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CLAIM FORM – TRIP CANCELLATION INSURANCE

IMPORTANT – PLEASE READ

Before completing this form, please review the checklist below and select the boxes that apply to your situation:

☐ *Have you requested a refund or a credit from your service provider (wholesaler, carrier, lodging etc.)*

Have you included the following documents to your request?

- ☐ This claim form FULLY completed and signed
- ☐ Proof of cancellation issued by your travel service provider(s)
- ☐ Copies of all refunds, credits and reimbursements
- ☐ Detailed invoices from your travel service provider(s) including their cancellation policies
- ☐ Proof of payment for the trip (such as a credit card or banking statement)
- ☐ Airline tickets (if applicable)
- ☐ Direct payment form completed and signed (if applicable)

Primary Credit Cardholder Information

Financial Institution	First 7 digits of the card	Last 3 digits of the card	File number (optional)

Name _____ Gender ☐ M ☐ F

First name _____ Date of birth Year / Month / Day

Email _____ Telephone 1 _____ Telephone 2 _____

Mailing address
No / Street _____ Apt. _____ City _____ Province _____ Postal code _____

Is the cardholder submitting a claim? ☐ Yes ☐ No

Other claimants (other than the cardholder)

Spouse last name / First name		Gender ☐ M ☐ F	Date of birth Year / Month / Day
Dependant child last name / First name		Gender ☐ M ☐ F	Date of birth Year / Month / Day
Dependant child last name / First name		Gender ☐ M ☐ F	Date of birth Year / Month / Day
Dependant child last name / First name		Gender ☐ M ☐ F	Date of birth Year / Month / Day

Other Insurance

Do you, your spouse, or child have another travel insurance? ☐ Yes ☐ No *If so, please provide the following information.*

Group Insurance:

Policyholder _____ Insurance Company _____

Policy number _____ Company phone number _____

Identification number _____

Travel Insurance with a Credit Card Company:

Cardholder _____ Financial institution _____

Card number ☐☐☐☐ ☐☐☐☐ XXXX ☐☐☐☐

Other Travel Insurance:

Policyholder _____ Insurance Company _____

Policy number _____ Company phone number _____

Have you already initiated a claim? ☐ Yes ☐ No *If so, please indicate the file number:* _____

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IMPORTANT – Required information to process your claim

Date the trip was purchased (Year / Month / Day)		Cost of trip	$
Date the trip was cancelled with the travel provider (Year / Month / Day)		Amount claimed	$
Original departure date (Year / Month / Day)		Planned destination (city and country):	
Original return date (Year / Month / Day)			

Type of claim

- ☐ Trip cancellation
- ☐ Delayed or cancelled flight
- ☐ Trip interruption
- ☐ Delayed return
- ☐ Other, specify: _____

Please indicate why the trip was cancelled or interrupted *(if necessary, continue on a separate sheet)*:

_____

Have you obtained a credit or refund from your service provider(s)? ☐ Yes ☐ No

If "yes", plese attach a copy of the service providers' answer and ensure the details of the refunds and credits received are listed in the table below.

Expenses & Fees Claimed (paid with your credit card)

Fee description	Trip provider (supplier, carrier, online purchase, etc.)	Amount paid (CAD)	Reimbursement and credits already received (CAD)	Claimed amount (CAD)
Ex. : Vacation package	ABC wholesaler	1,000 $	250 $	750$
		$	$	$
		$	$	$
		$	$	$
		$	$	$
				0 $

Agreement, Authorization and Subrogation

1. I hereby certify that I have not received any compensation for this loss giving rise to this claim other than that declared in this form.

2. I certify that I have not in any way caused or attempted to cause, directly or indirectly, this loss. I have not concealed or misrepresented any circumstances or any relevant facts regarding this coverage and its purposes.

3. I hereby agree to assign to CanAssistance Inc. all benefits payable by third parties for losses covered under the policy. Furthermore, following the application for reimbursement from CanAssistance Inc., I authorize third parties to pay CanAssistance Inc., the benefits payable regarding these losses.

4. To assess my application for benefits, I authorize insurance companies, airline companies, travel agents and any other organization or person who have information about me or the loss leading to my claim, to convey that information to CanAssistance inc. Further, I authorize CanAssistance inc. to provide my information to the insurer of my travel policy and to its reinsurers, to internal and external auditors and to any professional or organization mandated by CanAssistance inc. within the context of my claim.

5. I declare that the information and details given on this form and the information provided in the attached documents are complete and true, and I am aware that any false declaration shall nullify the insurance certificate or insurance policy and shall result in the denial of my application for benefits.

6. In consideration of the benefits to be paid as per my policy, I hereby assign and subrogate to my insurer, my rights and remedies against anyone and any person who may be responsible or liable for amounts, damage, loss and/or injuries suffered by me and/or one or more of my family members, covered under my contract, up to all the amounts that will be paid by my insurer and thus hereby subrogate my insurer in all my rights and remedies for the said amounts.

7. I agree to accept no settlement without the prior approval of my insurer, failing which all amounts paid by my insurer will be reimbursed to it without delay, and I agree and accept to reimburse my insurer any amount that I can receive from anyone and any person who may be responsible or liable for such amounts, damage, loss and/or injury or from any person liable for it, up to the amount paid by my insurer.

8. By sending us this form, you understand that we will process your personal information in accordance with the terms of our Privacy Policy. We invite you to read our Privacy Policy available on our web site, which provides, without limitation, information about the categories of third parties to whom it is necessary to communicate your personal information, sometimes outside your province of residence, and your rights to access and correct your personal information.

Signature of Cardholder or legal heir: _____ **Date :** _____

Signature of Spouse if he or she is claiming: _____ **Date :** _____

Signature of the dependant, if she or he is of legal age : _____ **Date :** _____

SEND THE DULY COMPLETED FORM ALONG WITH ALL OTHER REQUIRED DOCUMENTS TO CANASSISTANCE

Online via our secure website:
canassistance.com/en/policyholder/depot
Send all scanned documents and keep originals. We reserve the right to request the original documents up to one year from the date of submission of your claim.

By regular mail:
CanAssistance, Travel Claims Department
1981, McGill College Avenue, Suite 400, Montreal, Quebec H3A 2W9

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REQUEST FOR PAYMENT BY DIRECT DEPOSIT

IMPORTANT NOTICE

If your claim is deemed admissible, by default a cheque will be sent to the policyholder. If you prefer to receive the reimbursement in your chequing account through the direct deposit option, please complete this form and attach a sample cheque.

We recommend that you select direct deposit for a number of reasons:

- Avoid the many possible days that come with receiving cheques by mail.
- Access your funds immediately without any holds that may be required by your financial institution.

Online via our secure website: **canassistance.com/en/policyholder/depot** Send all scanned documents and keep originals. We reserve the right to request the original documents up to one year from the date of submission of your claim.	*By regular mail :* **CanAssistance, Travel Claims Department** **1981, McGill College Avenue, Suite 400, Montreal, Quebec H3A 2W9**

Policyholder identification

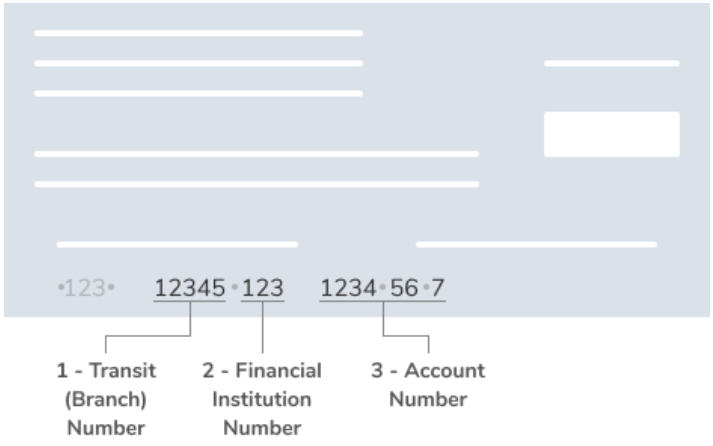
Name of the policyholder	Contract or certificate number	File number

Bank Account Details (Canadian financial institutions only)

To avoid payment errors and delays, please attach a sample cheque. A copy can also been obtained through the online banking services of your financial institution.

Scan the document or take a photo of it, making sure all information is legible.

If you are unable to provide a sample check, please carefully complete the sections below.



Branch number _____

Institution number _____

Account number _____

I hereby request that my benefits be paid via electronic funds transfer (direct deposit) into the aforementioned account number.

Signature of the policyholder _____ Date day / month / year _____