

Cuba - Mandatory Travel Insurance Requirements

- Effective May 1, 2010, Cuban Government will make it mandatory for all foreign visitors to be holders of health insurance recognized by Cuban authorities.
- Cuban Government has specified that health insurance purchased outside the country must be contracted with insurance companies recognized in Cuba. As of May 1st, Travelers will be asked to provide proof of insurance upon entry to Cuba.
- Although Manulife has been working diligently to determine requirements, it remains uncertain at this point what documentation will be accepted as proof of coverage by the Cuban authorities. Manulife is monitoring the Cuban Embassy website for updates and as new information is received, we will update documentation according to information posted through the Embassy of Cuba in Canada, travellers will be required to present proof of insurance, i.e. travel assistance card valid for the time they will stay in Cuba.

Handle inquiries as follows:

- Mondial Assistance (formerly World Access Canada), is a provider which is recognized by the Republic of Cuba's government and also has a long-standing contractual agreement with and is a trusted partner of the Cuban travel assistance company ASISTUR.
- Manulife suggests that Members take their benefit card that contains their Mondial (OK for card to World Access, as Mondial was formerly known as World Access) information as proof of insurance

-a letter that further confirms ETA OOC coverage and specifies that Mondial is formerly known as World Access will also be made available shortly for faxing/ mailing to Members. Members can take this letter along with their card when travelling to Cuba

Additional information:

What if a Member is asking about a trip duration prior to May 1st?

- mandatory travel insurance requirements are only effective May 1st, 2010; travel prior to May 1st is unaffected

What if a Member's travel dates span April and May?

- mandatory travel insurance requirements apply to travel that begins May 1st, 2010 and onward; Members travelling to Cuba prior to May 1st will not be subject to mandatory travel insurance requirements