

Complimentary assistance services



WE'RE HERE FOR YOU, WHENEVER YOU NEED US

Desjardins Insurance is committed to your physical and emotional well-being. That's why we offer you complimentary assistance services based on your insurance coverage.

Assistance services included with your policy

Your insurance coverage gives you access to services that cater to your specific situation. You and your family can use them when times are good, or when times are bad. As a client, you have access to:



Phone assistance service



Second medical opinion

Access these 2 services with 1 phone number:

1-877-506-8392



24/7 Phone assistance service

Desjardins Insurance Phone assistance service allows you to **call anytime to get answers from a nurse** about any health-related questions like nutrition, immunizations, childcare, prescription drugs or the use of natural products.

Just call to:

- Get explanations about a medical condition, an illness, or the side effects of a medication
- Get information on how to cope with a disability or critical illness, like cancer, and understand your treatment options



Second medical opinion

In the event of an illness, you can benefit from a second expert opinion on your diagnosis through an analysis of your medical records and history by renowned medical experts. You also get access to eminent specialists in the required field of expertise.

With the second medical opinion, you will get;

- Confidential consultation service that collects medical files on behalf of the insured. It's easy to use and free of charge.
- Opinions from world-renowned medical specialists, confirming the diagnosis and determining the best treatment plan.
- Unlimited access for the adult insured¹, their immediate family (spouse or common-law partners and dependent children²) and their extended family (parents, parents-in-law, siblings and sibling-in-law) at all times.

¹ Child insured: Access to the service is unlimited for the insured, their immediate family (father, mother and siblings) and their grandparent if they are the policyowner of the child's policy.

² A child is considered dependent up to age 21 or up to age 25 if enrolled in school full-time.

Assistance services are not a contractual obligation of Desjardins Insurance and may be withdrawn at any time without notice.

Your health is a priority. We help you protect it.

desjardins.com/healthsupport | desjardinslifeinsurance.com/healthsupport

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