

Frequently Asked Questions



Why do I need insurance?

Ingle Lewer insurance pays the costs of medical services if you are unexpectedly sick or injured. Canadian law requires international students to have medical insurance. Without insurance, the cost of medical care in Canada is extremely expensive.

Where is my policy number?

Your policy number can be found in your policy confirmation documents. This information was either given to you during a school orientation session or emailed to you by the school or Ingle Lewer.

Below is an example of your wallet card found on the Declaration of Medical Insurance document:

INGLE LEWER INTERNATIONAL INSURANCE		Member Services
Policy Number: LEW-26XX-XXXXXX		Telephone: 888-575-1231 Email: info@inglelewer.ca Website: www.inglelewer.ca
Insured Name John Doe		Mental Health Resource-WPO Services 1-877-847-4525
Effective Date dd/mm/yyyy	Termination Date dd/mm/yyyy	Sutton Special Risk Claims Submission claims@inglelewer.ca
		Note: This card does not guarantee coverage. Underwriter: Lloyd's Underwriter

Does my insurance provide coverage outside my province or outside Canada?

Yes! Your Ingle Lewer insurance gives you worldwide coverage, but you must spend at least 51% of the time your policy is in effect in Canada. The only place you are not covered is your home country, with possible travel restrictions to high-risk countries.

What does "eligibility" mean?

"Eligibility" refers to a list of requirements that must be met in order for you to qualify for insurance. If eligibility requirements are not met, your medical expenses will not be covered by insurance. This list is fully outlined in the Eligibility section of your policy.

What is an exclusion?

An exclusion refers to a medical service or medication not covered by your insurance. These will be listed under the Exclusion section of your policy. Always fully read your policy or call emergency assistance for details.

How do I submit a claim?

Claims can be sent to us through your student portal, by email, or post. We have a step-by-step guide on how to submit claims on the student portal, or call us and we would be happy to walk you through the process.

How to Submit a Claim | Ingle Lewer
(inglelewerportal.ca)

When I submit a claim, does Ingle Lewer need the original documents?

No need to worry - we accept copies. We recommend that you keep the originals in a safe place.

How long will my claim take to process?

If we have everything we need, we can process your claim quickly and within 10 business days. If there are any delays it could be because we need more information. If you are leaving Canada while your claim is still in process, please contact us at [1-888-575-1231](tel:1-888-575-1231)

If I leave my school, will my insurance still cover me?

If your insurance was arranged by your school, it will only be valid while you are a student of that school. If you have changed schools but you are taking classes somewhere else, go to www.inglelewer.ca to buy coverage. If you no longer attend school but are out of your home country, you will need to buy a different type of insurance which can also be purchased through us.

Call [1-888-575-1231](tel:1-888-575-1231) for more information.

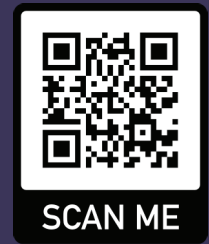
Have a question we didn't answer here?

Call us, we're here to help!
1-888-575-1231

How do I create my student portal account?

Go to the portal website and create an account using your email and preferred password. It's as easy as that!

inglelewerportal.ca

**How do I apply for a refund or cancel my insurance?**

If your insurance was arranged by your school, it's best to contact the school to see if you are eligible for a refund. If you purchased your insurance online, send an email to customersupport@inglelewer.ca to cancel your insurance and see if you are eligible for a refund. If you meet the requirements for a refund, we'll send you a refund form to complete.