

## Cuban travel requirements – confirmation of travel insurance policy required

Effective May 1<sup>st</sup>, 2010, the Republic of Cuba is requiring all travellers, foreigners and Cuban overseas residents to possess a travel insurance policy (covering medical expenses) that has been issued by an insurance entity recognized in Cuba.

Green Shield Canada is pleased to inform that our emergency out-of-country travel coverage is administered by Mondial Assistance, a provider which is recognized by the Republic of Cuba's government. If a plan member has active emergency out-of-country travel coverage through Green Shield Canada, they will not have to purchase any additional coverage. However, they will need to provide documentation to prove their coverage.

When travelling to Cuba, plan members with emergency out-of-country travel benefits should carry with them:

1. **Provincial Health Card**
2. **Proof of insurance** – The Green Shield Canada ID card is all that is needed.
3. **Proof of a contractual relationship with a recognized provider** – The attached letter is proof of this relationship.

These three documents are sufficient to allow Green Shield Canada plan members into Cuba without the need of additional insurance. It is possible that plan members will hear varying opinions on what documents are required to prove coverage. For the time being, we recommend that plan members carry all three documents with them.

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 through Green Shield Canada Travel Assistance 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