

## Steps to complete the form

1

Click on the download button for save the form on your computer.



2

Fill in the fields of the form and save your information before submitting it to us.

**SPECIFIC FORM FOR CLAIMS REGARDING THE COVID-19 PANDEMIC**

**Section A – Identification**

**Employer**

1. Employer's Name: \_\_\_\_\_ Group No: \_\_\_\_\_ Certificate No: \_\_\_\_\_

**Employee**

1. Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

2. Flight ticket or package purchased date: [ Y | Y | Y | Y | M | M | D | D ]

3. Date the cancellation was requested: [ Y | Y | Y | Y | M | M | D | D ]

4. Ticket or trip cost: \_\_\_\_\_ \$ **Please join a copy of your payment (i.e.: check, credit card account statement, money order...)**

5. Is your request related to the COVID-19 pandemic?  Yes  No

**If not**, please contact our client services to get the regular form.

**Section B – Reimbursement obtained through a service provider**

1. Have you made a reimbursement claim to your travel agency, an air carrier or to any other service provider for the refundable portion of the trip?

Yes  No **If yes**, on what date? [ Y | Y | Y | Y | M | M | D | D ]

2. What type of reimbursement did you receive?  Cash  Credit voucher

3. How much did you receive? \_\_\_\_\_ \$ **Please join a copy of the document accompanying the reimbursement (credit voucher)**

**Section C – Reimbursement obtained through the CFCTA (for Quebec residents only)**

1. Have you purchased your trip through a travel agency that holds a license from the Consumer Protection Office?  Yes  No

2. Have you made a reimbursement claim through the Compensation Fund for Customers of Travel Agents (CFCTA)?  Yes  No

**If yes**, on what date? [ Y | Y | Y | Y | M | M | D | D ]

3. How much did you receive? \_\_\_\_\_ \$ **Please join a copy of the document accompanying the reimbursement (credit voucher)**

**Section D – Reimbursement obtained through a credit card**

1. Do you have a travel insurance coverage (including cancellation) under your credit card?  Yes  No

**If yes**, please provide us with the following information:

Insurer's Name: \_\_\_\_\_ Contract Number: \_\_\_\_\_

2. Have you made a reimbursement claim to your credit card issuing company?  Yes  No

**If yes**, on what date? [ Y | Y | Y | Y | M | M | D | D ]

3. How much did you receive? \_\_\_\_\_ \$ **Please join a copy of the document accompanying the reimbursement (credit voucher)**

**Section E – Other insurances**

1. Do you have another enforce travel insurance?  Yes  No **If yes**, please specify:

Coverage type	Insurer's Name		Contract Number
	Yes	No	
Individual coverage	<input type="checkbox"/>	<input type="checkbox"/>	_____
Group coverage	<input type="checkbox"/>	<input type="checkbox"/>	_____
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	_____

**Section G – Authorization**

I hereby hand over all my third parties benefits to UV Insurance for claims covered under this subscribed insurance contract. I also ask those third parties to pay directly UV Insurance for all payable amounts under any claim made for these losses.

I certify that the information provided in this document is accurate and complete.

[ Y | Y | Y | Y | M | M | D | D ] **X** \_\_\_\_\_

Employee's signature

**A photocopy of this authorization shall be as valid as the original.**

## INSTRUCTIONS

Before sending a reimbursement claim, make sure you have followed those steps:

- ▶ First, you need to contact your service provider (i.e. air carrier, cruise line, travel agency...) to verify if your trip can be postponed, cancelled or if a voucher can be awarded to you.
  - ▶ If you can get your trip postponed or can be awarded a voucher that is valid for 12 months or more, you must choose that option.
- ▶ For Quebec residents: If your trip was purchased through a travel agency or a travel agent holding a permit issued by the Consumer Protection Act, your reimbursement claim needs to be presented to the Compensation Fund for Customers of Travel Agents (CFCTA). However, the CFCTA will wait 72 hours before the planned departure to process your claim. We encourage you to visit: <https://www.opc.gouv.qc.ca/en/ficav/> for more information.
- ▶ If your trip was purchased with a credit card providing a trip cancellation and/or interruption coverage, you must submit your reimbursement claim to that company before you contact us.

### Eligible expenses

To be eligible, the trip cancellation or interruption expenses need to meet those conditions:

1. They are paid in advance by the insured while this benefit is in force;
2. At the time to finalize the arrangements for travel, the insured is not aware of the event that could reasonably lead to the cancellation or interruption of the planned trip;
3. The present benefit is in force at the time of the planned trip period.

### Required documents

You'll find below the list of all required documents we need to review your claim. We can't start processing your claim until we have received all the required documents.

- ▶ A filled and signed copy of the attached form.
- ▶ Original bills/receipts for all expenses mentioned in your reimbursement claim. Receipts must include the official contract issued through a travel agent or an accredited business in which the non-refundable amounts in the event of a cancellation are clearly stated.
- ▶ Proof of payment (i.e. check, credit card statement, money order...)
- ▶ Written proof of your trip or flight tickets cancellation request made to each service provider (travel agency, tour operators, air carrier) or to the CFCTA. Each service provider and/or CFCTA answer must also be sent to the insurer.
  - ▶ If postponing or cancelling your trip isn't allowed, include a letter from your service provider on this matter.
  - ▶ If you have declined the voucher, include a proof from your service provider confirming that the voucher was declined (this applies only if the voucher's expiration date is within 12 months of the original departure date).
- ▶ Reimbursement proof (credit voucher) from your travel agency, your credit card and/or your service provider for the refundable portion of the trip.
- ▶ Coordination of benefits clauses for the trip cancellation coverage of your credit card if it includes a trip-cancellation insurance and if the trip was paid with your credit card.

Be advised that UV Insurance can ask for declarations from the insured or for any other report deemed necessary to justify the claim.

Also, it is mentioned in the contract that in the event of a cancellation before departure, the trip must be cancelled through the travel agency or the carrier within 48 hours, or if it is a holiday, the first business day following. The insurer must be advised at the same time. Exceptionally, considering the circumstances, we will accept to process some claims earlier. Please refer to our website FAQ for up-to-date information.

**If you have any question, contact us at 1-800-567-0988 extension 2074**

**Please return the original copy at the following address: P.O. Box 696, Drummondville (Québec) J2B 6W9 or through the online portal at: <https://apps.uvmutuelle.ca/CollectifAdherents/>. Keep a copy for your records.**

UV Insurance is a business name and trademark of The Union Life Mutual Assurance Company.