



Dear Intrax Work/Travel Participant!

Please read the following information carefully regarding your health insurance provider, AVI International.

Whenever you seek medical assistance, you **MUST** call 1-866-813-8141 (toll free) or 1-905-669-8141 (collect call)

The AVI Assistance Alarm Center is operated 7 days/week, 24 hours/day and employs a multi-lingual staff. The assistance coordinators are there to assist in case of hospitalization or emergencies that may require return of de participant to his/her home country.

When contacting them, please identify yourself by your Policy Number printed on your insurance card (**07AST005.920.922 INTRAX WORK TRAVEL**)and explain the nature of your emergency.

For claims handling and processing of your claims, you have to do the following depending on the circumstances :

1.) You called the alarm Center but still receive medical bills or statements of account ; or you did not call the alarm Center but the medical provider you visited accepted to bill us directly : please forward the bills or statements of account to AVI Assistance - CMN at the following address :

**AVI Assistance - CMN - P.O. Box 321 - 266 Elmwood Ave., Buffalo, NY 14222 - USA**

2.) You did not call the alarm Center and you paid for the medical services rendered ; or you have to submit a non-medical claim (luggage / third-party liability). To get reimbursement you have to send all the paperwork to ARMSCO at the following address :

**ARMSCO - AVI Claims - P.O BOX 3514 - SAN RAFAEL, CA 94912 - USA**

Please also note that original invoices, receipts, bills and completed claim form are requested for claims handling and processing. Should you need information or update on your claims, please contact the relevant claims offices at:

CMN : E-mail [avi@canmednet.com](mailto:avi@canmednet.com) - Tel : 1-866-813-8141

ARMSCO : fax 1-415-453-8672 - phone : 1-800-477-2767 or 1-415-459-2620

Additional claim forms are available from the above claims office or at [www.avi-international.info](http://www.avi-international.info)