

NO EXTRA COST

NEW   
Serenity Service™

EXCLUSIVE  
to Blue Cross® Canassurance

# The most relaxing way to deal with a flight delay.



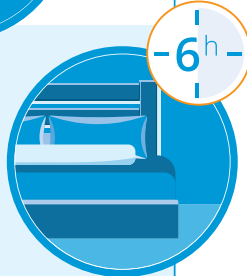
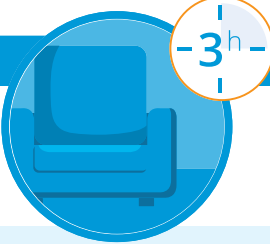
At Blue Cross® Canassurance, part of our mission is to offer our clients the very best insurance coverage. That's why we're proud to offer our brand new **Serenity Service™**. This **exclusive** service is available at **no extra cost** to all your clients who purchase Blue Cross Canassurance travel insurance. It provides customers with a range of benefits if their flight is delayed, including access to an airport lounge or even a hotel room, depending on the length of their delay.

With this new service, you have yet another reason to offer your clients Blue Cross products. Because, now more than ever, they'll have the best possible coverage with Blue Cross Canassurance.



## If their flight is delayed, your clients get more.

DELAY	BENEFITS
3 hours or more	Access to an airport lounge or \$40 compensation per person if no lounge is available
6 hours or more	Hotel room up to a maximum of \$250 per policy or \$250 in compensation if hotel room is not available + \$50 allowance per person up to a maximum of \$200 per policy



## How to benefit cost-free from our Serenity Service?

Anyone covered by Blue Cross Canassurance travel insurance can benefit from this service at no extra cost.

To register, clients should follow **3 simple steps**:

- 1 Create an account by visiting [SerenityService.ca](https://SerenityService.ca)
- 2 Enter flight details and insurance policy number
- 3 Select a means of payment for compensation payouts (Interac, bank transfer, PayPal)

**IMPORTANT:** Clients can register their details up to 1 hour before their departure time.

## How does the Serenity Service work?

Once your clients have registered, our Serenity Service tracks their flight in real time. If their flight is delayed, they'll receive a **text message (SMS)** or an **email** telling them how to benefit from the service. Messages include:

- notifications of flight delays
- coupons for the airport lounge and hotel room reservations
- notifications of fund transfers



For more information, visit [qc.bluecross.ca/SerenityService](https://qc.bluecross.ca/SerenityService)  
or call us toll-free at **1-800-361-2538**.

