

TIPS ON T.I.P.S. SUMMARY

Reminders when issuing a Visitor to Canada policy on the Monthly Payment Plan

1. When you issue a policy using the monthly payment option, make sure you choose “Monthly Credit Card Payment” in the drop-down list under payment type on the last page. DO NOT choose MasterCard or Visa at this point as this will process the full premium all at once. For Monthly Payment, after you “Accept Quote”, the card type is selected where you enter the card number, expiry date, CVV code and cardholder name.
2. Choose whether or not to “Activate Policy” – Once you have picked the “Monthly Credit Card Payment” option, an “Activate Policy” check box will appear above the “Accept Quote” button. Decide whether or not to Activate before you click “Accept Quote”.
 - a. Activate the policy right away if the Insured has a confirmed arrival date or is already in Canada. This will result in a charge of 3/12 (or 3/24 for a 2-year policy) being charged immediately plus the \$50 non-refundable policy fee. The coverage will go into force on the effective date shown on the policy. If you activate coverage, we cannot reverse. Please be sure you wish to activate.
 - b. Do not activate the policy when the arrival date is unknown or the Insured is just applying for a Visa. A charge of 2/12 (or 2/24 for a 2-year policy) will be charged immediately plus the \$50 non-refundable policy fee. NO coverage will be in force. The policy will remain in a pending status until activated at a later date. The policy must be activated by emailing our office with a clear request to activate the coverage. We will need to know the confirmed arrival date (usually the same as effective date but not always) and whether coverage is to remain the same or be changed. We cannot make changes that would worsen the coverage such as reducing the limit or increasing the deductible.
3. The Monthly Payment Authorization form must be completed, signed and sent to our office within 3 days of issuing the policy. This document forms part of the policy. A best practice to adopt is to send the form to your client and have it returned before you send the final policy documents to your client.
4. We can only cancel a policy that has been issued on monthly payment if the visa application is rejected (we require copy of the rejection letter), the Insured has returned to their country of origin (we require copies of the boarding passes proving departure from Canada and return to country of origin), the Insured has passed away (we require copy of death certificate), or the Insured obtains provincial health coverage (we require proof showing a start date of coverage). Any other request for cancellation will be reviewed on a case-by-case basis. A \$25 cancellation fee will apply.

There are several documents on our website in the “Announcements” section that provide more information and guidance for issuing monthly payment plan policies. As well, our customer service staff is available Monday to Friday, 9:00AM to 5:00PM EST.