 days from the date the travel advisory or formal notice was issued, or to a period that is reasonably necessary to safely evacuate the country, region or area. In this exclusion "sickness, injury or medical condition" means any *sickness*, *injury* or medical condition that is attributable to the reason for which the travel advisory or formal notice was issued or complications arising from such "sickness, injury or medical condition". This exclusion only applies to temporary visits outside of Canada.

Global Excel answers your questions 24 hours a day, seven days a week.

1. **Emergency Call Centre**

No matter where you travel, professional assistance personnel are ready to take your call. Please consult your confirmation of insurance for emergency numbers. We can also provide you with Canada Direct instructions and codes so that you deal only with Canadian telephone operators.

2. **Benefit Information**

Explanation of your policy is available to you and to the medical providers who are treating you.

3. **Case Management**

Our experienced and professional team, available 24 hours a day, will monitor the services given in the event of an *emergency*. If necessary, we will help you to return to Canada for the care you need.

4. **Interpretation Service**

We can connect you to a foreign language interpreter when required for emergency services in foreign countries.

5. **Direct Billing**

Whenever possible, we will instruct the *hospital* or clinic to bill *Global Excel* directly.

6. **Claims Information**

We will answer any questions you have about the eligibility of your claim, our standard verification procedures and the way that your policy benefits are administered.

SECTION IX

HOW TO FILE A CLAIM

- You must substantiate your claim by providing all documents listed below. (The Insurer is not responsible for charges levied in relation to any such documents.)**
 - A completed Medical Emergency Expenses Claim Form (provided by *Global Excel* upon notification of claim).
 - Original itemized bills from the licensed medical provider(s) stating the patient's name, diagnosis, date and type of treatment, and the name, address and telephone number of the provider, as well as the original transaction documents proving that payment was made to the provider.
 - Original prescription drug receipts from the pharmacist, *physician* or *hospital* indicating the name of the prescribing *physician*, prescription number, name of preparation, date, quantity and total cost.

2. **Payment of Benefits**

All payments are payable to *you* or on *your* behalf. Benefits for loss of life are made to *your* estate unless another beneficiary is designated in writing to *Global Excel* or the Insurer. Any claims paid to *you* will be payable in Canadian funds. If *you* have paid a covered expense, *you* will be reimbursed in Canadian currency at the prevailing rate of exchange on the date that the claim payment is made to *you*. No sum payable shall bear interest.

Indicate *your* policy number on all correspondence.

3. **Send all pertinent documents to:**

Global Excel Management Inc.
73 Queen Street
Sherbrooke, Quebec
J1M 1J3

Telephone: 1-800-336-9224 (toll free) or 819-566-8698 (collect) during business hours.



GlobalExcel®
www.globalexcel.ca

SECTION X

GENERAL PROVISIONS

1. **Subrogation**

If *you* suffer a loss covered under this policy, the Insurer is granted the right from *you* to take action to enforce all *your* rights, powers, privileges and remedies upon making payment or accepting the claim to the extent of the incurred losses, against any person, legal person or entity which caused such loss. Additionally, if No Fault benefits or other collateral sources of payment of expenses are available to *you*, regardless of fault, the Insurer is granted the right to make a demand for, and recover those benefits. If the Insurer institutes an action, the Insurer may do so at its own expense, in *your* name, and *you* will attend at the place of loss to assist in the action. If *you* institute a demand or action for a covered loss *you* shall immediately notify the Insurer so that the Insurer may safeguard its rights.

You shall take no action after a loss that will impair the rights of the Insurer set forth in this paragraph and shall do such things as are necessary to secure the Insurer's rights.

2. **Other Insurance**

This insurance is a second payor plan. For any loss or damage insured by, or for any claim payable under any other liability, group or individual basic or extended health insurance plan, or contracts including any private or provincial or territorial auto insurance plan providing hospital, medical, or therapeutic coverage, or any other insurance in force concurrently herewith, amounts payable hereunder are limited to those covered benefits incurred outside *your* country of origin that are in excess of the amounts for which *you* are insured under such other coverage.

All coordination with employee related plans follows Canadian Life and Health Insurance Association Inc. guidelines. In no case will the Insurer seek to recover against employment-related plans if the lifetime maximum for all in-country and out-of-country benefits is \$50,000 or less. If *your* lifetime maximum is greater than \$50,000, the Insurer will coordinate benefits only above this amount.

3. **Misrepresentation and Non-disclosure**

The completed and signed application is essential to the appraisal of the risk by the Insurer and is the basis of and forms part of *your* contract. Any erroneous responses thereon constitute material misrepresentation

or concealment relating to an essential component of the contract which renders *your* insurance void. Consequently and following a loss, no claim shall be payable by the Insurer and *you* shall be solely responsible for all expenses relating to *your* claim, including repatriation costs.

The entire coverage under this policy shall be void if the Insurer determines whether before or after loss, *you* have concealed, misrepresented or failed to disclose any material fact or circumstance concerning *your* policy or *your* interest therein, or if *you* refuse to disclose information or permit the use of such information, pertaining to any of the *insured persons* under this contract of insurance.

4. **Arbitration**

Notwithstanding any clause in the present policy, the parties hereto undertake to submit to an arbitration procedure, to the exclusion of the courts, any present or future dispute relating to a claim. The arbitration proceedings shall be governed by arbitration laws in force in the province or territory of residence where this policy was issued. The parties agree that any action will be referred to arbitration.

5. **Applicable Law**

This contract of insurance is governed by the laws of the province or territory of residence where this policy was issued. Any legal proceeding by *you*, *your* heirs or assigns shall be brought in the courts of the province or territory of residence where this policy was issued.

6. **Safeguarding Your Privacy**

The Insurer places great importance on the protection of *your* privacy. The Insurer collects *your* personal information when *you* apply for this insurance and in the event of a claim, to provide *you* with insurance services and to analyze *your* claim. This information remains confidential, as is required under applicable federal and provincial laws. In the event of a claim, the Insurer may collect *your* personal health information held by a third party. This information may be released to employees of *Global Excel* and the Insurer for claims analysis and to better serve *you*. In no case will the Insurer release this information to any person or organization that is not clearly entitled to it without first seeking *your* consent.

For privacy information, please see www.royalsunalliance.ca, or call us at 1-800-716-4339.

SECTION XI

STATUTORY CONDITIONS

- The Contract** - The application, this policy, any document attached to this policy when issued, and any amendment to the contract agreed upon in writing by the Insurer after the policy is issued, constitute the entire contract, and no agent has authority to change the contract or waive any of its provisions.
- Waiver** - The Insurer shall be deemed not to have waived any condition of this contract, either in whole or in part, unless the waiver is clearly expressed in writing signed by the Insurer.
- Copy of Application** - The Insurer shall, upon request, furnish to the insured or to a claimant under the contract a copy of the application.
- Material Facts** - No statement made by *you* at the time of application for this contract shall be used in defence of a claim under or to avoid this contract unless it is contained in the application or any other written statements or answers furnished as evidence of insurability.
- Notice and Proof of Claim** - *You* or a beneficiary entitled to make a claim, or the agent of any of *you*, shall:
 - give written notice of claim to *Global Excel* by delivery thereof or by sending it by registered mail to *Global Excel* not later than 30 days from the date the claim arises under the contract on account of an *accident* or *sickness*;
 - within 90 days from the date a claim arises under the contract on account of an *accident* or *sickness*, furnish to *Global Excel* such proof of claim as is reasonably possible in the circumstances of the happening of the *accident* or the commencement of the *sickness*, and the loss occasioned thereby, the right of the claimant to receive payment, his or her age, and the age of the beneficiary if relevant; and
 - if so required by *Global Excel* or the Insurer, furnish a satisfactory certificate as to the cause or nature of the *accident* or *sickness* for which claim may be made under the contract.
- Failure to Give Notice or Proof** - Failure to give notice of claim or furnish proof of claim within the time prescribed by this statutory condition does not invalidate the claim if the notice or proof is given or furnished

as soon as reasonably possible, and in no event later than one year from the date of the *accident* or the date a claim arises under the contract on account of *sickness* if it is shown that it was not reasonably possible to give notice or furnish proof within the time so prescribed.

- Insurer to Furnish Forms for Proof of Claim** - The Insurer shall furnish forms for proof of claim within 15 days after receiving notice of claim, but where the claimant has not received the forms within that time the claimant may submit his or her proof of claim in the form of a written statement of the cause or nature of the *accident* or *sickness* giving rise to the claim and of the extent of the loss.
- Rights of Examination** - As a condition precedent to recovery of insurance money under this contract:
 - the claimant shall afford to the Insurer and *Global Excel* an opportunity to examine the *insured person* when and so often as it reasonably requires while the claim hereunder is pending; and
 - in the case of death of the *insured*, the Insurer and *Global Excel* may require an autopsy subject to any law of the applicable jurisdiction relating to autopsies.
- When Money Payable** - All money payable under this contract shall be paid by the Insurer within 60 days after it has received proof of claim.
- Limitation of Actions** - An action, arbitration or similar proceeding against the Insurer for the recovery of a claim under this contract shall not be commenced more than one year (two years in the Northwest Territories, three years in the province of Quebec) after the date the insurance money became payable or would have become payable if it had been a valid claim. If this limitation is invalidly shorter than the limitation prescribed by the laws of the province or territory in which this policy was issued, an action, arbitration or similar proceeding against the Insurer shall not be commenced later than the shortest limitation period prescribed by the laws of that province or territory of residence. The limitation periods stated in this section apply to all plans and benefits of this policy and to all endorsements thereof.

SECTION XII

IDENTIFICATION OF INSURER

Underwritten by:  ROYAL & SUNALLIANCE

Administered by:



JF Premier Visitor Insurance is underwritten by Royal & Sun Alliance Insurance Company of Canada and administered by Expert Travel Financial Security (E.T.F.S.) Inc. The *insured* is requested to read this policy and if incorrect, return it immediately for alteration. In the event of an occurrence likely to result in a claim under this insurance, immediate notice should be given to *Global Excel*.

To contact Johnson Fu Insurance Agency Inc., please call 1-877-832-5541 or write to info@johnsonfu.com.

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