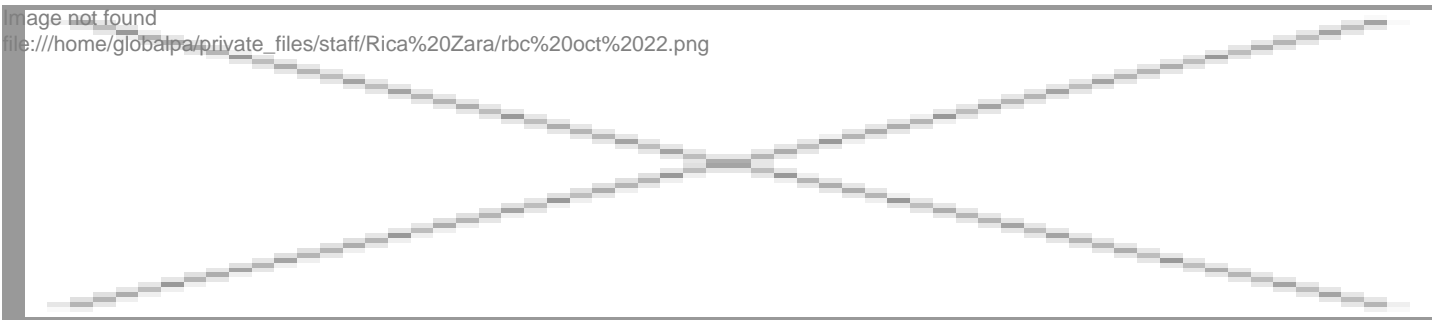
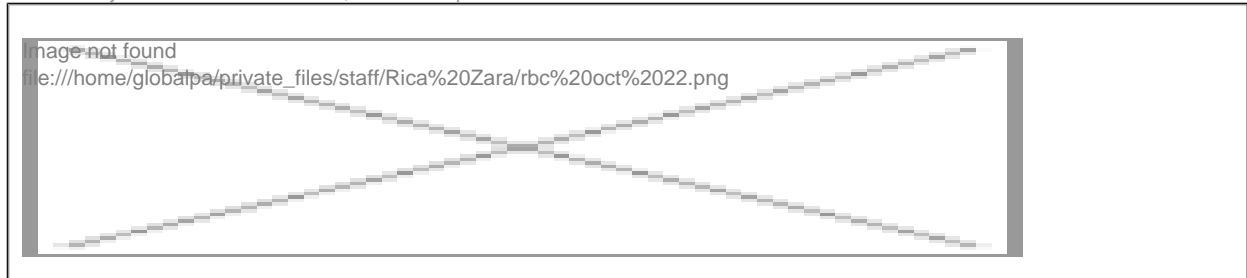




GLOBAL PACIFIC  
FINANCIAL SERVICES LTD.

## RBC Insurance Travel Transformation

Submitted by Rica Zara on October 22, 2021 - 3:04pm



### RBC Insurance Travel Transformation

The Group Benefit Solutions extended health care plan from RBC Insurance® includes Out of Province/Country Emergency Medical and Travel Cancellation/Interruption coverage on an optional basis.

Effective November 20, 2021, while RBC Insurance will remain the insurer of these products, Allianz Global Assistance will take over the administration and service activities of the RBC Travel Insurance business which includes travel claims adjudication, claims assistance, and sales and service advice centre calls (for top up purchases). Third party administration arrangements like this are commonly used in the insurance industry to leverage partnerships and efficiency for clients.

#### What does this mean for your clients with a Group Benefit Solution policy?

To ensure seamless transition for your clients, there is no change to travel assistance phone and fax numbers that clients use to inquire about coverage or make claims.

Travel products available today will continue to be available to your clients with the following changes effective November 20, 2021:

1. **Allianz Travel Assistance** will replace Assured Assistance's Concierge services and plan members will have access to the following services while travelling:

- Emergency Cash Services
  - Emergency Messages
  - Emergency Ticket replacement
  - Legal services
  - Bail Bond services
  - Passport and Visa information
  - Health hazard advisory
  - Inoculation requirements
  - Weather information
  - Current Exchange information
  - Consulate and Embassy locations
2. The **PATH mobile app** will no longer be available. The **My Benefits app** will continue to offer important features for plan members to use while travelling such as the ability to search for hospitals and clinics near them in case of an emergency anywhere in the world, access to important phone numbers and plan details at their fingertips.
  3. Plan members can now submit a claim directly through the Allianz claims portal or contact Allianz Global Assistance to request a claim form. Travel claim forms will no longer be available in the RBC Insurance Sales Resource Centre.

Headquartered out of Cambridge, Ontario, Allianz has 150,000 employees globally, and a presence in 70 countries around the world. Allianz is a specialist brand of Allianz Partners for assistance and travel insurance that works with some of the best-known brands in the travel and financial services markets.

### **Next Steps**

We'll be sharing these messages with your clients in the communications below on October 19, 2021.

- For clients with Emergency Medical Insurance coverage
- For clients with Insurance Trip Cancellation/Interruption Insurance

We will also update relevant materials on the RBC Insurance client site and advisor Sales Resource Centre prior to November 20, 2021.

### **Questions?**

If you have any further questions about how RBC Insurance can support your clients and their employees, please feel free to reach out to us at any time. Your RBC Insurance Group Sales Consultant and their team are here ? virtually ? to support you. Call us at 1-855-264-2174.

**Source URL:** <https://ftp.globalpacific.com/bulletins/rbc-insurance/2021-10-22/rbc-insurance-travel-transformation>