

# Focus UPDATE

Important Group Benefits news

# 109 – February 2007

## **While travelling, help is just a phone call away**

Medical emergencies can happen at any time and any place. If your plan members experience a medical emergency while travelling, would they know what to do? We'd like to take this opportunity to remind you and your plan members about Sun Life Financial Group Benefits coverage for out-of-province medical emergencies and, what members should do if and when an emergency happens.

Our coverage is provided under your Group Benefits Extended Health Care plan and is offered in partnership with Worldwide Assistance Services, Inc., one of the largest and most experienced emergency travel assistance companies in the world. If your plan members and their eligible dependents are covered for travel benefits and suffer a medical emergency while travelling outside their home province, they are required to call Worldwide Assistance for help immediately. Worldwide Assistance provides on-the-spot support for accessing medical treatment and other services in a medical emergency.

The attached information sheet for plan members outlines what they need to do and what will happen when they call Worldwide Assistance. Knowing what to expect will help plan members manage the emergency and will help Worldwide Assistance provide service quickly and efficiently.

Details about the benefits available under the out-of-province coverage can be found in your Sun Life Financial Group Benefits booklet.

For more information, please contact your Sun Life Financial Group Benefits representative.