

# Complimentary assistance services



WE'RE HERE FOR YOU, WHENEVER YOU NEED US

Desjardins Insurance cares about your health and well-being. That's why we offer free assistance services.

## Assistance services included with your policy

Your insurance coverage gives you access to services that cater to your specific situation. You and your family can use them when times are good, or when times are bad.

As a client, you have access to:



**Phone assistance service**



**Second medical opinion**



**Travel assistance**

Access these 3 services with 1 phone number:

**1-877-506-8392**



### 24/7 Phone assistance service

Desjardins Insurance Phone assistance service allows you to **call anytime to get answers from a nurse** about any health-related questions like nutrition, immunizations, childcare, prescription drugs or the use of natural products.

Just call to:

- Get explanations about a medical condition, an illness, or the side effects of a medication
- Get information on how to cope with a disability or critical illness, like cancer, and understand your treatment options



### Second medical opinion

In the event of an illness, you'll have access to 4 services:

- Specialist physicians can give you a second opinion on a diagnosis, treatment plan or surgical procedure for any medical condition—not just the ones covered under your contract.
- You'll get help finding the top specialists in Canada for your medical situation, based on your requirements and geographic preferences.<sup>1</sup>
- You'll have access to a directory with the contact information for medical specialists and establishments outside Canada for treatment or surgery.<sup>1</sup>
- A nurse will act as your personal health navigator to help you with all your health-related questions, not only questions about critical illness or health problems. Unlimited access to the service for the insured adult,<sup>2</sup> their immediate family (spouse and dependent children<sup>3</sup>) and their extended family (parents, parents-in-law, siblings and siblings-in-law).

<sup>1</sup> Teladoc Medical Experts does not make referrals or appointments for members and cannot assist members to jump the queue or arrange or cover the cost of travel, lodging, appointments or treatment.

<sup>2</sup> In the case of an insured child, access to the service is offered at any time to the insured person, their immediate family (parents and siblings), as well as to grandparents if they are the policyholders.

<sup>3</sup> A child is considered dependent up to age 21 or up to age 25 if enrolled in school full-time.

Assistance services are not a contractual obligation of Desjardins Insurance and may be withdrawn at any time without notice.

**Your health is a priority. We help you protect it.**

[desjardins.com/healthsupport](https://desjardins.com/healthsupport)

[desjardinslifeinsurance.com/healthsupport](https://desjardinslifeinsurance.com/healthsupport)

Desjardins Insurance refers to Desjardins Financial Security Life Assurance Company. Desjardins®, Desjardins Insurance®, all trademarks containing the word Desjardins, as well as related logos are trademarks of the Fédération des caisses Desjardins du Québec, used under licence.

200 Rue des Commandeurs, Lévis, QC G6V 6R2 / 1-866-647-5013



This document is printed on Rolland Enviro paper.

100%



### Travel assistance

Available 24 /7, this service is ideal if you're facing medical or non-medical emergencies, when abroad or outside of your province.

#### Pre-departure

Get free and unlimited access to our help line, which provides reliable information and advice before a trip. Nurses will answer health-related questions and qualified assistance coordinators will answer general questions.

#### During the trip

If you're dealing with emergencies, call to receive all assistance needed.

**Medical assistance:** Referrals to healthcare institutions, coordination of emergency healthcare transportation, follow-up on medical files, etc.

**Non-medical assistance:** Help with lost or stolen official documents, emergency round-trip travel, help with language barriers, etc.

PROUD SUPPORTER OF



Canadian  
Cancer  
Society



**Desjardins**  
Insurance

Life • Health • Retirement