

CONTACT LIST FOR THE TRAVEL HEALTH PLAN

GENERAL ENQUIRIES

For **all/any claims inquiry**, or general questions about your policy, kindly use one of the following options available to you:

Email – claims.spgroup@ssq.ca

Telephone: Greater Montreal Area: 514-282-6043
Elsewhere in Canada and U.S.A.: 1-855-395-2520

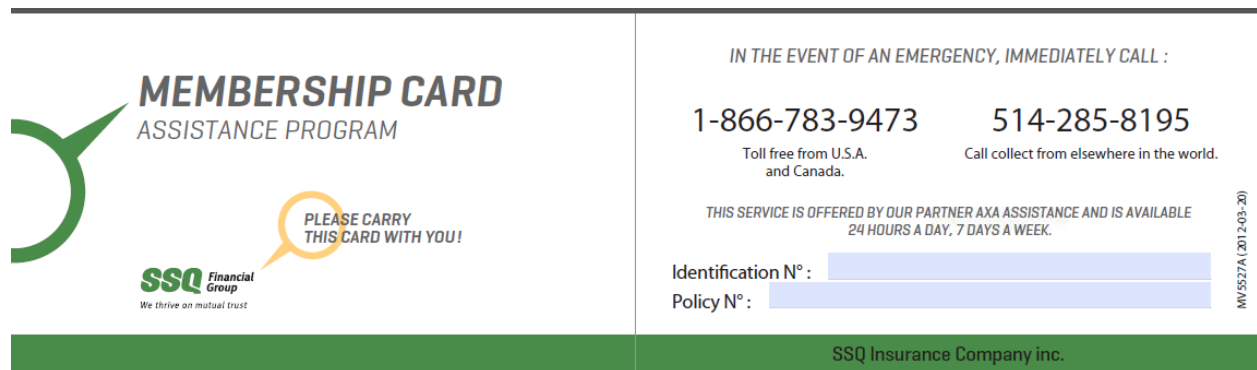
Please be sure to have your policy number on hand to enable the receptionist to transfer you to the appropriate case manager. If sending an email, also make sure to indicate the policy number in the subject line.

The Customer Service line is open weekly from 8:30a.m. to 4:30 p.m. EST. All messages are returned within 24 hours.

EMERGENCY MEDICAL ASSISTANCE

In the event of an emergency, it is important that you call the number captured on your Membership Card and not the contacts listed above. You can obtain a Membership Card by contacting your Human Resources Department.

Sample Membership Card:



1. In the event of an **Emergency**, please contact the toll-free numbers captured on the Membership Card, as follows:

1-866-783-9473 – when calling from Canada or U.S.A
514-285-8195 – Call collect from elsewhere in the world

**** AXA Assistance is available 24 hours a day, 365 days a year for any medical, travel or personal emergency. AXA Assistance is SSQ's emergency medical provider.**