



# Flight Delay Service

Real-time flight disruption coverage so you can fly worry-free

Flight disruptions can throw a real wrench into our travel plans. But should it happen, **Flight Delay Service** can help take the worry and stress out of a delayed flight.

Available through your Medavie Blue Cross group travel plan, **Flight Delay Service** will provide you with flight updates, and access to an airport lounge or hotel, depending on the length of the delay.

## What's Included

| Delay Duration                                                                               | Compensation Details                                                        |
|----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
|  3+ hours | Airport lounge access or \$40 per person if unavailable                     |
|  6+ hours | \$50 per person*<br>+ hotel room or \$250 per policy if room is unavailable |

\*up to a maximum of \$200



## IMPORTANT

Flights must be **registered at least 24 hours before departure** to activate this service. Register through the **[Flight Delay Service Site](#)**.

# Flight Delay Service: What You Need to Know



## Create your account



MBCOO1234567812345678900



## Complete your profile



## Add your trips and flights

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Visit [flightdelay.service.ca](https://flightdelay.service.ca) to set up your account.

You'll be asked to enter:

- ▶ Your **first and last name**
- ▶ A **registration access code** which is made up of **MBC**, followed by your **group policy number** and your **identification number** (for example: MBCOO1234567812345678900, as shown on the left).

Your policy number and identification number can be found on your Medavie Blue Cross member card, available through the **Blue Cross mobile app** or the **member services site**.

To complete account registration, add:

- ▶ Your **email address**
- ▶ A **unique password** (we recommend you choose one that's different from your Medavie Blue Cross password for added security)
- ▶ Your **mobile phone number**

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In the **My Account** section, you can:

- ▶ Add **your spouse and/or eligible dependents** accompanying you on your trip, creating a profile for each passenger.
- ▶ Select your **preferred compensation payout method** (Interac e-Transfer or direct deposit)

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Enter flight details; then add your spouse and/or eligible dependents.

This ensures all passengers are eligible to receive benefits if a flight delay occurs.

You must register your flights **at least 24 hours before the scheduled departure**.



Once your account is set up, the service will monitor your flights in real time.



## How Flight Delay Service Works

If a flight delay occurs, you will automatically receive a **text message (SMS) and email** with related notifications and instructions on how to access your compensation.

Notifications may include:

- ▶ Alerts about **flight delays**
- ▶ **Lounge access passes**
- ▶ **Hotel reservation links**
- ▶ Confirmations of **compensation payouts**

When a compensation becomes available, you'll receive a link directing you to a webpage where you can download your **airport lounge pass** or **your hotel reservation details**.

If monetary compensation is issued, it will be sent in real time through an **Interac e-Transfer**, or **direct deposit**, based on the method you selected. You will receive text message (SMS) and email confirmation once funds are issued.

To ensure you receive notifications promptly, stay connected to Wi Fi or a mobile network during travel.

### Notes:

The Flight Delay Service website is separate from the Blue Cross mobile app and member services site. Roaming and data charges are not covered by this service. Eligibility for this service varies by plan. Certain conditions, limitations, and exclusions may apply.

**Toll Free Number: 1-844-323-2538,**  
**open Monday through Friday, 8 a.m. to 6 p.m. EST.**

*Enjoy extra comfort and assistance during unexpected flight delays.*

