

## **COVID-19: New travel insurance measures**

SSQ Insurance continues to monitor the COVID-19 situation very closely. In doing so, we are making sure to adjust to any developments in the health crisis and to new information that becomes available.

### **Good news!**

#### **Reimbursement for trips purchased before March 13 2020 that were cancelled due to COVID-19 (or before March 10 2020 for cruises).**

Exceptionally, due to the current pandemic, SSQ Insurance agrees to reimburse all customers who purchased a trip before March 13 2020 from a travel agency in Quebec (or before March 10 2020 for cruises), whose trip was cancelled due to COVID-19.

SSQ Insurance customers will no longer be referred to the Compensation Fund for Customers of Travel Agents (CFCTA). SSQ Insurance will undertake to recover the amounts due from this agency directly. Please note however that all travel credits received from travel agencies, or others, are considered as reimbursement within the meaning of your insurance contract.

To take advantage of this new measure, please go to the [CanAssistance](#) website and download the claim form that applies best to your situation: the [COVID Cancellation Form](#) (for a new claim) or the [COVID - FICAV Subrogation](#) (for a claim underway).

Processing of claims will take approximately three months. You may also call CanAssistance at 1-800-465-2928.

#### **Emergency medical expenses, including those related to COVID-19, are now covered for full-time students and workers required to travel for essential business purposes.**

SSQ Insurance take part in the country's recovery efforts! That is why we will cover all emergency medical expenses, including those related to COVID-19, for full-time students who are required to travel as part of their studies. This exception will also be valid for essential business travel. Activities that can be carried out from a distance such as training, development of business relations and others will not be covered by this exception.

To take advantage of this measure, insureds must be in good and stable health before departure. This measure applies to all countries with a travel advisory for non-essential travel (countries that have a travel ban advisory will not be eligible). Proof of full-time study and essential business travel will be required. Trip cancellation and interruption insurance is eligible for this measure.

#### **Purchase of a trip requiring multiple deposits (valid with Canadian travel agencies).**

All SSQ Insurance customers who purchased a trip before March 13, 2020, and who must give their travel agency a deposit within 30 days can now cancel their trip to any country for which there is a non-essential travel advisory or ban. SSQ Insurance will reimburse all deposits made before March 13, 2020, as per their insurance contract.

For Quebec residents, it is no longer necessary to refer to the Compensation Fund for Customers of Travel Agents to cancel the deposits made.

For more information, please refer to our FAQs available on our [Website](#).