



April 22, 2020

Notice to Customers Regarding COVID-19

Dear valued customers,

Due to the continued coronavirus (COVID-19) pandemic and announcements from the Canadian government restricting international travel, countless Canadians have been impacted, including many of those with trips planned in the coming months.

We are making every effort to assist our customers in need. If you are having difficulty reaching one of our agents, please refer to the following information:

For Trip Cancellation Claims

If you choose to cancel your trip, please ensure you have contacted your travel supplier to inquire about available refunds, credits or change options that may be available to you.

Travel insurance plans often require reimbursements, credits or changes to be explored first, and then your insurance coverage may provide reimbursement for the non-refundable portion of expenses. Proof of unavailable refunds and/or credits will be required when you file a claim.

Filing Trip Cancellation Claims Online

If refunds or credits are not available, or partially available, through your travel supplier and you need to file a trip cancellation claim, you can do so online at www.allianzassistanceclaims.ca.

You can also submit claims for trip interruption, trip delay and baggage loss via the link above.

Checking Claim Status

Following the Canadian government's March 13th advisory against non-essential international travel, we have experienced unprecedented claim volumes. Timelines for claims processing will unfortunately be delayed as a result.

After your claim has been submitted, we will be in touch should any further information or documentation be required. Otherwise, you will receive a communication from us once your claim has been processed. We sincerely appreciate your patience and understanding in the meantime.

Thank you,

Allianz Global Assistance