

ARTA traveller's emergency checklist

In order to ensure you are fully prepared for your upcoming travel plans, please take some time to review the items below. You can also share this information with other people who may be travelling with you.

If you do have an emergency while travelling, Allianz Global Assistance is there to help 24 hours a day, 7 days a week.

Review your coverage and pack your wallet card

A summary of your travel insurance coverage and wallet card can be obtained from your Benefits Plan Coordinator and should be reviewed prior to your trip.

Travelling internationally?

Visit the Government of Canada website at <http://travel.gc.ca> to check Travel Advisories worldwide or to register yourself as a traveller to your destination in case of an emergency like a natural disaster.

Proof of departure

In the event of a claim, your policy may require you to submit "Proof of Departure". Proof of Departure must contain your name, the date, and show that you departed from your province of residence. Some examples of this include: a boarding pass, an itinerary or a credit card/ bank statement.

Record of receipts

Ensure to keep ALL receipts related to your emergency, including but not limited to boarding passes, train tickets, taxi fares, hotel receipts, cruise ship registration, payments made at a hospital, pharmacy or medical clinic, phone calls, etc.



Print and cut along the dotted line. Keep this valuable information with you in your wallet at all times.

How to reach Allianz Global Assistance

By Telephone:

- Canada/US: 1-844-996-9003 OR
- Other Country Collect: 1-519-342-0142

International operator assistance is required for collect calls. Please confirm how to call collect to Canada from your destination prior to departure.

When possible, call before seeking medical treatment

If you need to seek medical attention while travelling, please contact Allianz Global Assistance immediately, or as soon as you can. Allianz Global Assistance will refer you to the nearest hospital or clinic and try to arrange billing. If you're unable to call, you can have a friend, relative or medical provider contact Allianz Global Assistance on your behalf.

When you call, you can request that Allianz Global Assistance make billing arrangements with the clinic or hospital for you.

Emergency file number: _____ (Ensure you obtain this number upon filing a claim)

Medical Practitioner (Name and telephone number of your own doctor)

Your doctor's name: _____ Telephone number: _____

Reporting a claim

Please have the following items available when you call to report your claim:

- Wallet card with your Plan ID, policy & certificate number
- Government Health Insurance card
- Full name and date of birth
- Reason for Claim
- Claim Amount
- Contact information where you can be reached
- Home address where you will receive claims forms and correspondence
- Travel dates and date of incident
- Details of any other insurance

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