



To: Group Insurance plan administrators
Subject: Digital experience (online tools and services)

Digital tools designed for plan members

In an ongoing effort to deliver the best digital experience on the market and to make group plan members' lives easier, we are constantly enhancing My Client Space, our secure website, and the iA Mobile app to allow plan members to take full advantage of their group insurance plan.

Want to roll out a communication campaign to promote our digital tools to your plan members? A turnkey promotional kit, including emails, posters and flyers, is available. Feel free to contact your iA Financial Group Client Relationship Manager or advisor to get it.

GET YOUR REIMBURSEMENTS FASTER
 With our online claims service

TAKE FULL ADVANTAGE OF YOUR GROUP INSURANCE
 With My Client Space

iA Mobile, your group insurance at your fingertips, anywhere

Using My Client Space or iA Mobile, you can submit all your claims online for any of the following kinds of expenses, if they're covered by your group insurance plan:

MEDICAL APPLIANCES AND EXPENSES	PARAMEDICAL SERVICES	VISION CARE	DENTAL CARE
<ul style="list-style-type: none"> Orthopedic appliances and shoes Compression stockings and castings Etc. 	<ul style="list-style-type: none"> Chiropractor Massage therapist Physiotherapist Etc. 	<ul style="list-style-type: none"> Eye exams Contact lenses Frames and glasses 	<ul style="list-style-type: none"> Basic care Preventive care Orthodontic care*

*A procedure code is required to submit this type of expense online.

When you submit your claims using My Client Space or iA Mobile:

- you'll have instant access to the status of your claims
- you'll get your reimbursements faster, due to direct deposit
- you won't have to fill out or mail any paper forms

Manage your claims and get answers to your questions whenever you need them and wherever you are, on the device of your choice.

Connect to My Client Space: ia.ca/myaccount

Download iA Mobile

Download the IA Mobile app for free today.

IA Financial Group

IA Financial Group is a business name and trademark of Industrial Alliance Insurance and Financial Services Inc.

INVESTED IN YOU.

Download the IA Mobile app

Google play **Download on the App Store**

Watch the video to learn more about iA Mobile.

- ✓ Submit your claims paper-free, stamp-free and hassle-free
- ✓ Follow up on the reimbursement of your most recent claims
- ✓ Verify the eligibility of your healthcare providers
- ✓ Use WebRxSM to see what drugs are covered and to estimate your reimbursements
- ✓ Sign up for direct deposit and receive your reimbursements faster
- ✓ Obtain a list of submitted and paid claims for tax purposes
- ✓ Turn your mobile device into a group insurance card anywhere, even offline
- ✓ Obtain proof of travel insurance (if you are covered for emergency medical care received in a foreign country)
- ✓ And much more!

This communiqué and past publications are also available on our website ia.ca. If, as group insurance plan administrator, you wish to modify your email, write to saec.marketing-comm@ia.ca.

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