

## How To Prepare Before You Travel

### What to consider prior to Travel?

#### Review your CADA 360 Travel Emergency Medical Passport

- Request a copy from your benefit administrator. It outlines coverage limits, deductibles, and co-insurance details.

#### Review your CADA 360 Employee Benefit Booklet

- If needed, request a new copy from your benefit administrator. It details coverage limits, deductibles, and co-insurance.

#### Trip Cancellation Coverage

- CADA 360 provides reimbursement for eligible prepaid travel expenses due to medical emergencies.
- Coverage of up to \$5,000 per insured person, per trip—for complete details, refer to your benefits booklet.

#### Travelling for Extended Periods

- Confirm your coverage duration. The CADA 360 plan doesn't offer extra travel days for purchase — should you require additional coverage you need to obtain this through an external insurance provider before leaving Canada.

#### Consult with doctor (recent health issues and/or pre-existing conditions can affect coverage)

#### Share your insurance details (with someone at home and your travel companion)

### What to bring?



#### Passport

#### Provincial health card

#### CADA 360 Travel Emergency Medical Passport

- Request a copy from your benefit administrator.
- It outlines steps to take during a medical emergency abroad.

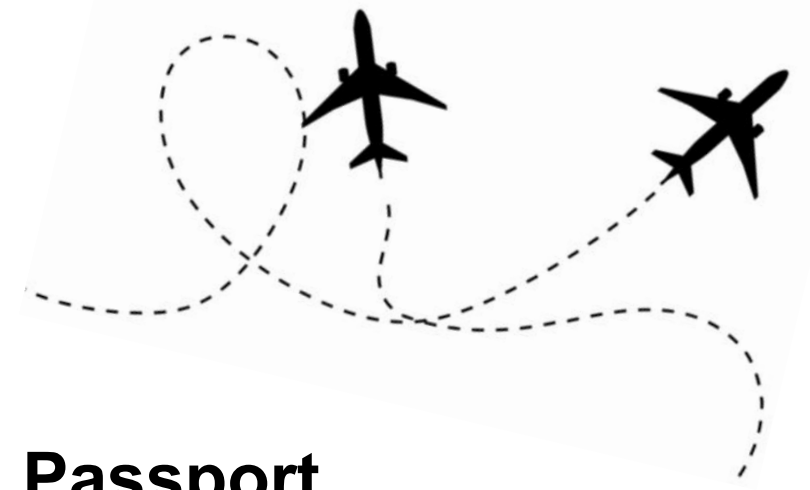
#### Family doctor's contact information

#### CADA 360 Prescription Drug and Travel Emergency Medical Card

- This card was issued when you enrolled. Only the plan member's card includes travel assistance contact info.
- To reprint, log into [My Canada Life at Work](#) and go to "Info Centre" > "For Benefits" > "Benefit Cards"

#### Out-of-Country Emergency Care Coverage Letter

- Required by some countries (e.g., Cuba) as proof of coverage.
- To print, log into [My Canada Life at Work](#) and go to "Info Centre" > "For Benefits" > "Forms" > "Claim Forms"



### For support, contact Global Excel Management (travel assistance provider):



#### Medical emergency while travelling

Within Canada or the United States: 1-866-530-6024 (toll-free)

From all other locations: 1-905-816-1901 (call collect)



#### Questions about emergency travel coverage & claim submissions

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

Canada or the United States: 1-866-530-6025 (toll-free)

From all other locations: 1-905-816-1990 (call collect)

See next page for help registering for My Canada Life at Work

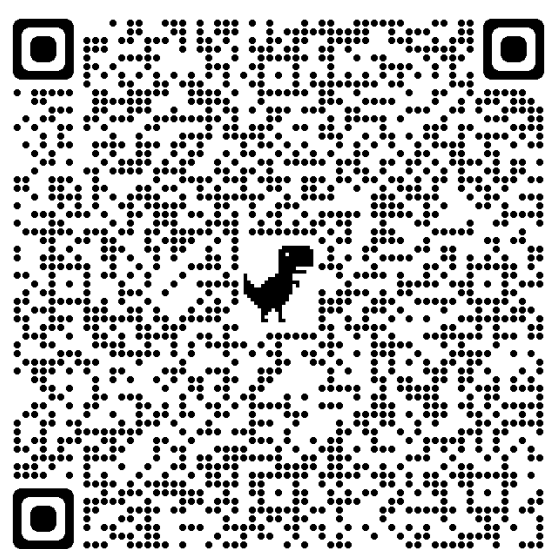
## How to register for My Canada Life at Work?

### My Canada Life at Work™

A user-friendly and integrated platform designed to streamline the management of employee benefits and retirement savings for CADA 360 plan members.

- Submit claims online and view your claim history
- Get notified when your claim is processed
- Claim payments deposited directly into your bank account
- Find health care providers near you
- View and save your benefits card

#### Scan to register:



Or click [here](#)

#### WATCH how to register:



Or click [here](#)

#### Once registered download the app:



#### To set up direct deposit:

##### Click on:

- “icon of person” at the top corner
- “Your Profile”
- “Banking” to update banking information or set up direct deposit

#### To go paperless:

##### Click on:

- “icon of person” at the top corner
- “Your Profile”
- “Communication preferences”
- Go paperless “Edit”
- “Agree” and save
- On this same page, you can also update your notification email address, as well, choose how to be notified once your claim is processed.

- **Technical difficulties** call 1-888-222-0775.
- **Questions about coverage** refer to your CADA 360 Benefit Booklet, login to [My Canada Life at Work](#) or call Canada Life’s Group Customer Contact Services at 1-877-650-0003.