

May 1, 2010

Ministry of Justice  
Calle O No. 216, Vedado, La Habana  
República de Cuba

**Re:** Confirmation of Travel Insurance Policy Issued By a Recognized Foreign Insurance Entity

To Whom It May Concern:

This letter is in regards to the Republic of Cuba's requirement that all travellers, foreigners and Cuban overseas residents must possess a travel insurance policy covering medical expenses that has been issued by an insurance entity recognized in Cuba.

Please accept this letter as confirmation that the Canadian resident in possession of this letter, together with a copy of their travel insurance policy documentation, has a travel insurance policy which is administered and assisted by Mondial Assistance (formerly World Access Canada), a provider which is recognized by the Republic of Cuba's government.

Each traveller is required to meet the terms, conditions and eligibility requirements of their travel insurance policy in order for coverage to be in effect.

Mondial Assistance, which is the world's largest travel insurance and assistance company, has a long-standing contractual agreement with and is a trusted partner of the Cuban assistance company ASISTUR.

If you have questions or to verify Mondial Assistance's partnership with ASISTUR, please contact:

**ASISTUR**

Prado No. 208 entre Trocadero y Colón, Habana Vieja, La Habana  
Telf:(53 7) 866 4499  
Fax :(53 7) 866 8087

Sincerely,



William Breckles  
President and Chief Executive Officer  
Mondial Assistance Canada



## Illness or injury outside my province of residence

What does the Health Care Plan cover?

### *If you live in Canada*

The Health Care Plan covers 100% of [reasonable and customary](#) charges for emergency health care you need:

- outside your province of residence, and
- above what is payable by your provincial health plan,

to a [maximum reimbursable expense](#) for management employees/retirees of \$100,000 for each covered person for any one period of travel (as of January 1, 2011 coverage increases to \$1,000,000 for each covered person).

The expense must be:

- prescribed by a [physician](#) and medically necessary,
- incurred no more than 40 days (60 days as of January 1, 2011) from the date you leave home **or** any time you are on official travel status. If treatment continues beyond 40 days (60 days as of January 1, 2011), related expenses will be covered.
- incurred because of an emergency (an acute, unexpected condition, illness, disease, or injury that requires immediate assistance) or because the services were not readily available at home, and
- payable in part by the provincial plan.

Eligible expenses include:

- public-ward accommodation and auxiliary [hospital](#) services in a general hospital,
- the services of a physician, and
- out-patient services in a hospital.

If a treatment or service is not offered in the patient's province and the person is referred to a hospital in another province, in writing, by the attending physician in his/her province of residence, the plan pays reasonable and customary charges for the same services, at:

- 80% for retirees and
  - 90% for management employees.
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