

March 12, 2020

I am writing to provide you with an update about Johnson and our plans related to Coronavirus (COVID-19). We understand that you will have concerns and questions about how your members' insurance coverage through MEDOC is being impacted and what steps we are taking to ensure we are supporting our customers and providing information so they can make informed decisions.

Firstly, the safety and well-being of our customers is our top priority. We have a dedicated team focused on implementing our business continuity plans to ensure our operations and claims teams will continue to be available to serve all of our customers to the standard that they expect.

TRAVEL INSURANCE COVERAGE UPDATE

Both Johnson and RSA Canada are monitoring the impact closely, and we are regularly reviewing our current coverages to determine how they are impacted by this evolving situation.

Trip Cancellation and Trip Interruption Insurance Coverage

Travel insurance policies, including Medoc, typically exclude coverage where the insured is aware, on the date they book travel, of any event that may prevent the insured from travelling as planned. As the Coronavirus outbreak has now been declared by the [World Health Organization](https://www.who.int/emergencies/diseases/novel-coronavirus-2019) as a global pandemic, Trip Cancellation and Trip Interruption coverage:

- Does not extend to any travel booking made on or after March 13th which becomes impacted by a travel advisory issued on or after the booking (this does not apply to travel booked before March 13);
- For travel booked before March 13, if a travel advisory is issued after departure, trip interruption coverage is limited to a period of 10 days from the date of the travel advisory; and
- Trips booked after a destination or cruise receives a formal travel advisory are not covered for trip cancellation or interruption.

Out of Country Emergency Medical Insurance Coverage

It is important to note that for Out of Country Emergency Medical Insurance, a travel advisory to "Avoid all travel" or "Avoid non-essential travel" will also impact coverage if the advisory is issued before the insured's departure. Also there are the following restrictions:

- As in the case of trip cancellation/interruption coverage for trips booked after a destination or cruise receives a formal travel advisory are not eligible for out of country emergency medical coverage;
- Because of the advisory to "Avoid all cruise ship travel," beginning March 9, 2020 customers who depart on a cruise will not have medical coverage. (trip cancellation/interruption

coverage may apply for all non-refundable portions of their full trip if the trip was booked before March 9 – see above);

- Customers who book future travel to a location which is currently under a relevant travel advisory (including cruises) will not have medical coverage in these locations if the advisory is still in effect at the time of travel;
- For travel booked before March 13, if a travel advisory is issued after departure, medical coverage for that location is limited to a period of 10 days from the date of the travel advisory.

Please visit <https://travel.gc.ca/travelling/advisories> for the most up-to-date information.

Trip cancellation covers many different types of situations such as family sickness, natural disasters, and select Government of Canada Travel advisories. However, concerns around travelling during a pandemic do not fall within any of the insured risks in our policy. As always, we encourage our customers to check their travel insurance to verify their coverage. If further clarification is needed, our representatives are here to help.

NEW BUSINESS UPDATE

Johnson has also made the decision to pause the selling of new Medoc & Prestige Travel Insurance and Trip Cancellation/Interruption products, while we continue to evaluate the impact of Coronavirus on our travel insurance coverage. Going forward we will provide updates as needed.

This situation is developing daily and we are committed to keeping our customers informed with the most current information. Customers can visit www.johnson.ca/coronavirus for details and updates.

I hope this update helps address the concerns of you and your members, and gives you confidence in the steps we are taking. If you have further questions, please reach out to me anytime at 613.323.1083

Sincerely,

Shawn McCord, CIP
Senior Manager, Ottawa & National Groups
smccord@johnson.ca
613.323.1083