

What is the Novel Coronavirus?

- Common symptoms include fever, cough, shortness of breath and breathing difficulties.
- There is no specific treatment or vaccine presently available.

What can you do to prevent the spread of the virus?

- wash your hands regularly
- cover your mouth and nose when coughing and sneezing
- thoroughly cook all meat and eggs
- avoid close contact with anyone showing symptoms of respiratory illness such as coughing and sneezing

Travelling to affected regions:

- We recommend that you do not travel to affected regions. Reconsider any non-essential travel to regions where the Novel Coronavirus has been reported.
- [Look online for the Government of Canada's latest travel advice.](#)

General tips for travellers to other locations abroad:

- Call Allianz (1-800-363-1835) to confirm the best toll-free number to use from the country you're visiting. Keep it with you while travelling.
- Download the Allianz Global Assistance TripWise app for iPhone and Android. Features include:
 - Flight status check
 - International hospital locator
 - Medication dictionary
 - Plus, your Allianz Global Assistance toll-free contact numbers can be stored right in the app, so they're ready when you need them
- Take photos of important documents so there's no need to search for the originals, e.g. passport and benefits cards.
- Health risks, like the coronavirus, are just one event to watch out for. Be aware of any:
 - Weather warnings, e.g. hurricanes
 - Political or civil unrest, e.g. acts of terrorism
- Ensure you have enough of your medications and carry each in its original packaging.





What if you need medical attention while travelling?

As soon as possible: if you're able, call the 24-hour emergency phone number on the back of your Manulife benefits card. If you can't make the call yourself before seeking treatment, have a friend or family member call Allianz Global Assistance from the hospital once you are there.

Allianz will ask some questions about your emergency and any potentially related medical history. Providing accurate information will help make sure you receive the right help and information about your coverage.

Here are a few things the Allianz Global Assistance representative will ask:

1. Details about the incident and the type of assistance you require.
2. Your full name, group plan number, plan member certificate number, and benefits card group number.
3. The patient's name and confirmation of provincial health insurance coverage.

If asked to pay up front: Call Allianz Global Assistance immediately. They will attempt to pay the medical provider directly, so you're not out of pocket. Accepting billing information is solely at the discretion of your medical provider. That means you may need to pay up front.

Do not surrender your passport: If asked to surrender your passport due to a medical incident or emergency, refuse to do so and contact Allianz Global Assistance immediately.



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