



**Association des retraitées et des retraités
de l'enseignement de la FNEEQ**

NEWSLETTER
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TRIP CANCELLATION AND REIMBURSEMENT

You will probably not be surprised to learn that CanAssistance is receiving an exceptionally high volume of trip cancellation requests. As many of our members are waiting for a reimbursement, we contacted the Insurer to have a better idea of the situation.

Please rest assured that everyone is working hard to process all requests. However, under the current circumstances, processing time is longer than usual. You may expect to wait 1 to 2 months before receiving your reimbursement, or at least 20 working days.

Should you still wish to check the status of your claim, please call CanAssistance at **1 800 363-9050**. We are aware that there is a high volume of calls and therefore you will need to be patient but there is unfortunately no other solution.

We thank you for your understanding and we would like to remind you that all information related to travel insurance is available on La Capitale's website:

<https://www.lacapitale.com/en/covid#>

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For AREF's Insurance Committee