



Welcome to the Dalhousie University Benefits newsletter. It is designed to include important information about benefits to Dalhousie retirees. The newsletter is produced by the Human Resources Department.

If you have questions about your retiree benefits, or would like a particular topic covered in future issues of the newsletter, please contact benefits@dal.ca.

Upcoming Retiree Travel Insurance Webinar – October 3

Your travel insurance provider, SSQ Insurance, is offering a webinar on retiree travel insurance. The session will provide an **overview of coverage under policy 1FF55, with special emphasis on pre-existing conditions**, and there will be time at the end for questions and answers. If you have any questions you would like to submit in advance, please send them to benefits@dal.ca. Everyone is welcome to join the webinar and advance registration is not required.

The webinar will take place on Microsoft (MS) Teams. You can join by clicking the link below; the link will open in the MS Teams app (if you have this installed). If you do not have [MS Teams installed](#), then the link will open the meeting in your internet browser. Alternately, you can call in to join for audio only. Note: You will not be able to see the presentation slides if you use this method to join.

Date: **October 3, 2023**

Time: **2 – 3 pm**

Link to join:

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 271 895 120 284

Passcode: 7Fve2H

[Download Teams](#) | [Join on the web](#)

Or call in (audio only)

[+1 437-703-4646.356837215#](tel:+14377034646356837215) Canada, Toronto

Phone Conference ID: 356 837 215#

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This session was coordinated in partnership with the [Association of Dalhousie Retirees and Pensioners](#) (ADRP). If you cannot log in to the session at the scheduled time, but are interested in the webinar's topic, it will be recorded and posted on the ADRP website for future viewing.

If you are unsure whether you are enrolled in retiree travel coverage, please contact Employee Benefits at benefits@dal.ca or **902-494-1122** – we would be happy to confirm your coverage.

Where to Find Information on Travel Insurance Coverage

A reminder that your Dalhousie travel insurance coverage is an **emergency medical travel** plan only. This means there is no coverage for expenses such as trip interruption, cancellation, or lost baggage.

A [travel brochure](#) [PDF] outlining coverage details, along with a printable [travel card](#) [PDF] containing policy information and emergency contact numbers, can be found on the [Retiree section](#) of the Dalhousie Human Resources website under **Travel Information**.

Who to Contact for Travel Inquiries and Claims

It can be confusing to know who to contact with a coverage question or claim. Below provides contacts for the most common travel inquiries. If you are ever in doubt, contact Employee Benefits.

Enrollment and Coverage Questions

Enrollment in Dalhousie's travel plan is managed internally. To confirm your enrollment in the plan, or ask questions about what is covered, contact Employee Benefits at benefits@dal.ca or **902-494-1122**.

Medical Emergency While Traveling

In cases of medical emergency while traveling, contact AXA Assistance at **1-866-783-9473** (toll free from within US and Canada) or **1-514-285-8195** (call collect from elsewhere in the world). These numbers are provided on the printable [travel card](#) [PDF]. AXA Assistance is SSQ's 24/7 emergency claims service provider and will coordinate the best plan of action based on your location and medical needs.

IN THE EVENT OF AN EMERGENCY, IMMEDIATELY CALL :

1-866-783-9473 <small>Toll free from U.S.A. and Canada.</small>	1-514-285-8195 <small>Call collect from elsewhere in the world. Enter the international access code of the country before the above telephone number.</small>
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SERVICE OFFERED BY AXA ASSISTANCE AND AVAILABLE 24/7.

FOR QUESTIONS REGARDING CLAIMS: **1-855-395-2520**

Identification N°:

Policy N°:

MCS5527A (2016-08)

SSQ Insurance Company Inc.

Incurring an Emergency Medical Travel Expense

In less urgent situations where you have incurred a medical emergency expense while traveling and have paid the expense upfront, you need to **submit a claim form to request reimbursement**. Please complete a [travel claim form](#) [PDF] and submit it to SSQ Insurance directly (contact information is on the top of the claim form). For follow up questions about claims, contact SSQ at **1-855-395-2520**.

If you have questions about your retiree benefits, or a topic suggestion for a future newsletter, please contact Employee Benefits at benefits@dal.ca or 902-494-1122