

**As We Migrate to New Versions of our Products – Be Sure to Use the Correct Forms**



**New V10 Forms**

Our new Visitors to Canada Product (Version V10) launched January 16, 2023. As a result, there are new forms associated with the product, listed below.

- New Policy Wordings (V10-2301-EN-BASIC and V10-2301-EN-ENH-STAN)
- Medical Declaration (VMD-2301)
- Rate Card (VRC-2301)

Please be sure you are using these updated documents, and if a questionnaire is required for Enhanced coverage, you will need to use the updated V10 questionnaire. We are unable to accept old V09 questionnaires for new V10 policies.

**Refund Request Forms**

With the launch of the V10 Visitors product, we have also updated the refund request form (VRR-1809(1)). Please be sure you are using this form for any V09 or V10 refund requests. We are unable to accept V08 refund forms for V09 or V10 refund requests. If you do not have any active V08 policies, we recommend you delete the V08 refund form from your records and replace it with VRR-1809(1).

*Please note that all forms can be found in the VIEW DOCUMENTS area in TIPS (top navigation bar)*

**Caution about Adding Notes on Policies**

Please refrain from adding any notes or comments regarding your clients' personal medical information when you are issuing policies. The only medical information you should be providing to us is the completion of the medical questionnaire, if required based on the product they are purchasing and their age. Adding notes that display personal medical information on the Policy Confirmation can create a serious problem for you (and for us) under the terms of various privacy laws.



**Keeping in Touch**

**CONTACT US**

Our general email address is:  
[info@21stcenturytravelins.com](mailto:info@21stcenturytravelins.com)  
Toll free: 1-800-567-0021  
Fax: 1-866-285-5727  
Website: [www.21stcenturytips.com](http://www.21stcenturytips.com)

Please ensure you use the correct address when forwarding forms or inquires to us. If in doubt about contact info please check the "Contact Us" section of the website.

Watch the announcements section to stay up to date on changes, industry news, product updates, and special office holiday closures.

There is a Frequently Asked Question (FAQ) area in TIPS. This is a great way to refresh your knowledge on some key questions other agents routinely ask.

If you receive an invoice, it can be paid through:

- Interact email money transfer to:  
[wendy@21stcenturytravelins.com](mailto:wendy@21stcenturytravelins.com)
- on line banking through most financial institutions, or
- by mailing a cheque to the head office in Cobourg.

For more details call us.

**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](mailto: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. Look for some new payment options that will be available in TIPS in the coming weeks.

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