

Flight Delay Service FAQ

What is Flight Delay Service?

Flight Delay Service introduces a new layer of convenience and compensation for Medavie Blue Cross' Group Travel members—offering proactive support during flight disruptions.

Compensation is available for members who register their flight at least 24 hours if delays occur:

Delay Duration	Compensation Details
3+ Hours	Airport lounge access or \$40 per person if unavailable
6+ Hours	\$50 per person* + Hotel room or \$250 per policy if room is unavailable

**up to a maximum of \$200*

How do I register for the service?

Starting April 1st, 2026, you will be able to register for the Flight Delay Service by visiting www.flightdelayservice.ca and creating an account. You'll be asked to enter your first name, last name, and a registration access code that includes **MBC** followed by **your Medavie Blue Cross group Policy Number** and **Identification Number**. Once your identity is confirmed, you be able to complete your profile by adding your email address, creating a password, and providing a mobile phone number.

Who is eligible for this service?

To qualify for Flight Delay Service, you must:

- Have Travel benefits under your Group insurance policy.
- Travel while your coverage is in force.
- Be listed as a fare-paying passenger on the delayed flight or flights.
- Have registered online to the Flight Delay Service at least 24 hours prior to the scheduled departure of the delayed flight.
- Have a smartphone, be able to receive text messages (SMS) and access Internet, or, have a mobile device and an email address allowing you to access a wireless network (Wi-Fi) in real time so Flight Delay Service can communicate with you while you wait for your flight.

Do I have an annual frequency or monetary maximum for this service?

Flight Delay Service has a maximum of \$1,000 in total compensation each calendar year. This maximum applies to everyone under your plan: you, your spouse, and any dependents. The total is \$1,000 for your whole household under your member ID. The limit resets every January 1st, so you get a new \$1,000 maximum starting each new year.

What happens when I've reached the \$1,000 yearly monetary compensation?

You can continue registering upcoming trips and flights for you and your dependents. In the event of eligible delays, you will still be offered the following:

- 3-hour delay: access to a lounge, if available. No monetary compensation will be offered if the lounge is unavailable.

- 6-hour delay: access to a hotel room, if available. The \$50 allowance per traveler and the monetary compensation if a hotel room is unavailable will not be offered.

Do Flight Delay Services apply for domestic flights as well?

Yes, domestic flights are eligible for Flight Delay Service. All flights must be registered a full 24 hours prior to its scheduled departure time to be eligible.

What happens if I miss the deadline to register my flight?

Unfortunately, if the flight registration deadline is missed, you will not be able to benefit from the Flight Delay Service.

Is Flight Delay Service eligible only for the initial departure flight, or are connecting flights and return flights also eligible for registration?

Multi-flight trips can be registered on the platform. If any registered flight is delayed and meets the eligibility criteria, you'll receive the applicable compensation. Return flights can also be registered and are eligible for compensation if they meet the same criteria.

If I'm already away (April 1st) when our Travel coverage becomes effective, can I register for Flight Delay Services for my return flight?

Yes, you can register any flights including return flights, starting April 1st to be eligible for the Flight Delay Service. Please keep in mind that flights must be registered at least 24 hours prior the scheduled departure to be eligible for compensation.

What is the claims process for the Flight Delay Service?

Once you register a trip for yourself and/or your eligible dependents, the service begins tracking the flight's status in real time.

If a delay occurs and a compensation becomes available, you'll receive a text message (SMS) and an email with a link to a web page to receive compensation. From there, you can download your access ticket for the airport lounge and/or your hotel reservation.

If you're receiving monetary compensation, it will be paid in real time by Interac transfer or direct deposit, depending on the payout method you selected during registration. You'll receive both a text message (SMS) and an email when the transfer is sent.

To receive notifications and updates promptly, make sure you're connected to Wi Fi or a cellular network.
Note: Roaming and wireless data charges are not covered by this service.

What if my trip is canceled?

Flight Delay Service does not provide compensation for cancelled flights.

However, if a flight is initially delayed by 3 or 6 hours, members will be entitled to compensation as they become eligible. If the flight is ultimately cancelled after that point, the member will not be required to reimburse the compensation.

If a flight is cancelled before any compensation is eligible, no compensation will be offered.

If my flight is ultimately cancelled and is rebooked for departure within 24 hours, can I still benefit from Flight Delay Service?

While flights can't be registered within 24 hours of departure, you're still fully supported. If you experience an eligible delay during this time, simply contact the Flight Delay Service support team. They'll be happy to help and can send you the text message (SMS) and email to start the process as if you had registered your flights. If you received compensation the day before, it won't affect your ability to qualify again.

Who will be receiving the notifications?

Notifications will be sent to the designated contact person for each trip registered. This contact can be identified when registering a trip. For example, if a spouse or a dependent is traveling alone, they can be listed as the contact to receive relevant updates directly for their flights.

Am I required to have access to a cellular or internet network when the flight is delayed to benefit from this service?

Yes, instructions to access the airport lounge, hotel reservations and monetary compensations are sent in real time by text message (SMS) and email.

Note: Roaming and wireless connection charges are not covered by this service.

What happens if I didn't get my text message (SMS) or Email?

The email and text message (SMS) notification is instantaneous. If you do not receive a notification following a 3-hour delay, it is recommended to contact the Flight Delay Service team to investigate at **1-844-323-2538, open Monday through Friday, 8 a.m. to 6 p.m. EST.**

When will the links to my compensation expire?

The lounge and hotel offer expires after 24 hours. Monetary compensation links will expire after 7 days. If the offer or compensation has expired, it will be defaulted and no longer eligible.

Do I need to pay for the hotel?

No, the Flight Delay Service is responsible for booking and paying the hotel room. All you need to do is provide the booking confirmation at the hotel reception. The information to access the confirmation will be sent to you by text message (SMS) and email.

Will I need to keep any receipts or file a claim form?

No, receipts or claim forms are not required.

Is Flight Delay Service secure?

We take your privacy and security seriously. Before partnering with any service provider, we carefully review their practices to ensure they meet strict privacy and security standards and comply with PIPEDA. Our legal and privacy teams thoroughly assess each partner so you can feel confident that your information is protected.

Flight Delay Service is made available to you by CanAssurance Insurance Company and registration is voluntary. By registering, you agree to its Terms and Conditions and Privacy Policy.