

Flight Delay Service Registration Guide

Travel with Added Peace of Mind

Flight Delay Service monitors your registered flights in real time and provides compensation when eligible delays occur. To get started, access your registration information through the [Member Services Site](#) or the Blue Cross Mobile App.



Step 1: Access Flight Delay Service Through Member Services

Log in to the **Member Services Site** or the **Blue Cross Mobile App**.

1. Select **Coverage**.
2. Select **Travel**.
3. Locate the **Flight Delay Service** section.
4. Select **Learn More** if you have not yet created your account and proceed to **Step 2** or

Select **Log in to your account** if you already created your account. You will use your email address and unique password previously set up to log in.



Step 2: Create Your Account

After selecting **How to Register**, you will find registration instructions along with your registration access code.

- Select **Copy** to copy your registration access code, then choose **Register Now** to continue to the Flight Delay Service registration page.

On the Flight Delay Service registration page, enter:

- Your first and last name
- Your registration access code (paste it into the Contract Number field) *

You will then be asked to provide:

- Your email address
- A unique password (choose one that's different from your Medavie Blue Cross password for added security)
- Your mobile phone number

**The registration access code is only required once to create your account.*



Step 3: Complete Your Profile

In the **My Account** section, you can:

- Update account details
- Create passenger profiles for your spouse and/or eligible dependents
- Select your preferred compensation payout payment method:
 - Interac e-Transfer or Direct Deposit
- Activate 2-step verification for extra security



Step 4: Add Your Flights & Accompanying Eligible Travellers

Enter your trip and flight details and all other eligible dependents travelling with you.

IMPORTANT: To be eligible for Flight Delay Service, flights must be registered at least **24 hours before the scheduled departure time**. Adding all eligible travellers ensures they are covered should a flight disruption occur.

How Flight Delay Service Works

Once your account is set up and your flights are registered, Flight Delay Service monitors your flights in real time.

If an eligible flight delay occurs, you will automatically receive notifications by Text message (SMS) and email which may include:

- Lounge access passes
- Hotel reservation links
- Compensation payment confirmations

When a compensation becomes available, you'll receive a link directing you to a webpage where you can download your **airport lounge pass** or **your hotel reservation details**.

If monetary compensation is issued, it will be sent in real time through an **Interac e-Transfer**, or **direct deposit**, based on the method you selected. You will receive text message (SMS) and email confirmation once funds are issued.

Notes: The Flight Delay Service website is separate from the Blue Cross mobile app and member services site. Roaming and data charges are not covered by this service. Eligibility for this service varies by plan. Certain conditions, limitations, and exclusions may apply.

Toll Free Number: 1-844-323-2538,
Open Monday through Friday, 8 a.m. to 6 p.m. EST.