

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

1. Throughout this policy, words in italics have a specific meaning and are defined in SECTION II - DEFINITIONS.
2. 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.
3. 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.

4. In the event of an *accident, injury or sickness, your* prior medical history will be reviewed after a claim has been reported.
5. 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*.

Caregiver means a person *you* have entrusted with the care of *your children* on a permanent, full-time basis and whose services cannot reasonably be replaced.

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. 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) in Canadian dollars, 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.

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 or confirmation of insurance. Coverage dates are the same for all family members. All family members 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 an *insured* who occupies a hospital bed for more than 24 hours for *medical treatment* and for which admission was recommended by a *physician* when *medically necessary*.

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 or the confirmation of insurance.

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:

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

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) 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:
 - i. no *hospitalization*; and
 - ii. 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.

b) 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 payable (either \$10,000, \$15,000, \$25,000, \$50,000, \$100,000, \$150,000) that *you* have selected at the time of purchase and paid for, or that applies to a given insurance coverage.

Travel Companion means a person accompanying *you* on the trip, who shares accommodation or transportation with *you*, and who has paid for such accommodation or transportation in advance of departure.

Vehicle means any automobile, station wagon, mini-van, sports utility vehicle (for on road use), motorcycle, boat, pick-up truck or a mobile home, camper truck or trailer home under 36 feet in length, used exclusively for the transportation of passengers other than for hire, in which *you* are a passenger or driver during *your* trip.

SECTION III

ELIGIBILITY

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

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

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

SECTION IV

INSURANCE AGREEMENT

A - The Contract

1. **This contract offers coverage up to the *sum insured* selected.** This policy, the application and the confirmation of insurance constitute *your* contract of insurance.
2. The Insurer reserves the right to decline any application or any request for an extension of coverage.
3. The plan type purchased and the *sum insured* selected cannot be changed after the effective date indicated on *your* confirmation of insurance.
4. 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

1. 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 or older. 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:
 - a) Originate and terminate in Canada;
 - b) Not exceed 49% of *your* covered trip's duration;
 - c) A temporary visit to *your country of origin* is not covered.

3. **Effective Date** - *Your* insurance policy commences on the latest of:
 - a) the time and date *you* apply for and pay for this insurance;
 - b) 12:01 AM on the effective date as shown on *your* application or confirmation of insurance; or
 - c) the specific time and date of *your* arrival in Canada.

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

4. **Waiting Period** - When coverage is purchased any time after *your* arrival in Canada:
 - a) **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.
 - b) **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.
 - c) The waiting period may be waived if:
 - i. this policy is purchased on or prior to the expiry date of an existing Hospital Medical Care Insurance for Visitors to Canada policy already issued by the Insurer to take effect on the day following such expiry date, provided no increase in the aggregate policy limit (*Sum Insured* Option) or rate schedule change is applied for;
 - ii. the Insurer specifically waives or modifies the waiting period in writing; or

- iii. 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 the stable pre-existing medical condition coverage option.
- Stable 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) on the date of purchase.
- 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 confirmation of insurance;
- 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 upon notifying Global Excel, 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;
- you must delay your scheduled return to your country of origin because you are not deemed medically stable to travel by Global Excel.

Note: 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;
- 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 \$20 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 rate schedule then in effect. Premium rates, policy terms and conditions are subject to change without prior notice. A minimum premium of \$20 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 or because you become eligible for a government health insurance plan in Canada, a partial amount (less an administration fee of \$25 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 or proof of coverage under a government health insurance plan) of your actual return date to your country of origin or the start date of your coverage under a government health insurance plan in Canada, 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 sum insured only in excess of those reimbursable under any group, individual, private or public plan or contract of insurance, including any auto insurance plan.

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, including any extensions.

Deductible: A deductible of \$500 per trip, per insured applies to insured persons aged 86 years old or older.

1. Hospital Accommodation:

- Reasonable and customary costs up to the ward rate or an intensive 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, serums and injectables necessary for the continued stabilization of a chronic medical condition that you had before your departure, 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, canes, slings, trusses, braces, crutches and/or rental of a wheelchair.

8. Paramedical Services: Treatment provided by a physiotherapist, chiropractor, osteopath, chiropodist or podiatrist, up to a maximum of \$500 per profession, including x-rays, provided such treatment is prescribed by a physician.

9. Acupuncture Treatment: When prescribed by a physician and performed by a Canadian licensed acupuncturist, up to a maximum of \$500. This benefit does not cover herbal medicines or other products that do not have a DIN number - please refer to SECTION VII - EXCLUSION #12.

10. Treatment of Dental Accident: Emergency dental treatment to a maximum of \$5,000 to repair or replace sound natural teeth or repair to dentures or other dental devices injured as the result of an accidental blow to the face, provided you 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 \$600 during the coverage period.

12. Return of Insured Travelling Companion: When approved in advance by Global Excel, the cost of a one-way economy airfare to return your insured travel companion to the point of departure, if you are returned to your country or origin under the Repatriation or Preparation and Return of Remains benefit.

13. Family Transportation: When approved in advance by Global Excel, the actual cost of a single round trip economy airfare or ground transportation costs for one immediate family member to be with you if you are hospitalized for seven consecutive days, and up to \$100 per day to a maximum of \$1,000 per policy for the cost of meals and commercial accommodation (original receipts required). You will be required to provide certification from the attending physician that the situation was serious enough to warrant the visit.

14. Out-of-Pocket Expenses: When approved in advance by Global Excel, reasonable, necessary expenses incurred by you or an insured travel companion for commercial lodging and meals, telephone calls and taxi transportation or bus fare, up to \$200 per day to a maximum of \$2,000 per policy, if you are hospitalized on the date on which you are scheduled to return to your country of origin. To file a claim, you must supply original receipts from commercial organizations.

15. Return of Vehicle: Up to \$2,500 if neither you, nor someone travelling with you, is able to operate your owned or rented vehicle during your trip due to sickness or injury. Arrangements and payment will be made for the return of the vehicle to your country of origin or the nearest appropriate rental agency. Benefits will only be payable for one person to return the vehicle when approved and arranged in advance by Global Excel. This benefit does not cover wages lost by the person driving your vehicle. Original receipts are required.

16. Child Care: When approved in advance by Global Excel, \$50 per day up to \$500 for the services of a caregiver (other than an immediate family member or legal guardian) contracted by you for your insured children travelling with you, in the event you are hospitalized and thus prevented from returning to your country of origin.

17. 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 Hospital Medical Care Insurance for Visitors to Canada policy underwritten by the Insurer.

18. Repatriation: When approved in advance and arranged by Global Excel (please refer to SECTION VI - LIMITATIONS AND RESTRICTIONS # 3 - 7. Transfer or Medical Repatriation);

- 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.

19. 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 or 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.

20. Accidental Dismemberment or Total Permanent Loss of Use:

Maximum benefit \$25,000. If an injury causes loss of limb or sight within 100 days following the date of the accident, benefits will be paid to you as follows:

- Loss of both hands or both feet.....	\$25,000
- Loss of sight in both eyes (complete loss)	\$25,000
- Loss of one hand or one foot and sight in one eye (complete loss)	\$25,000
- Loss of one arm or one leg	\$20,000
- Loss of one hand or one foot.....	\$17,500
- Loss of sight in one eye (complete loss).....	\$12,500
- Loss of thumb or index finger	\$12,000

Loss in reference to dismemberment means the actual, complete severance at or above the wrist or ankle joint. Loss of sight means the complete and irrecoverable loss of eyesight, which loss cannot be substantially corrected or remedied through simple medical treatment or corrective lenses.

1. **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.

2. **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.

3. **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 the Insurer 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.

4. **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.

5. **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.

6. **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.

7. **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 the Insurer, 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*.

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.

2. **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.

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*.

3. **For policy extensions only:** *Sickness* or *injury* which first appeared, was diagnosed or received treatment prior to the effective date of the insurance extension.

4. Expenses for which no charge would normally be made in the absence of insurance.

5. Committing or attempting to commit an illegal act or a criminal act.

6. *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.7. Suicide (including any attempt thereat) or self-inflicted injury whether or not *you* are sane.8. A disorder, disease, condition or symptom that is emotional, psychological or mental in nature unless *you* are *hospitalized*.

9. 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.

10. 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.11. 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.12. 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*.13. *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.14. Non compliance with any prescribed medical therapy treatment (as determined by the Insurer) or failure to carry out a *physician's* instructions.15. Treatment of an acute *sickness* or *injury* after the initial *emergency* has ended (as determined by the Insurer).16. 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.17. 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*.18. Magnetic resonance imaging (MRI), computerized axial tomography (CAT) scans, sonograms, ultrasounds or biopsies unless approved by *Global Excel*.19. Medical services in *your country of origin*.20. *Emergency* air transportation and/or car rental unless approved and arranged in advance by *Global Excel*.

21. Services provided by an optometrist or for cataract surgery.

22. Upgrading charges and cancellation penalties for airline tickets, unless approved in advance by *Global Excel*.

23. 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.

24. Flight accident (unless *you* are travelling as a fare paying passenger on a commercial airline).

25. 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.

26. Crowns and root canals.

27. Preventive medicines or vaccines.

28. 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.29. *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* insurance card for emergency numbers.

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*.

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.

1. **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) A completed Claim Form (provided by *Global Excel* upon notification of claim).
 - b) 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.
 - c) 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 a 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



GlobalExcel®
www.globalexcel.com

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

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 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 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 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 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.

1. **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.
2. **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.
3. **Copy of Application** - The Insurer shall, upon request, furnish to the *insured* or to a claimant under the contract a copy of the application.
4. **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.
5. **Notice and Proof of Claim** - *You* or a beneficiary entitled to make a claim, or the agent of any of *you*, shall:
 - a) 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*;
 - b) 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
 - c) 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.
6. **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.

7. **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.
8. **Rights of Examination** - As a condition precedent to recovery of insurance money under this contract:
 - a) 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
 - b) 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.
9. **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.
10. **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.

Underwritten by:  ROYAL & SUNALLIANCE

Administered by:



Hospital Medical Care Insurance for Visitors to Canada is underwritten by Royal & Sun Alliance Insurance Company of Canada, administered by Expert Travel Financial Security (E.T.F.S.) Inc. and sold through the broker Ingle International & Imagine Insurance Ltd. 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*.

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