

Contact list for insured individuals of ISI

For **all/any claims inquiry**, or general questions about your policy, kindly use one of the following options available to you:

Email – claims.spgroup@ssq.ca

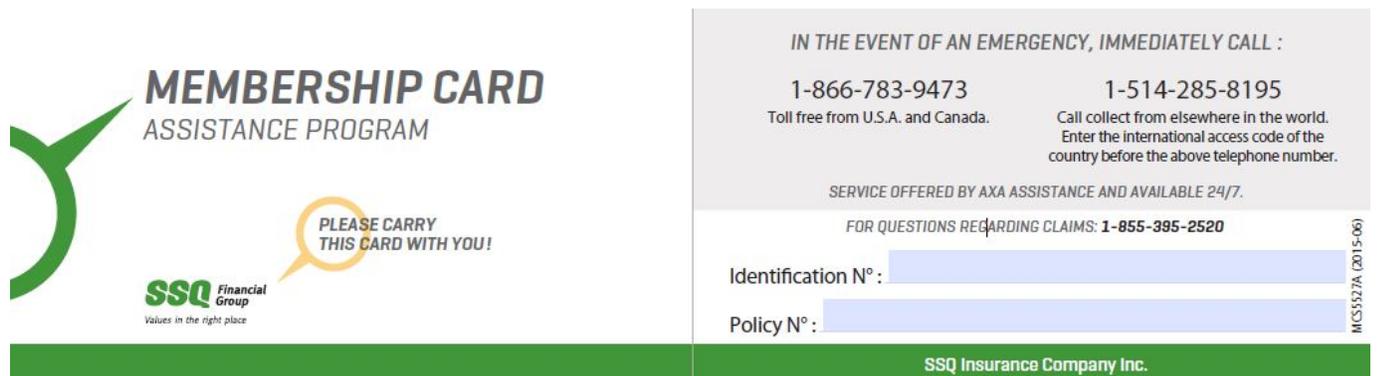
Telephone: Greater Montreal Area: 514-282-6043
Elsewhere in Canada and U.S.A.: 1-855-395-2520

Please be sure to have your policy number on hand to enable the receptionist to transfer you to the appropriate case manager. If sending an email, also make sure to indicate the policy number in the subject line.

The Customer Service line is open weekly from 8:30a.m. to 4:30 p.m. EST. All messages are returned within 24 hours.

In the event of an emergency, it is important that you call the number captured on your Membership Card and not the contacts listed above. You can obtain a Membership Card by contacting your Human Resources Department.

Sample Membership Card:



The image shows a sample membership card for the SSQ Financial Group Assistance Program. The card is divided into two main sections. The left section features the SSQ logo and the text "MEMBERSHIP CARD ASSISTANCE PROGRAM" in large, bold letters. Below this, there is a call to action: "PLEASE CARRY THIS CARD WITH YOU!". The right section is a grey box containing emergency contact information. It states: "IN THE EVENT OF AN EMERGENCY, IMMEDIATELY CALL : 1-866-783-9473 (Toll free from U.S.A. and Canada) and 1-514-285-8195 (Call collect from elsewhere in the world. Enter the international access code of the country before the above telephone number.)". It also mentions "SERVICE OFFERED BY AXA ASSISTANCE AND AVAILABLE 24/7." and "FOR QUESTIONS REGARDING CLAIMS: 1-855-395-2520". There are two blue rectangular boxes for "Identification N°" and "Policy N°". At the bottom right, there is a vertical text "MCS527A (2015-06)". The footer of the card reads "SSQ Insurance Company Inc.".

1. In the event of an **Emergency**, please contact the toll-free numbers captured on the Membership Card, as follows:

1-866-783-9473 – when calling from Canada or U.S.A
514-285-8195 – Call collect from elsewhere in the world

**** AXA Assistance is available 24 hours a day, 365 days a year for any medical, travel or personal emergency. AXA Assistance is SSQ's emergency medical provider.**