

Flight Delay Service FAQ

What is Flight Delay Service?

Flight Delay Service introduces a new layer of convenience and compensation for Medavie Blue Cross' Group Travel members—offering proactive compensation during flight disruptions.

Compensation is available for members who register their flight at least 24 hours if delays occur:

Delay Duration	Compensation Details
3+ Hours	Airport lounge access or \$40 per person if unavailable
6+ Hours	\$50 per person* + Hotel room or \$250 per policy if room is unavailable

*up to a maximum of \$200

Eligible compensation is delivered automatically by text message (SMS) and email, providing a seamless, fully digital experience.

Flight Delay Service is made available to you by Canassurance Insurance Company. Registration is voluntary. By registering with Flight Delay Service, you will have to agree to their Terms and Conditions and Privacy Policy.

Who is eligible for this service?

To benefit from Flight Delay Service, you must:

- Have Travel benefits under your Group insurance policy.
- Travel while your coverage is in force.
- Be listed as a fare-paying passenger on the delayed flight or flights.
- Have registered online to the Flight Delay Service at least 24 hours prior to the scheduled departure of the delayed flight.
- Have a smartphone or mobile device and be able to receive text messages (SMS) or emails in real time so Flight Delay Service can communicate with you while you wait for your flight.

Do I have an annual frequency or monetary maximum for this service?

Flight Delay Service has a maximum of \$1,000 in total compensation each calendar year. This maximum is combined for everyone under your plan: you, your spouse, and any dependents, if applicable. The limit is reset every January 1st.

What happens when I've reached the \$1,000 yearly monetary compensation?

You can continue registering for upcoming trips and flights. In the event of eligible delays, you will still be offered the following:

- 3-hour delay: access to a lounge, if available. No monetary compensation will be offered if the lounge is unavailable.
- 6-hour delay: access to a hotel room, if available. The \$50 allowance per traveler and the monetary compensation if a hotel room is unavailable will not be offered.

Is Flight Delay Service available only for the initial departure flight, or are connecting flights and return flights also eligible for registration?

Multi-flight trips can be registered on the platform. If any registered flight is delayed and meets the eligibility criteria the applicable compensation will be issued. Return flights can also be registered and are eligible for compensation if they meet the same criteria.

Does Flight Delay Service apply to domestic flights as well?

Yes, domestic flights are eligible for Flight Delay Service. All flights must be registered a full 24 hours prior to their scheduled departure time to be eligible.

What is the claims process for the Flight Delay Service?

Once you register a trip for yourself and/or your eligible dependents, the service begins tracking the flight's status in real time.

If a delay occurs and compensation becomes available, you'll receive a text message (SMS) and an email with a link to retrieve your compensation. From there, access passes for the airport lounge and/or your hotel reservation can be downloaded for use.

If you receive monetary compensation, it will be paid in real time by Interac transfer or direct deposit, depending on the payout method you selected during registration. You'll receive both a text message (SMS) and an email when the transfer is sent.

To receive notifications and updates promptly, make sure you're connected to Wi Fi or a cellular network.
Note: Roaming and wireless data charges are not covered by this service.

Will I need to keep any receipts or file a claim form?

No, receipts or claim forms are not required.

What if my flight is canceled?

Flight Delay Service does not provide compensation for cancelled flights.

However, if a flight is initially delayed by at least 3 or 6 hours, you will be entitled to compensation as they become eligible. If the flight is ultimately cancelled after that point, you will not be required to reimburse the compensation.

If a flight is cancelled before any compensation is eligible, no compensation will be offered.

Who will be receiving the notifications?

Notifications will be sent to the designated contact person for each trip registered. This contact can be identified when registering a trip. For example, if your spouse or dependent is traveling alone, they can be listed as the contact to receive relevant updates directly for their flights.

What happens if I didn't get my text message (SMS) or Email?

The email and text message (SMS) notification is instantaneous. If you do not receive a notification following at least a 3-hour delay, it is recommended to contact the Flight Delay Service team to investigate at **1-844-323-2538, open Monday through Friday, 8 a.m. to 6 p.m. EST.**

When will the links to my compensation expire?

The lounge and hotel offer expires after 24 hours. Monetary compensation links will expire after 7 days. If the offer or compensation has expired, it will be defaulted and no longer eligible.

Do I need to pay for the hotel?

No, the Flight Delay Service is responsible for booking and paying for the hotel room. All you need to do is provide the booking confirmation to the hotel reception. The information to access the confirmation will be sent to you by text message (SMS) and email.

What happens if I miss the deadline to register my flight?

Unfortunately, if the flight registration deadline is missed, you will not be able to benefit from the Flight Delay Service.

Am I required to have access to a cellular or internet network when the flight is delayed to use this service?

Yes, instructions to access the airport lounge, hotel reservations and monetary compensation are sent in real time by text message (SMS) and email.

Note: Roaming and wireless connection charges are not covered by this service.

Is Flight Delay Service secure?

We take your privacy and security seriously. Before partnering with any service provider, we carefully review their practices to ensure they meet strict privacy and security standards and comply with PIPEDA. Our legal and privacy teams thoroughly assess each partner so you can feel confident that your information is protected.