

# Assistance Benefit: a value-added service!

Your health is your most important asset and is essential to maintaining a good quality of life. You and your family can feel confident with access to a reliable assistance service that provides expert advice and referrals tailored to your specific needs.

The Assistance Benefit is included at no additional cost when you purchase certain Beneva products. This assistance service allows you to get answers to health-related questions and helps alleviate your day-to-day concerns.

## Assistance Benefit supports you when you need it most!

Ask your advisor if your insurance policy provides your with access to the Assistance Benefit service.

**Please do not hesitate to contact  
your advisor, who will be pleased to  
provide you with all the information  
you need.**



**beneva**

**Assistance  
Benefit**

**1-866-208-8163**

**24 hours a day, 7 days a week\***

\* Assistance Benefit is offered by AXA Assistance. Legal assistance is offered Monday through Friday from 9 a.m. to 8 p.m. and Saturday from 10 a.m. to 5 p.m. (EST).

## About Beneva

In 2020, La Capitale and SSQ Insurance, two very solid mutual insurance companies, announced that they would come together to become Beneva.

**For more information, go to  
beneva.ca.**

life and health  
insurance

## Assistance Benefit



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The purpose of this document is to provide a summary description of the Assistance Benefit. It is not intended to describe all the provisions, exclusions and limitations applicable to a benefit or to a specific insurance policy. For a complete description of the provisions, exclusions and limitations, please refer to the policy.

Individual insurance of persons is underwritten by Beneva Inc. and distributed by Beneva Financial Advisors and its authorized partners.

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# A global assistance specialist

Leader in emergency aid, AXA Assistance has many operational centres and an extensive network of medical service providers, with more than 30,000 physicians in 138 countries.

You can obtain a full range of assistance services through a single toll-free number. No matter where you are, access to a qualified agent and immediate expert solutions are just a phone call away!

Across the globe, an experienced team is at your disposal for:

- analyzing your case;
- facilitating your access to services;
- assisting you in making informed decisions;
- listening, guiding and supporting you during difficult times.

Whether it is for a medical referral or for a psychological consultation, you will get the right help at the right time.

## Services offered

### Available worldwide

#### Second medical opinion

Receive a recommendation report from another highly qualified practitioner.

#### Medical referral

Obtain the names of up to three qualified physicians whose experience matches the state of your health.

#### Hospital admission and accommodation assistance outside the province or country

Get help with doctor appointments, hospital admissions, accommodations, transportation and even interpreter services.

#### Administrative services

Get assistance with billing verification, ensuring that bills are justified and free from duplication, errors or overbilling.

### A multidisciplinary team of experts

#### Psychological assistance

Access to professional psychologist services; also available for your spouse and children.

#### Medical assistance

Get advice from registered nurses on matters concerning your health, your lifestyle and medical-related questions.

#### Convalescence assistance

Obtain referrals for professionals who specialize in meeting your needs in case of convalescence.

### Anytime, as soon as your policy is in force

#### Concierge services

Get information and referrals from professionals regarding your life's daily matters.

#### Legal assistance

Access to legal advice including legal assistance in the event of identity theft.

## Support at no additional cost

There is no increase to your insurance premium related to the use of Assistance Benefit services.

Keep the membership card with you at all times!

**1-866-208-8163**

### Benefit from a confidential service 24/7\*!

\* Legal assistance is offered Monday through Friday from 9 a.m. to 8 p.m. and Saturday from 10 a.m. to 5 p.m. (EST).



### Confidential and multilingual assistance services

- International presence
- Professional service
- Reliable network

Policy No.: \_\_\_\_\_