

# Understanding My Coverage



## Update: a change to your Emergency Travel Assistance provider

Effective **July 1, 2023**, your new Emergency Travel Assistance (ETA) provider will be Global Excel Management (GEM). GEM will replace your current provider, Allianz Global Assistance (Allianz).

### What this change means for you

The telephone numbers will remain the same, and there's no change to your coverage. GEM will provide the same emergency out-of-country and out-of-province travel assistance as Allianz.

Allianz will continue to manage claims incurred prior to July 1, 2023, for the remainder of 2023.

### What you need to do

It's always a good idea to have your travel card with you. You'll be able to download your new travel card on or after **July 1, 2023**, by logging in to **mysunlife.ca** or the **my Sun Life mobile app**.

### FAQ

**Q: Who do I call if I need help while travelling outside my province or Canada, on the date of the transition?**

A: The telephone numbers will remain the same. When the transition takes place on **July 1, 2023**, you can use the same phone numbers for assistance, even if you haven't downloaded your new travel card yet.

**Q: Will my out-of-country and out-of-province coverage remain the same?**

A: Yes, the coverage you have will remain the same; all that will change is the emergency travel assistance service provider.

**Q: What happens if I'm dealing with an emergency outside my province or Canada during the date of transition?**

A: If your emergency started before July 1, 2023, Allianz would continue managing your medical emergency until it's completed.

GEM will handle new emergency claims that occur on July 1, 2023, or after.

**Q: Will my existing travel benefit card be valid after July 1, 2023?**

A: Yes. The information on the card is still valid. We encourage you to download your new card on or after July 1, 2023 (before travelling) using **mysunlife.ca** or the **my Sun Life mobile app**.

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies.



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**Q: What do I do if I didn't call at the time of emergency and I have a claim to submit?**

A: You have 30 days to submit your claim upon your return to your home province.

**Q: How do I contact Allianz after July 1, 2023?**

A: You can use the phone numbers listed on your travel card. You'll have the option to be transferred to Allianz if you need an update on a claim.

Questions? We're here to help.

Please call us at 1-800-361-6212, Monday to Friday, 8 a.m. to 8 p.m. ET.

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