

# Partner Space - Extensions of contracts issued in the old system

Updated: April 2026

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As the next step in the phasing out of our old system, we are introducing a new procedure to extend contracts that were sold in our old info-partners.ca platform.

Starting June 1<sup>st</sup>, 2026, contracts sold in the old system and that include **Emergency Medical Care coverage only** can be extended using the Top-Up insurance in the Partner Space.

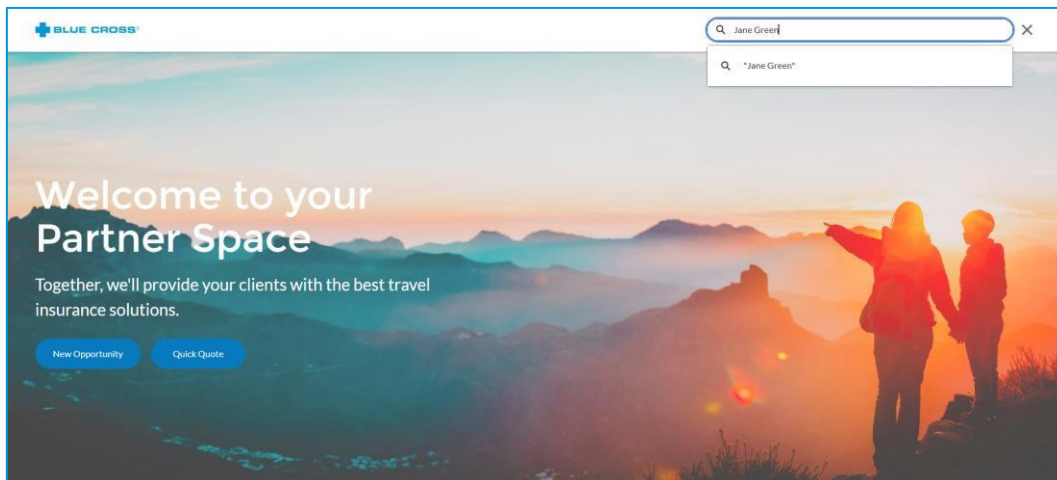
This new process will grant you more autonomy without having to request assistance to process most extensions. Furthermore, your clients will be able to manage their contracts via the Customer Space.

**The extension process for contracts sold in the Partner Space remains the same.**

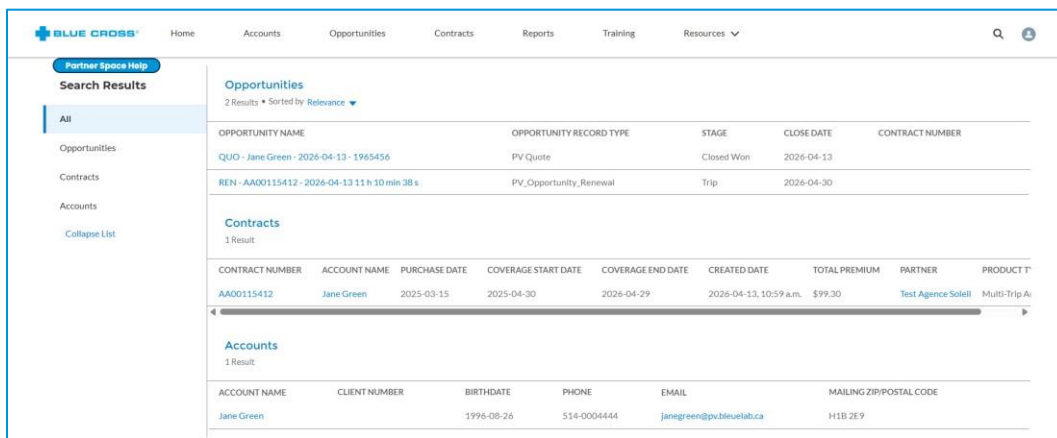
## Process in the Partner Space

**Before extending an existing contract, you must validate with your client if they submitted or plan on submitting a claim. If so, contact us to confirm the extension.**

1. Find your client using the general search. You can enter the customer's name, contract number, or any other information that can identify them (e.g. phone number).



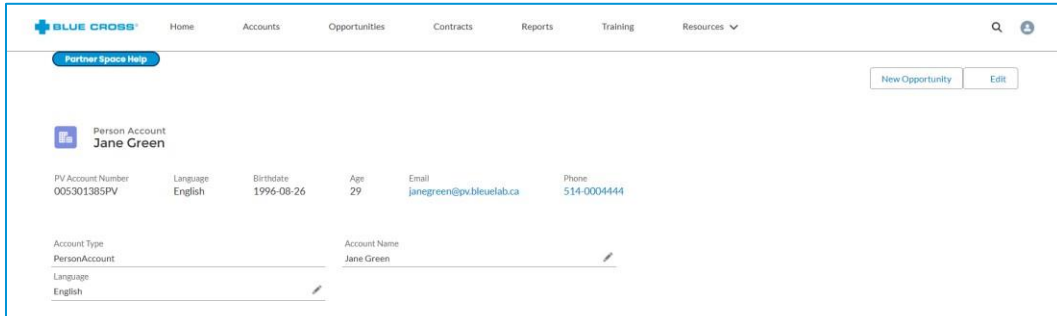
2. Select your client's file



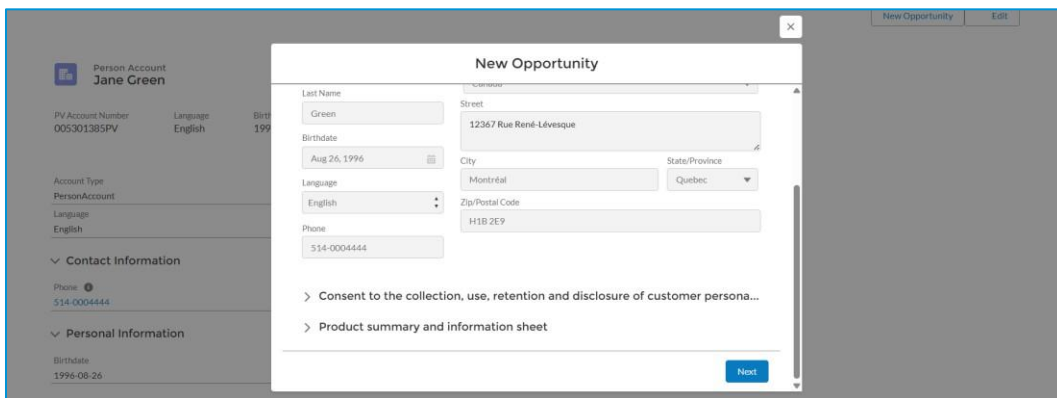
**Note:**

If you cannot find your client's file, click on "New opportunity" on the home page to create it.

- 3. Click on "New Opportunity" in the upper right corner.



- 4. **Québec only:** you must get your client's consent regarding the use of their personal information. If applicable, travel agents must get their client's consent regarding the Distribution without a representative regulation.



- 5. Answer the questions to be directed to the resident sales flow.



6. At the Trip stage, fill out the trip information, including the dates for the full duration of the trip. Check yes to the first question about Top-Up insurance. Enter the number of days covered by the contract sold in the old system and select "ON Qc Old Travel System" in the "Insurer Type" drop-down menu.

The screenshot shows a web form titled "Where are you traveling?". At the top, there are input fields for Trip Destination (Barbados), Trip Reason (Tourism), Trip start date (2026-06-01), Trip end date (2026-06-27), Trip Duration (27), and Travel cost (by traveler). Below this is a "QUESTIONS" section with three questions and radio button answers. The first question is "Do you have Emergency Medical Care coverage with another insurer for the first days of your trip? (If so, Top-up insurance will be offered)\*" with "Yes" selected. The second question is "Do you want to cover your health on your trip?\*" with "No" selected. The third question is "Do you wish to be covered in case of trip cancellation or interruption?\*" with "No" selected. The fourth question is "Do you want our Preferred Plan (all-inclusive)? (select \*no\* if you wish to personalize your coverage)\*" with "No" selected. A "Contracts" section shows "0 of 0 Items". A dropdown menu for "Insurer Type" is open, showing options: "--None--", "ABC Health Plan", "Credit Card", "Group Insurance", "MBC Health Plan", "Medavie Health Plan", "ON Qc Old Travel System" (highlighted), and "Other Individual Insurance".

7. Mark the stage as complete and finalize the sales process.

# Cheat Sheet – Where to purchase extensions

	Contract sold on Info-Partners.ca (i.e.: LH00000)	Contract sold in Partner Space (i.e.: AA00000000)
<b>Single-trip, Individual travel, Package Plus</b>		
Emergency Medical Care coverage only	Create Top-Up insurance in the Partner Space <b>before or after</b> departure	Standard extension process in the Partner Space <b>before or after</b> departure
Emergency Medical care with Option: Reduced Stability Period	Extend contract on Info-partners.ca <b>before or after</b> departure	
Trip Cancellation and Interruption, Baggage, Accidental Death or Dismemberment	Extend contract on Info-partners.ca <b>before or after</b> departure	
<b>New Extension on Multi-Trip Annual</b>		
Emergency Medical Care coverage only	Create Top-Up insurance in the Partner Space <b>before or after</b> departure	Standard extension process in the Partner Space <b>before or after</b> departure
Trip Cancellation and Interruption, Baggage, Accidental Death or Dismemberment	Extend contract on Info-partners.ca <b>before or after</b> departure	
<b>Existing Extension on Multi-Trip Annual</b>		
Emergency Medical Care coverage only	Create Top-Up insurance in the Partner Space <b>before or after</b> departure	<ul style="list-style-type: none"> <li>• Standard extension process in the Partner Space <b>before</b> departure</li> <li>• Contact us for an extension <b>after</b> departure</li> </ul>
Trip Cancellation and Interruption, Baggage, Accidental Death or Dismemberment	Extend contract on Info-partners.ca <b>before or after</b> departure	
<b>Top-Up Insurance</b>		
Emergency Medical Care coverage only	Create Top-Up insurance in the Partner Space <b>before or after</b> departure	Standard extension process in the Partner Space <b>before or after</b> departure
<b>Visitor to Canada</b>		
Emergency Medical Care coverage only	Extend contract on Info-partners.ca <b>before or after</b> arrival	Standard extension process in the Partner Space <b>before or after</b> arrival

## FAQ

- 1. My client has already purchased an extension on their Annual plan and now wishes to extend again for this specific trip. In which system should I sell the extension?**

If your client purchased a medical-only Annual plan, you must sell the second extension in the Partner Space. Your client will then have three contracts: the Annual plan, the first extension (sold in the old system) and the second extension. Only this second extension will be sold in the Partner Space using the Top-up insurance product.

- 2. Can I apply this new extension process (using Top-up insurance) to contracts I sold in the Partner Space?** No. The usual extension process and rules apply to contracts sold in the Partner Space in the first place.
- 3. Can I view my clients' old contracts in the Partner Space?** No. Contracts sold in the old system (that do not start with the letters "AA") cannot be viewed in the Partner Space.
- 4. I extended my client's contract with a Top-Up in the Partner Space. Can they view their old contract in their Customer Space?** No. They will see the Top-Up insurance but not the initial contract.