


Do you have Monthly Pay Pending Polices that need to be Activated?


DID YOU KNOW?



If you have issued a policy in Pending status, no coverage will go into force until it is Activated.



Coverage is not valid if your client arrives in Canada without the policy being properly Activated.



Commission is not paid on Pending Policies. Once Activated, you receive commission for 3 monthly payments, then monthly commission thereafter.

Issuing a Policy? Should you Leave it Pending or Activate it Right Away?

| | ISSUE PENDING | ISSUE ACTIVATED |
|--------------------|---|---|
| When... | Insured has a tentative arrival date (e.g. for a visa application). | Insured has a confirmed arrival date OR the Insured is already in Canada. |
| Payment will be... | 2-month premium deposit + \$50 policy fee. | 2-month premium deposit + Activation premium + \$50 policy fee. |
| Coverage begins... | Only when the policy is Activated. Coverage on a Pending Policy does not begin on the effective date indicated on the confirmation. The policy must be Activated for coverage to begin. | Coverage begins on the Effective Date. |

If you have issued a policy and you aren't sure how to tell if it is in a Pending Status or not, here is how to tell the difference.

| | PENDING | ACTIVATED |
|------------|--|--|
| Appearance | Pending watermark shows on the policy record in TIPS (client will not see Pending watermark on their confirmation). Settlement shows 2-month payment + \$50 policy fee. | No Pending watermark shows on the policy record in TIPS. Settlement shows 3 months of payment + \$50 policy fee + any other months subsequently charged. |

Pending Policy Report - What is it?

The [Pending Policy Report](#) is sent each month to any agents/agencies with Monthly Pay policies that are still in a 'Pending' status. Policies on this list **do not have active coverage**. If the insured has arrived and has a claim before the policy is Activated, they will have no coverage. If they Activate the policy after their arrival and they have a claim during the [Waiting Period](#), they will have no coverage for any sickness-related claims (only injury coverage during any waiting period). **If you have policies on this list that are supposed to be Activated, you will need to contact us immediately to request the Activation.**

The Pending Policy Report is not generated you have no policies that match the "Pending" criteria. This report is intended to help you keep in touch with your clients. You should regularly ask clients with Pending policies how the visa application process is going. Do they have a confirmed Arrival Date? Should the policy be Activated? Has the application been denied by IRCC? Your friendly reminders will help your clients remember they have a pending insurance policy and to take the required action with the insurance once the visa decision is finally made. Remember – you are only paid commission once the policy is Activated.

What happens if a "Pending" policy is not Activated before the client arrives in Canada?

- The insured would have no coverage on arrival – Pending policies will not automatically go into force on the Effective Date indicated on the Confirmation. A written request to Activate the policy must be submitted and a third payment (Activation Premium) charged for the policy to go into effect. Only 'Activated' policies go into force on the Effective Date shown on the Confirmation.
- Coverage will be subject to a [Waiting Period](#) for sickness and illness-related claims upon activation.
- If the Effective Date on their policy does not match their Arrival Date in Canada, the insured may experience issues and delays with the CBSA when attempting to enter Canada.
- Your due diligence can also be good for your bottom line. Remember that no commission is paid until pending policies are Activated. Keeping these policies top-of-mind for your clients is a valuable service for them, and it can also help unlock commission income for you.

How to Activate a Policy:

- Issuing a Policy Activated: You can Activate when you issue the policy if they already have their Visa and the travel dates are known/confirmed, or if the insured is already in Canada. Issue the policy Activated by checking the 'Activate Policy' box on the final page of the quote. Three monthly payments (2-month premium deposit* and the Activation Premium for their first month) plus the \$50 policy fee will be charged immediately, and the policy will go into force on its Effective Date. The fourth payment will be charged one month following the Effective Date, and monthly thereafter.
- Activating a Pending Policy: A 'Pending' policy can be Activated by sending an activation request by email to info@21stcenturytravelins.com once the visa application is approved, the visa is issued, and travel dates are confirmed. Policy Activations cannot be completed over the phone. If the request to Activate the policy is received after the insured arrives in Canada, a Waiting Period will apply. When we receive the Activation request, the Effective Date will be amended to match their travel dates, and a third monthly payment (for their first month premium) will be charged. If there are any changes to coverage, or if the client has moved into a new age band, premium adjustments will be required.
- Upon Activation, coverage can be improved (upgrade the plan or decrease the deductible), but we cannot make any changes that would downgrade the coverage. Changes to coverage or deductibles are not permitted during the policy term.

**The two-month premium deposit is collected when the policy is issued, and we hold this deposit in reserve for the duration of the policy and apply it to months 11 and 12 (or 23 and 24 of a two-year policy), provided there are no billing issues during the policy term. In the event of early cancellation, the deposit would factor in to the refund of any fully unused months (subject to a \$25 processing fee). See our [Monthly Payment Plan Reference Guide](#) for more details.*



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