



# Service Providers Guide



UNIVERSITY  
CANADA WEST

**Student Affairs**

[student.affairs@myucwest.ca](mailto:student.affairs@myucwest.ca)

Last updated November 27, 2024.

## Disclaimer

The services offered in this document are operated by organizations outside of UCW (“external service providers”). This list of services is being provided solely for your convenience and for informational purposes only. While we have attempted to provide a list of reputable service providers, provision of these services does not constitute an endorsement or an approval by UCW of any of the services provided by these external service providers. UCW, its employees, servants, agents, successors, administrators, assigns, and contractors do not assume and are not responsible for any injury, loss, damage or any liability whatsoever for the student’s use of these linked websites or the accommodation and related services provided by these external service providers.

## Get your Canadian SIM card and phone number prior to arrival

SIM card delivered to your door to select countries including India, Philippines, Brazil, Colombia & Vietnam.



### Exclusive UCW offers - Order your SIM card today!

	UCW students	Other students
Plan price	\$40/mo*	\$65/mo.
5G data	100GB	75GB
SIM delivery	FREE	N/A
Activation	\$0	\$70
No contract	✓	✗
eSIM ready	✓	✗
International calling	1000mins* <small>*to select countries</small>	✗

\*T&C apply

• No upfront payment • No hidden fees



ORDER NOW

[canadiansim.com/ucw](https://canadiansim.com/ucw)

+1 (647) 824-0163

## 200,000+ Students Trust CanadianSIM!

As an authorized **Rogers partner**, CanadianSIM offers exclusive 5G plans on **Canada’s largest and most reliable network**.

### International students save more with CanadianSIM



**Plans not available locally**  
Customized pricing for students isn't offered locally.



**Build your Credit score**  
Postpaid plans let you start building your credit history in Canada from day one!

### FAQ's

#### 1. Are there any fees?

No, there are NO fees for service or setup. You will pay your bills directly to Rogers after arriving in Canada. NO service fees are paid to CanadianSIM.

#### 2. How reliable is the coverage?

Your Rogers plans runs on the Rogers 5G network, covering 97% of Canada.

#### 3. What if I lose my SIM?

Contact CanadianSIM at [customersupport@canadiansim.com](mailto:customersupport@canadiansim.com) for a replacement waiting for you at the airport or for an E-SIM option.

#### 4. How do I find my phone number?

Your number will be in the confirmation email you receive from CanadianSIM.

#### 5. How do I pay my bill?

Payments are made online through the Rogers website or app.

### How to order your Canadian SIM card:

- 1 Visit the Sign-Up Link:** Go to [canadiansim.com/ucw](https://canadiansim.com/ucw) or WhatsApp us at +1 (647) 824-0163.
- 2 Fill out your details:** Complete the prompted information to sign up for your SIM card and phone number.
- 3 Select your Rogers plan:** The CanadianSIM team will help you choose the best plan for your needs.
- 4 Account setup:** Expect account setup within 48 hours.
- 5 Activation:** Your SIM card automatically activates 24 hours before you land in Canada, so you're connected upon arrival.

### What happens next?

- 1 Order Confirmation:** You'll receive a confirmation email with your phone number and account details.
- 2 SIM Card Delivery:** Your SIM will be delivered to your home in India, Brazil, Colombia, the Philippines, or Vietnam, with tracking details sent via email and SMS.
- 3 Use Upon Arrival:** Insert the SIM card once you land to start using your phone.

### Contact us

[canadiansim.com/ucw](https://canadiansim.com/ucw)

+1 (647) 824-0163



# EVO IS CAR SHARE MADE FOR YOU

Reserve, unlock and hit the road all from the Evo App. You can drive anywhere, just pick up and drop off in the Home Zone. Rates start at 41¢/minute and include everything.



**GAS, INSURANCE,  
PARKING AND  
UNLIMITED KMS INCLUDED**



**100% HYBRID FLEET  
PARKED THROUGHOUT  
THE CITY**



**RESERVE, UNLOCK AND  
HIT THE ROAD WITH  
YOUR EVO APP**



**FIND A CAR ON THE  
STREET OR BOOK  
30 MINS IN ADVANCE**



**ONLY PAY FOR THE  
TIME YOU USE**



**EVERY EVO IS  
EQUIPPED WITH  
BIKE AND SKI RACKS**

CREATED BY **BCAA** 

# FROM HOME TO CAMPUS, WE'VE GOT YOU COVERED

Wherever the classroom this fall, navigate back to school like a pro with Evo Car Share. With a ton of parking around Vancouver, including at UBC, SFU, CapU, BCIT and more campuses, getting the most out of student life is easy.

## FREEDOM YOU CAN AFFORD

Become a Member today and enjoy the freedom of Evo. Our hybrid fleet is equipped with bike and ski racks, allowing you to enjoy everything the city has to offer.

**JOIN AT [EVO.CA](https://evo.ca)**



**CAR SHARE**



## BENEFIT SUMMARY

SERVICE	BENEFITS
Hospital	100% of eligible charges; Semi-private room; Private room where medically required
X-rays, Lab Testing	100% of eligible charges
Physician/Surgeon	100% of eligible charges
Psychiatric Hospitalization	100% of eligible charges; benefits payable up to \$50,000
Psychotherapy	100% of eligible charges for a) psychiatrist inpatient fees following an emergency up to \$10,000 in addition to hospitalization benefit above or b) up to \$1,000 for outpatient psychiatrist or psychologist care
Eye Exams	100% of eligible charges up to \$100 for one non-emergency eye exam
Paramedical Services	100% of eligible charges up to \$500 for Chiropractor, Acupuncturist, Naturopath, Chiropractist /Podiatrist – no referral from physician required
Physiotherapy/ Speech Therapy	100% of eligible charges up to \$1,000; <b>unlimited</b> if provided as inpatient service
Private Nursing	100% of eligible charges up to \$15,000
Ambulance	100% of eligible charges
Emergency Transportation	Taxi fare to or from a hospital or medical clinic up to \$100

SERVICE	BENEFITS
Prescription Drugs	100% of eligible charges to a maximum 30-day supply; <b>unlimited when hospitalized</b>
Dental – Accidental Injury	100% of eligible charges up to \$4,000 for Emergency dental treatment as the result of an injury caused by an accidental blow to the mouth
Dental – Emergency	100% of eligible charges up to \$600 for relief of pain and suffering
Medical Equipment & Supplies	100% of eligible charges for crutches, canes, wheelchairs, walkers, casts etc.
AccessAbility	For disabled students, coverage for Corrective Device Defect, Malfunction and Theft Protection
Annual Non-emergency	100% of charges for one exam up to \$150
Out of Canada Coverage	All eligible expenses anywhere in the world except - coverage in USA limited to 30 days; no coverage in Home Country unless part of school or training program
Immunization	100% of eligible charges up to \$100
Maternity	When pregnancy starts after the effective date, up to \$25,000 for all maternity expenses including pre-natal care and well-baby care; plus an additional \$25,000 for serious complications

SERVICE	BENEFITS
Family Transportation	When you are hospitalized for more than 7 days, up to \$5,000 for air tickets, for 2 family members to join you; up to \$1,500 for expenses
Air Evacuation/ Return Home	100% of the cost to transport you to the nearest hospital or to a hospital in your Home Country
Accidental Death and Dismemberment	\$50,000 (optional coverage available up to \$200,000)
Common Carrier	\$100,000
Trauma Counselling	Up to 6 sessions if an insured suffers a loss under the Accidental Death and Dismemberment benefit
Burial in Host Country	Up to \$5,000 for the cost of preparing the remains, cremation or burial and a burial plot in the location where death occurs
Repatriation of Deceased	Up to \$15,000 toward the cost of preparation and return to your Home Country

### notice from turbo:

- This is a summary of benefits available under the **guard.me More Canada** policy.
- Certain limitations and exclusions may apply.
- Full details are found in the **guard.me more Canada** policy available at [www.guard.me](http://www.guard.me).
- The actual policy wording governs.
- All benefits are in Canadian currency and are per 365 day period.
- Prior approval required for certain benefits.



**COVERAGE UP TO \$5,000,000**

**turbo FACTS:**  
**DID YOU KNOW?**

- That in Canada a night in the hospital can cost upwards of \$3000?
- That something as simple as a broken arm can cost as much as \$2,000 to put in a cast?
- If you need surgery it can easily cost \$10,000 or more?

If you suffer a sickness or injury, the most important thing is to get the medical attention you need. Without health insurance, the high cost of medical services outside your home country could limit your access to the care you need, or leave you with a large debt to pay.

As you travel and discover other countries, it is important to be protected by a comprehensive insurance policy that offers global support and assistance. Insurance needs to be an important part of your journey. Let **guard.me** insure your health and well-being while you focus on your trip. You can rely on our experts 24 hours a day, 7 days a week for friendly, award-winning help, advice and support.

#### WHAT IF I LOSE MY ID CARD OR POLICY?

To obtain copies of your ID Card, Policy Wording or Policy Summary, simply logon to [www.guard.me](http://www.guard.me), and follow the easy instructions.

#### WHO DO I CALL IN AN EMERGENCY OR TO GET INFORMATION?

Call the emergency assistance number located on the back of your ID Card. Multi-lingual help is available 24 hours a day, 7 days a week.

#### HOW DO I FIND A CLINIC?

Simply logon to [www.guard.me](http://www.guard.me), select "My Clinic" and enter your details. Once you have chosen a clinic, show them your ID Card to have your invoice sent directly to [guard.me](http://guard.me).

#### HOW DO I MAKE A CLAIM?

For claims, such as prescription drugs, doctor or hospital visits, and for all claims information simply logon to [www.guard.me](http://www.guard.me), select "My Claim" and follow the easy instructions.

#### HOW WILL I KNOW WHEN MY CLAIM HAS BEEN PROCESSED?

**Guard.me** processes your claims quickly and efficiently. To track your claim, logon on to [www.guard.me](http://www.guard.me) select "My Claim" and follow the easy instructions.

#### POLICY INFORMATION:

Please see over for a Summary of our **guard.me** More Canada Policy. For additional information, visit your school, your school website or go to [www.guard.me](http://www.guard.me) to download a copy.



Enrollment Inquiries: [admin@guard.me](mailto:admin@guard.me)  
 Claims Inquiries: [claims@guard.me](mailto:claims@guard.me)

#myguard.me



[www.guard.me](http://www.guard.me)

Underwritten by:

Old Republic Insurance Company of Canada  
 100 King Street West, 11th Floor, Hamilton, Ontario, Canada L8N 3K9

Travel Healthcare Insurance Solutions inc. O/S **guard.me** International Insurance

ISO9001:2008 Registered

SGS1043/0412



**guard.me**  
 MORE CANADA

BENEFIT SUMMARY

# keep.meSAFE is now



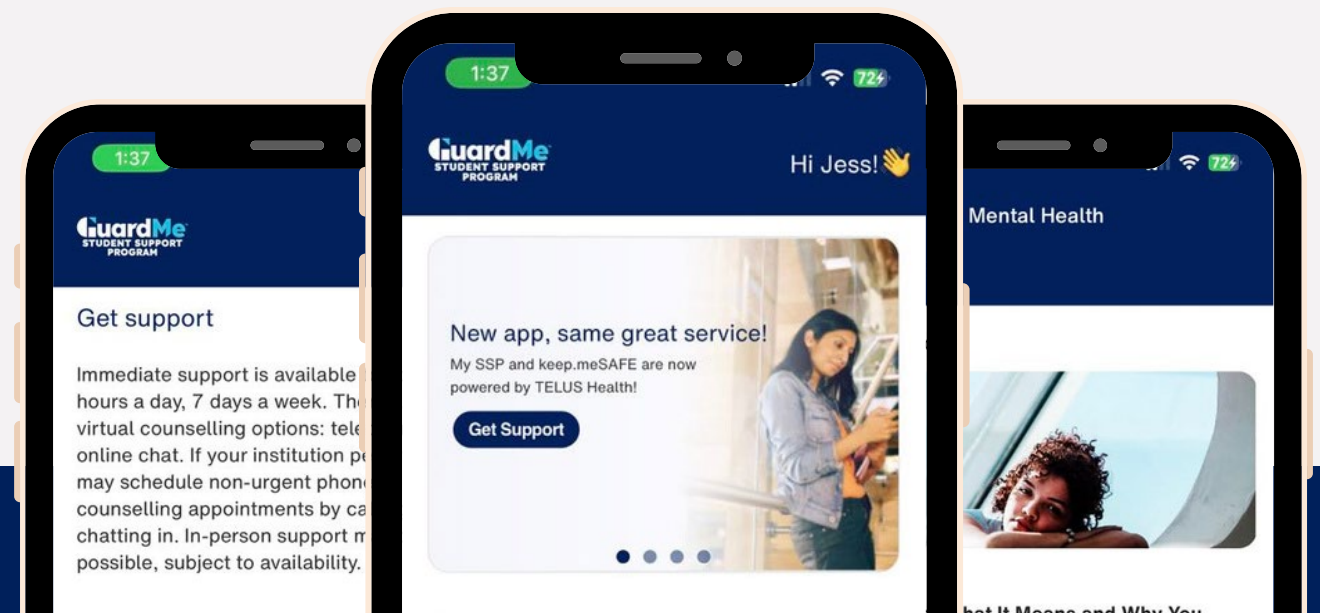
## Your Well-being Matters! Thrive with the GuardMe Student Support Program.

- Unlimited real-time support
- Scheduled appointments
- Peer support community
- Free app with 100+ resources
- Match with a counsellor that meets your needs
- Support in 140+ languages
- Confidential access to counsellors
- Campus and community resource referrals

## Access Support



- 1** Chat using the **Student Support App**. Scan QR code.
- 2** Call anytime from anywhere  
Within Canada & USA **1-844-451-9700**  
Outside of Canada & USA **+1-416-380-6578**
- 3** Visit **gmssp.org (As of July 1, 2024)**  
Continue to use [www.keepmesafe.org](http://www.keepmesafe.org) until July.





**A safe space to talk  
about hard things.**

Download the Student Support app or call  
1-844-451-9700 to access support 24/7.



**From keep.meSAFE to GuardMe  
Student Support Program**

**New Name, Same Awesome Service!**

Download the Student Support app or call  
1-844-451-9700 to access support 24/7.



**Service So  
Great, We  
Named It Twice.**

From keep.meSAFE to  
GuardMe Student Support Program



Download the Student Support  
app or call [1-844-451-9700](tel:1-844-451-9700) to  
access support 24/7.



# Get money smart.



As an international student in Canada, you're in a new country and likely learning to do a lot of new things on your own. During this important stage of life, you want to be as smart as you can be about your money.

Here are some tips we'd suggest to help you make smart choices.

**Tip #1: Make a budget to understand how much you can spend and save.**

Knowing your fixed monthly expenses is one of the first steps that help you understand how much you can spend and how much you can save. Get to know the cost of things that may be new to you in Canada, like transportation, groceries, local entertainment, cell phone plans, etc. Once you know what your expenses may now cost you in Canada, you can try to set some extra money aside each month to save for a future need.

**Tip # 2: Apply for a credit card as soon as you arrive.**

Building a good credit history is important if you want to build a solid financial future in Canada. It can help you get approved for things like cell phones, apartment rentals, loans, lines of credit and even a mortgage. But building a good credit history can take time, so the sooner you apply for a credit card, the sooner you'll start building your credit history. Remember to always pay at least your minimum payment for that credit card on time to maintain a good credit history.

**Tip #3: Set up automatic bill payments so you never miss a bill payment.**

Getting behind on monthly bills or other expenses can make it challenging to catch up and may impact your credit score. Use tools like Scotiabank's Pre-Authorized Payments to help you pay bills including your credit cards minimum payments automatically and on time without worry.

**Tip #4: File your tax returns in Canada well before the deadline.**

Almost everyone living in Canada should be filing their taxes each year, including students. Missing the deadline to file may lead to you having to pay interest or penalties. Your campus may offer support with your taxes so make sure to ask. You can also review the information on the Government of Canada website ([www.canada.ca](http://www.canada.ca)) to learn about which tax forms you'll need, what credits you can benefit from, and where to find additional help. Don't wait to learn about filing your tax returns and file well before the tax filing deadline. Remember, when in doubt reach out to a tax professional for help.

Scotiabank is here to help you succeed in Canada. Speak to a Scotiabank Advisor or visit [scotiabank.com/startright](http://scotiabank.com/startright) for more information.

This tip sheet is provided for information purposes only and should not to be relied upon as financial or tax advice, nor should it be considered a recommendation to buy or sell. Information contained in this tip sheet is subject to change without notice.

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