



Summary of Coverage

Certificate Number: SWO100
Issued to: Swoop Inc.

Effective date: October 15, 2020
Expiry Date: April 24, 2021

You are enrolled under a group insurance policy issued to Swoop Inc. and insured by Industrial Alliance Insurance and Financial Services Inc. To qualify for coverage, you must be purchasing a round trip flight or Swoop Getaway package with Swoop Inc. for travel between the period of coverage. There is no coverage for one-way tickets. The policy is administered by TuGo. Assistance services are provided and claims are administered by **Claims at TuGo**.

Important information

Coverage under the *certificate* is subject to certain terms, conditions, limitations and exclusions. For details including benefits, definitions, exclusions and conditions, please see the certificate which is available upon request. Call TuGo at one of the numbers listed below under "Customer Service During General Business Hours" to request a copy.

The certificate includes the following coverage:

COVID-19 Emergency Medical Insurance—\$100,000

This plan covers you up to \$100,000 CAD for emergency medical and quarantine related expenses, if you have tested positive and been diagnosed for COVID-19 while on your trip.

Trip Interruption Insurance—\$500

This plan covers you up to \$500 combined for a one-way economy flight home and necessary meals and commercial accommodation when the Canadian Government's travel advisory changes to "avoid all travel" (level 4) once you have arrived at your destination.

Contact Information

KEEP THESE NUMBERS HANDY WHEN YOU TRAVEL.

Claims

In the event of hospitalization, call **Claims at TuGo** immediately:

From Canada & USA: 1-800-663-0399

From Mexico 001-800-514-9976 or 800-681-8070

Outside N. America & Mexico (global toll-free) *800-663-00399

If you can't reach us using the numbers listed above, call us collect at **1-604-278-4108** and we will reimburse the charges incurred when making this call.

Notice to insured, physicians and hospitals: It is a condition of the Insurance that in the event of medical emergency due to sickness or injury which may require or result in hospitalization, Claims at TuGo must be notified as soon as possible.

Customer Service During General Business Hours

To speak with Customer Service:

From Canada & USA: 1-844-896-8846

From Mexico 001-800-514-9976 or 800-681-8070

Outside N. America & Mexico (global toll-free) *800-663-00399

Collect: 604-276-9900

* To use the global toll-free service when *you* are travelling outside North America and Mexico, *you* must first dial the international access code shown on your certificate of insurance to reach Canada, then enter *our* 11-digit toll-free number. For example, if *you* are in Australia, dial 0011 + 800-663-00399.

The language in this document may not be the same as the actual certificate which will prevail in all instances and is available upon request. Certain exclusions, limitations and conditions may apply. Insurance is administered by North American Air Travel Insurance Agents Ltd. doing business as TuGo®, a licensed insurance broker in all provinces and territories. The issuer of the contract is Industrial Alliance Insurance and Financial Services Inc. TuGo® is a registered trademark owned by North American Air Travel Insurance Agents Ltd. doing business as TuGo®.