



TIPS on T.I.P.S. - June 2023

Pending Policy Report and Visitor to Canada Report – What are they?

At the beginning of each month, we send two reports by email from our server (email address noreply@21stcenturytips.com).

The Pending Policy Report goes out to agents/agencies with any Monthly Pay policies that are still in a 'Pending' status as at the last day of the month just ended. The subject of the email is 'Pending Policy Report'.

The Visitor to Canada Expiry Report goes out to agents/agencies with any 1 or 2-year policies that are approaching their expiry date. For example, on June 1, 2023, we sent this report out for policies expiring during the month of August 2023. The subject of the email is 'Visitor to Canada Expiry Report'.

These reports are not generated if there are no policies that match the criteria for the report. If you have your own account with us, the email will come directly to you. If you are contracted through an MGA, the email will go to the MGA. Please contact your MGA to receive your report if you are not already receiving it.

These reports are 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? Should we be refunding the deposit premium? This is especially important when there is a backlog with IRCC, as months and years can go by waiting for the visa decision. 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. The 'Visitor to Canada Expiry Report' can assist you in making contact with clients who have policies that are about to expire to determine if another policy is required.

What happens if a 'Pending' policy is not activated and 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 showing on the Confirmation. A request to activate the policy must be submitted and a third payment 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:

1. **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. Three monthly payments plus the policy fee will be charged immediately, and the policy will go into force on its effective date.
2. **Activating a Pending Policy:** A 'Pending' policy can be activated by sending an activation request in writing once the visa application is approved, the visa is issued, and travel dates are confirmed. The effective date will be amended to match their travel dates, and a third monthly payment will be charged. If there are any changes to coverage, or if the client has moved into a new age band, premium adjustments may be needed.

Monthly Payment Plan is Still (and always has been) Available

As of December 9, 2022, 21st Century Monthly Payment policies are once again valid as acceptable proof of insurance when submitted with Super Visa applications. 21st Century never stopped offering the Monthly Payment Plan, even during the 5-month period when IRCC was not accepting them with Super Visa applications. The monthly payment option can be used for policies with a coverage limit of \$100,00 or more, for the following Visitor Types: Super Visa, Work & Student Visa, and Visitor Visa.

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**