



Dear MEDOC® Customer,

At Johnson Insurance, we understand how challenging 2020 has been. Customers have submitted an unprecedented number of Trip Interruption/Cancellation claims; more claims in the first four months of 2020 than in all of 2019. And medical coverage continues for many Canadians who were unable to return home.

We're encouraged by the early signs of recovery as the world slowly re-opens, and MEDOC customers continue to have coverage for Trip Cancellation and for travel within Canada. MEDOC travel insurance is offered on an annual basis, which allows us to provide comprehensive coverage at a very competitive price. However, we understand how the exceptional circumstances presented by this pandemic have impacted travel for all at this time. That's why we're extending the term of your MEDOC Base Plan for an additional 2 months at no charge. Your current MEDOC policy will now provide coverage until October 31, 2020.

Your annual policy reissue documentation will be sent approximately 2 months later than usual, to align with the extended coverage being provided.

Claims Update

Customers can visit this [Global Excel's® claim portal](#) to submit a new claim or check on an existing one. Because claims volumes have tripled in 2020, processing time is approximately 8-12 weeks. Rest assured that all claims will be addressed and customers will be contacted.

Thank you for your patience and understanding as we work extremely hard to support all our customers. We will continue to monitor the situation closely, and will provide further updates as required. For more details and answers to common questions, please visit [Johnson.ca/coronavirus](https://www.johnson.ca/coronavirus).

Stay safe,

Johnson Insurance

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