



Tips on TIPS Newsletter - January 2025

Exciting Update to Our Monthly Procedures: Partial Months Are Now Refundable!

What's Changed?

With effect from January 1, 2025, 21st Century has introduced an exciting new refund procedure on its Monthly Payment Plan: **pro-rated refunds for partial months on early cancellation requests**. Whether an insured decides to return home earlier than planned or secures provincial health coverage mid-month, your client can now confidently cancel their policy at any point during their billing month and know they will receive a refund for any unused days. This change delivers greater flexibility and, in many cases, a larger refund amount, enhancing our commitment to outstanding value for your clients.

Keep in Mind...

- The new procedure **applies to refund requests received on January 1, 2025** and onward – it **cannot** be applied retroactively to requests received prior to January 1, 2025
- \$25 processing fee applies to all early cancellation refunds
- 2-month minimum premium still applies (2-month deposit is non-refundable on Activated policies)
- The Policy Wording will remain the same for now in regards to how refunds are processed, however the new procedure will be updated in the next Policy Version wording

Why This Matters to Your Clients

1. **Increased Flexibility:** Clients leaving Canada early will no longer need to choose between aligning their return home with their billing date or forfeiting a partial month of premium. They can travel home on a date that best suits their needs, without worrying about the financial repercussions. If they obtain valid provincial health coverage in the middle of their billing month, there is no need to wait until the end of that month to submit their cancellation and refund request.
2. **Client Satisfaction:** Our previous procedure of not refunding partial months did lead to frequent complaints (even though this rule was well-documented in the policy and had been in place since the product was first introduced in 2013). Back then, this procedure was fundamental in getting Manulife to agree to the creation of the instalment-pay option, at a time when no other company in Canada was offering this. In fact, it was five years before anyone else made this desirable feature available. Over time, we have developed enough experience with this payment option and the impact it had on Manulife's claims loss ratio, that we are very pleased to be able to offer this added refund flexibility.
3. **Better Value:** By pro-rating refunds for partial months, clients can confidently purchase coverage knowing they will only pay for the coverage days they actually use.

Benefits for You

1. **Strong Selling Point:** Highlighting this improvement makes our Visitor to Canada Monthly Pay policies even more attractive to your clients, and adds to an already long list of reasons [Why 21st Century's Monthly Plan Beats the Competition](#).
2. **Improved Retention:** Satisfied clients are loyal clients. By offering policies with the utmost flexibility and value, you build trust and long-term client relationships. Our streamlined refund procedure is so hassle-free and customer-friendly, your clients will be thrilled to share their experience with friends, sparking positive word-of-mouth which can drive more business your way!
3. **Simplified Processes:** This change will streamline the entire cancellation and refund process, making it faster and more efficient for both you and your clients. By reducing administrative complexities, we can provide a smoother experience that saves time and minimizes frustration. With these improvements, you can focus more on delivering excellent service while your clients enjoy a simpler and more customer-friendly refund outcome.

Have questions? We're here to help! Our Head Office is available Monday to Friday, 9am to 5pm EST for Broker Support at 1-800-567-0021. We have various tools, resources and information to help you succeed.



(Click above thumbnail to play video)

Acceptable Methods of Payments for Policies

The only acceptable methods of payment in TIPS are Visa and MasterCard. If your client does not have a Visa or MasterCard, please have them e-transfer full payment to wendy@21stcenturytravelins.com make sure they include the quote number in the transfer. Our office will process the payment and notify you when the policy has been issued. E-transfer is not available for the Visitor to Canada monthly payment plan.

REMEMBER – you are not allowed to use your own credit card for a client's policy as per insurance regulations.

**1040 Division Street, Unit 18
Cobourg, ON K9A 5Y5
Phone: 1-800-567-0021
Fax: 1-866-285-5727**