

BEST DOCTORS[®] SERVICE CARD - FREQUENTLY ASKED QUESTIONS

For all inquiries on the BEST DOCTORS[®] SERVICE CARD, please call 1-866-875-3539

Q: Is the Best Doctors Service Card an insurance product?

A: No. The Best Doctors Service Card is not an insurance product. It is a membership program that provides your clients access to Best Doctors personalized services. If your clients are ever faced with a serious medical condition, Best Doctors can help them find their way through the maze of medical information and healthcare choices.

Q: Who should buy the Best Doctors Service Card?

A: We have designed and priced a program that it is attractive and affordable for every Canadian. The issue ages are 18 – 65 for adults. Under the Family membership, all dependent children under the age of 18 will be covered under their parent’s membership.

For a monthly rate of just \$7.50 for Individual membership or \$15.00 for Family membership, you can offer your clients unlimited lifetime access to the services provided by Best Doctors.

Q: Is there a monthly modal factor applied to the annual fee?

A: No. The annual fee is simply 12 times the monthly fee.

Q: What is the difference between the Individual and Family membership?

A: The Individual membership is designed for those who wish to purchase a membership only for themselves. The Family membership includes the member’s spouse and all their dependent children under the age of 18.

Q: For which medical conditions does Best Doctors provide services?

A: Best Doctors services are available if your client’s doctor suspects he/she may have any of the following medical conditions:

AIDS	Coma	Major Trauma
Alzheimer’s Disease	Deafness	Motor Neuron Disease
Blindness	Kidney Failure	Parkinson’s Disease
Benign Brain Tumour	Loss of Speech	Paralysis
Cancer	Multiple Sclerosis	Severe Burns
Cardiovascular Conditions	Major Organ Transplant	Stroke

Q: Can my client access Best Doctors services for a condition that is not listed in the membership program?

A: No. Best Doctors services are available only for the medical conditions listed in the Welcome letter and on the Service card.

Q: How many times can my client access Best Doctors services?

A: Members can access Best Doctors services for an unlimited number of the listed medical conditions. Best Doctors services are provided as often as the member wants, for life, as long as they remain a Best Doctors Service Card member.

Q: Can my client access Best Doctors services for a condition that they had prior to purchasing the Best Doctors Service Card?

A: If the member was diagnosed with any of the listed medical condition(s) during the twenty-four months prior to the effective date of the Card, Best Doctors services will not be provided for the same medical condition(s) for twelve months following the effective date of the Card.

Q: Can I call on behalf of my client?

A: Protecting the privacy of our members is very important to Best Doctors. We will require written authorization from a member before Best Doctors can discuss a case with an advisor. To obtain an authorization form, please contact Best Doctors at 1-866-875-3539. Once your client has sent us the form, you may contact Best Doctors on his/her behalf.

Q: Whom do I call if my client needs to make an address change or to notify Best Doctors of a change in banking arrangements?

A: Please call the toll free number (1-866-875-3539) and choose option 2.

Q: Since the Best Doctors Service Card is renewable annually will Best Doctors notify my client of the renewal?

A: No. The renewal will be automatic. If your client wishes to cancel his/her membership, he/she should contact Best Doctors through the toll free number.

Q: How can my client pay for the Best Doctors Service Card?

A: There are two ways to pay for the Best Doctors Service Card: monthly by pre-authorized payment only, or annually by either a cheque or pre-authorized payment. Best Doctors will notify your client of the withdrawal on the annual pre-authorized payment method only.

Q: Should I always collect a void cheque with the application?

A: If your client chooses to pay through pre-authorized payment (monthly or annually), you must collect a void cheque so we can set up the banking arrangements. You do not need to collect a void cheque if your client pays with a cheque at time of application. Please note: direct billing is available only with annual payments.

Q: What is the commission on this product?

A: The advisor will receive a commission equal to 20% of the annual membership fee, payable each year as earned, for as long as your client is a member of the Best Doctors Service Card.

Q: Is there any underwriting involved?

A: No. This is not an insurance product. In order to apply, your client only needs to fill out the short application. Upon processing the application, we will send your client a Welcome Kit.

Q: What is in the Welcome Kit?

A: The Welcome Kit consists of a personalized Best Doctors Service Card(s) and a Welcome letter(s), outlining the services provided by Best Doctors and how members can contact Best Doctors. One Service Card and Welcome letter will be provided under the Individual membership. Under the Family membership, each adult will receive his or her own Service Card and Welcome letter.

Q: Will Best Doctors contact me if there is any outstanding information needed to process the application?

A: Yes. Best Doctors will contact you first. For ease of communication, please ensure that you provide us with your email address and a phone number where you can be reached.

Q: Are Best Doctors services available in French?

A: Yes. All of our services, including written/verbal communication and marketing materials, are available in both French and English.

Q. Where do I send the application?

A: Please mail the application and any other correspondence with respect to the Best Doctors Service Card to:

Best Doctors
P.O. Box 993, Station F
50 Charles Street E.
Toronto, ON M4Y 2N9

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