

# What you need to know when you travel

If you own a **Personal Health Insurance or Health Coverage Choice** policy and it includes emergency travel medical coverage, then you should read this information before you travel.

Sun Life partners with an emergency travel assistance provider. **Before you travel**, please confirm the provider's contact number by:

- signing in to [mysunlife.ca](http://mysunlife.ca) to print your travel card (if you're not registered, take a few minutes to register now),
- reviewing the personal health insurance emergency travel medical section on [sunlife.ca/emergencytravel](http://sunlife.ca/emergencytravel), or
- calling Sun Life at **1-877-786-5433**.

When you register for [mysunlife.ca](http://mysunlife.ca), you can access your policy information when it's convenient for you. In addition to getting easy access to your travel card, you can access your coverage details and get faster processing of some claims.

## TRAVEL CHECKLIST

### BEFORE YOU TRAVEL

Carry the emergency travel assistance provider's current contact information with you when you leave your province.

Take your provincial health card with you or know your number: \_\_\_\_\_.

Review your coverage as described in your policy. There are some limitations and exclusions to your coverage. Check your policy for details, especially if your health or an existing condition has changed.

Check the Canadian government's travel website and read the travel advice and advisory section for your destination: [www.travel.gc.ca](http://www.travel.gc.ca).

Keep your proof of travel—receipts for your flight, car rental, hotel accommodation, etc. You'll need this documentation if you make a claim.

### IF YOU HAVE A MEDICAL EMERGENCY WHILE TRAVELLING

You, someone with you, or hospital staff will need to call our emergency travel assistance provider before you receive medical care. Call our emergency travel assistance provider at one of the numbers on the travel card. Service is available 24 hours a day, 7 days a week.

Any invasive and investigative medical procedures (e.g. surgery, angiogram, MRI) must be pre-authorized by our emergency travel assistance provider, except in extreme circumstances. If you don't contact our emergency travel assistance provider, your claim could be reduced or declined.

When you call our emergency travel assistance number, provide your policy information and describe the situation.

During the call, your coverage and benefits will be confirmed and you'll be referred to a medical facility or physician.

You'll be asked to provide your hospital, hotel or other telephone number so the emergency travel assistance provider can stay in contact with you.

## EMERGENCY TRAVEL ASSISTANCE INFORMATION

If you need any medical assistance, contact our emergency travel assistance provider immediately.

Physicians and hospitals can call to confirm benefits and arrange direct payment.

**Our emergency travel assistance provider provides service 24 hours a day, 7 days a week.**

In the USA and Canada, call: **1-800-511-4610**

From anywhere else, call: **1-519-514-0351**

Call collect through an international operator.

Fax: **1-519-514-0374**

*Information you need when contacting our emergency travel assistance provider:*

Policy owner's name: \_\_\_\_\_

Policy number: \_\_\_\_\_

ID number: \_\_\_\_\_

This document is not proof of emergency travel medical coverage. You can confirm that your policy includes emergency travel medical coverage by checking your contract or by calling Sun Life at **1-877-786-5433**.

# Register today

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## Register for [mysunlife.ca](https://mysunlife.ca) and my Sun Life Mobile app

Making the most of your policy depends on how easily you can access important policy information and submit claims. Follow these steps to get the most out of your policy.

You can use [mysunlife.ca](https://mysunlife.ca) and my Sun Life Mobile app to manage your Personal Health Insurance or Health Coverage Choice plan. This includes:

- reviewing your coverage details,
- accessing your coverage cards, and
- submitting claims for certain benefits.

When you register online, your claims payments can be deposited into your bank account.

## How to register

1. Go to [mysunlife.ca](https://mysunlife.ca) and select **Register**.
2. Enter your date of birth, country of residence and postal code. Then select the **Health/dental benefits** option.
3. In the **Contract/policy number** field, enter your policy number, and in the **Member ID** field, enter your ID number. You can find your ID number on the **Policy Particulars** page included with your contract. Select **Next**.
4. Enter your temporary registration code. If you don't have a code, select **Need a registration code?** We'll send you a temporary registration number by email or by mail if we don't have your email address on file.

## My Sun Life Mobile app

After you've registered through [mysunlife.ca](https://mysunlife.ca), you can access the my Sun Life Mobile app on your smartphone (available through the Apple and Google Plus app stores). You'll need to set up your sign-in/access ID and password before signing in.

**Take a few minutes to register now.**

Life's brighter under the sun