

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

Access these 2 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.¹
- You'll have access to a directory with the contact information for medical specialists and establishments outside Canada for treatment or surgery.¹
- 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,² their immediate family (spouse and dependent children³) and their extended family (parents, parents-in-law, siblings and siblings-in-law).

¹ 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.

² 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.

³ 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

desjardinslifeinsurance.com/healthsupport

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