

## Product summary for Manulife Policy for Students

For international students studying in Canada

### HOW TO CONTACT US

**Insurer:**

Manulife

Registered with Autorité des marchés financiers under client number 2000737614

**Address:**

Affinity Markets

250 Bloor Street East

Toronto, ON M4W 1E5

Telephone: 1-800-565-2338

Email: [travel@manulife.com](mailto:travel@manulife.com)

Website: [manulife.ca](http://manulife.ca)

**Autorité des marchés financiers:**

The Autorité des marchés financiers can provide you with information about your insurer's or your insurance distributor's obligations.

Website: [lautorite.qc.ca](http://lautorite.qc.ca)

---

Underwritten by The Manufacturers Life Insurance Company (Manulife).

Manulife has appointed Active Claims Management (2018) Inc., operating as "Active Care Management," "ACM," "Global Excel Management," and/or "Global Excel" as the provider of all assistance and claims adjudication services.

Product summaries are intended for residents of Quebec only.

## GUIDELINES FOR REVIEWING THIS SUMMARY

### “You” can refer to many people

When referring to “you,” we mean the person who purchased the insurance and any other insured person, unless the context states otherwise.

### “Trip” has a specific meaning

The word “trip” refers to the time between your effective date and the expiry date as shown on your confirmation.

### Words in *italics* have a specific meaning

Refer to the [Definitions section](#) of this summary to find the meaning of each italicized word or phrase.

### This is a summary

Review the [sample policy](#) for complete details. You can get a copy from your travel agency or on the website where you buy your insurance.

You can also find the sample policy at: <https://www.manulife.ca/personal/insurance/associations-insurance-plans/travel-insurance-policies-and-product-summaries.html>

## THINGS TO CONSIDER

### Before you buy this insurance

- Do you, and all the people you want to insure, meet **all** the eligibility requirements? Anyone who does not meet all the eligibility requirements might not be covered. To make sure, read section [1. Who can buy this insurance](#).
- Do you, or any of the people you want to insure, have a *medical condition* that is not *stable*? If so, expenses relating to the *medical condition* may not be covered.

### Before you travel

- Do all insured people still meet all eligibility requirements? Otherwise, exclusions may apply. Check before you leave.
- Have there been any changes in the health of any insured people since you purchased your insurance? If so, exclusions may apply.

## DON'T FORGET

All amounts in this summary are shown in Canadian dollars.

All coverages are per person unless the context states otherwise.

Provide full and accurate information. If you make a false or incorrect statement or if you fail to declare certain information before or during the coverage period, we may cancel your policy and/or deny your claim.

### Don't leave without paying

You're not covered until you pay for your insurance.

Note: The insurance policy doesn't provide any temporary coverage.

## 1. WHO CAN BUY THIS INSURANCE

### Requirements for purchasing this insurance

You can buy this insurance if you, and any people you want to insure, meet all the following requirements:

- You are temporarily living in Canada, but Canada is not your *home country*.
- You are at least 30 days of age and under 45 years old.
- You are a full-time student, a student completing post-doctoral research, or the spouse or *children* of the student.
- You meet all the eligibility requirements.

You **cannot** buy this insurance if:

- You were advised by a physician not to travel.
- You have been diagnosed with a terminal illness with less than 2 years to live.
- You have a kidney condition that requires dialysis.
- You have used home oxygen during the 12 months before you applied for this insurance.

If you don't meet the eligibility requirements, you cannot purchase the insurance:

- You will not be covered.
- The insurance will be cancelled.
- Your claim will not be paid.

## 2. WHO IS INSURED AND HOW WE CALCULATE YOUR INSURANCE COST



You

You are insured if:

- You meet all the requirements when you purchased this insurance.
- You paid for the insurance.



Your family

You and your family must meet all the requirements when you purchased the family coverage option.

You and your family will be insured when you travel together and pay an amount equal to 2 times the rate for the oldest parent.

The following people qualify under family coverage:

- 2 adults of the same family under age 45 who are the parents of the *children*
- Your *children* if they are at least 30 days old

**Your insurance costs are based on the following criteria:**

- The age of each traveller
- The length of the trip – how long you are travelling
- The date you purchase the insurance coverage (if you receive a quote for insurance coverage, the cost of insurance may be different when you are ready to purchase)
- Single or family coverage – travelling alone or with family

The cost includes premium tax and the cost of any administration by us.

### **Other fees and costs**

The insurance is sold within Canada only by authorized Manulife distributors. The sale is subject to applicable federal and provincial sales taxes. We charge a single, fixed amount and there are no other fees or expenses related to the cost of the insurance. The insurance is not renewable.

## 3. THE LENGTH OF YOUR INSURANCE DEPENDS ON YOUR TRAVEL DATES

Coverage can begin up to 30 days before the school year starts and end up to 60 days after the school year ends. You must pay the required premium to us or your travel agency before your *effective date*.

### **Maximum trip duration**

The maximum trip duration this policy will cover, including any extensions, is 365 days.

## 4. YOUR INSURANCE APPLIES PRIMARILY WITHIN CANADA

While the purpose of this policy is for coverage within Canada, this policy provides some *emergency* medical benefits outside of Canada for up to 15 days when:

- Your travel outside of Canada is less than 50% of your period of coverage.
- Your travel begins and ends in Canada.
- Your travel excludes your *home country*

**Warning:** Exclusions may apply if the Government of Canada has issued an advisory against travel to a certain region or country.

## 5. ADDITIONAL SERVICES

### **STANDBYMD™ Medical concierge services**

This policy also provides you with value-added medical concierge services.

StandbyMD provides access to assistance services in the event of a medical emergency. These services are available when you contact the Assistance Centre.

### **Anywhere in the world**

- Telephone or video chat with a qualified physician who can assess symptoms and provide treatment options (for eligible cases)
- A network of physicians who make house call visits in 141 countries and over 4,500 cities
- In-network clinics and emergency rooms when necessary
- Coordination and delivery of lost or forgotten prescription medications, eyeglasses or contact lenses, and medical supplies when you travel within Canada and the US

Note: This service is provided by Manulife's partner – Healthcare Concierge Services Inc.

## 6. SUMMARY OF COVERAGES

### MEDICAL INSURANCE

Coverage for medical *treatment* when the *emergency* begins after you leave *home*.

Here we outline some details of the Medical insurance coverage. Read “Medical Insurance” in the [sample policy](#) for a full list of all insurance benefits, the limits to the amount we pay, and the expenses we do not cover.

**Important:** Always call the Assistance Centre before you receive *emergency treatment* so we can confirm you are covered and pre-approve any *treatment*.

**Warning:** If you don’t call the Assistance Centre, you may be responsible for certain expenses.

**Covered maximum:** \$2 million

We pay up to a maximum of \$2 million per person covered under this policy for all claims combined. For some benefits we limit the amount we pay to a maximum amount.

#### Covered expenses

This is an overview of *emergency* expenses we pay. For full details, read “Insurance benefits” and “Covered expenses” in the [sample policy](#).

- Expenses incurred to receive *emergency treatment*, including surgical and diagnostic procedures 100%, up to 30 or 60 days, depending on the *treatment*
- Expenses for repatriation Up to \$100,000
- Tuition reimbursement Up to \$5,000 per semester
- Expenses related to your death Up to \$25,000
- Prescription drugs Up to 30-day supply
- Paramedical services Up to \$70 per visit to a maximum of \$700

#### Exclusions for Medical Insurance

Some of the expenses we do not cover are outlined here. For a full list of exclusions, read “Exclusions & limitations for Medical Insurance” in the [sample policy](#).

- Any expenses if you do not have valid coverage under a *GHIP*
- Expenses related to participating in hazardous sports
- Any non-prescription medication
- Any expenses related to *pre-existing conditions* that were not *stable* in the 3-months before your effective date
- Pregnancy
- Expenses related to *minor mental or emotional disorder*
- Expenses related to a *medical condition* or if the Government of Canada has issued a formal warning to the country you are visiting

## 7. HOW TO MAKE A CLAIM



You can use the Manulife TravelAid™ mobile app to make a claim. Before you travel, download the Manulife TravelAid mobile app through the Google Play™ store or the Apple App Store®.



You can submit your claim online at [manulife.acmtravel.ca](http://manulife.acmtravel.ca)

For faster and easier submissions, have all your documents available in electronic format, such as PDF or JPEG/JPG.



You can also write to us at:

Manulife Travel Insurance c/o Global Excel Management

P.O. Box 1237, Station A, Windsor, ON N9A 6P8

#### 90 days to make your claim

You must send us written proof of your claim within 90 calendar days of an event.

#### We pay within 30 days if your claim is approved

We notify you of our decision within 30 days after receiving your claim and all supporting documents. If we decline your claim, we explain our reasons to you, in writing.

## YOUR LEGAL RIGHTS IF YOU DISAGREE WITH OUR DECISION OR WANT TO FILE A COMPLAINT

1. You can ask us to reconsider your claim.  
You can contact Customer Service, and, if you are still not satisfied, the Manulife Ombuds Office.  
For more information: [manulife.ca/personal/support/contact-us/resolve-a-complaint](https://manulife.ca/personal/support/contact-us/resolve-a-complaint)
2. You can contact the Autorité des marchés financiers.  
The Autorité des marchés financiers reviews your file and can help us find a solution together, such as offering dispute resolution services.  
For more information: [autorite.qc.ca/en/general-public/assistance-complaints-and-compensation/](https://autorite.qc.ca/en/general-public/assistance-complaints-and-compensation/)
3. You can contact the OmbudService for Life and Health Insurance.  
For more information: <https://olhi.ca/>
4. You can contest our decision in court.  
Your legal action must be taken within the 3-year time frame prescribed by the Civil Code (prescription period). We recommend that you seek legal advice for information on your rights and the appeal process.

## 8. YOUR RIGHT TO RESCIND AN INSURANCE CONTRACT

Within 10 days after purchasing your insurance: Full refund.

A refund of trip cancellation is possible only if you have not left on your trip. If you want to cancel your insurance contract, you must complete a Notice of Rescission of an Insurance Contract. You can get a copy of this document from your distributor or online at:

[https://www.igoinsured.com/travelcontent/?file=MS-MC\\_Sched5.pdf](https://www.igoinsured.com/travelcontent/?file=MS-MC_Sched5.pdf)

Your travel booking and any other contract you enter with your travel agency remains in effect.

### Premium refunds

You may request a premium refund for unused days if you return *home* earlier than planned. Read “Cancellations and refunds” in the [sample policy](#) for full details.

## 9. DEFINITIONS

**children, grandchildren** - Your unmarried, dependent son or daughter, or your grandchild(ren) travelling with you or joining you during your trip and who is:

- Under 21 years of age, or
- Your *child* of any age who is mentally or physically disabled.

**Important:** To be covered under this plan, a *child* must also be at least 30 days old.

**emergency** — a sudden and unforeseen *medical condition* that requires immediate *treatment*.

An *emergency* no longer exists when the evidence reviewed by the Assistance Centre indicates that no further *treatment* is required where the *emergency* occurred, or you are able to return to your province or territory of residence for further *treatment*.

**government health insurance plan (GHIP)** — the health insurance coverage that a Canadian provincial or territorial government provides to its residents.

**home, home country** — the country where you permanently reside outside Canada.

**medical condition** - Any disease, sickness, or injury including symptoms of undiagnosed conditions.

**minor mental or emotional disorder** - Having anxiety or panic attacks or being in an emotional state or in a stressful situation.

A *minor mental or emotional disorder* is one where your *treatment* includes only minor tranquilizers or minor anti-anxiety (anxiolytics) medication or no prescribed medication at all.

**stable** - A *medical condition* is *stable* when all the following criteria are true:

- There has not been any new *treatment* prescribed or recommended, or change(s) to existing *treatment* (including a stoppage in *treatment*), and
- There has not been any change in medication, or any recommendation or starting of a new prescription drug, and
- The *medical condition* has not become worse, and
- There have not been any new, more frequent, or more severe symptoms, and
- There has been no hospitalization or referral to a specialist, and
- There have not been any tests, investigation or *treatment* recommended, but not yet complete, nor any outstanding test results, and
- There is no planned or pending *treatment*.

All these conditions must be met for a *medical condition* to be considered *stable*.

**treatment** - Hospitalization, a procedure prescribed, performed, or recommended by a physician for a *medical condition*. This includes but is not limited to prescribed medication, investigative testing, and surgery.

**Important:** Any reference to testing, tests, test results, or investigations excludes genetic tests. “Genetic test” means a test that analyzes DNA, RNA or chromosomes for purposes such as the prediction of disease or vertical transmission risks, or monitoring, diagnosis or prognosis.

---

TravelAid is a trademark of Active Claims Management (2018) Inc. and is used Manulife and its affiliates under license.

StandbyMD is a trademark of Healthcare Concierge Services Inc, owned by Global Excel Management Inc.

Manulife, Manulife & Stylized M Design, and Stylized M Design are trademarks of The Manufacturers Life Insurance Company and are used by it, and by its affiliates under license.

P.O. Box 670, Stn Waterloo, Waterloo, ON N2J 4B8.

Accessible formats and communication supports are available upon request. Visit [Manulife.ca/accessibility](https://www.manulife.ca/accessibility) for more information.

©2023 The Manufacturers Life Insurance Company. All rights reserved.