# COMMUNIQUÉ

To Group Insurance plan administrators
Plan Management

## Salary update | An essential operation

Group insurance plan members' salaries usually determine life insurance and short- and long-term disability benefits. Keeping salaries up-to-date is therefore essential.

An oversight could have undesirable consequences for plan members and for yourself:

- Unreported salary increases could result in life insurance and disability benefits lower than they should be.
- The organization could be held liable for these lower benefits.

To avoid this situation, you must send us the salaries according to the definition of salary provided in the contract and notify us without delay of any salary changes.

In My Client Space, it's very simple:

**Update the salaries of multiple plan members with salaries changing on the same date:**

1. In the left-hand menu, under **Administrative Functions**, click on the dropdown menu and choose **Mass Salary Change**.
2. Follow the steps.

**Update the salary of one plan member at a time:**

1. Look up the plan member and access their personal record.
2. In the left-hand menu, under **Update Member Information**, click on **Edit the salary**.
3. Enter the information on the new salary.

You can also complete the *Notice of change* form and send it to us within 31 days following the salary change. This form is available at ia.ca/business/forms, in the **Administrative forms** section.

To facilitate the administration of your plan, we offer you support, user-friendly tools and useful resources.

> For over 70 years, plan administrators from coast-to-coast have been relying on our group insurance and retirement experts to effectively manage their plans.

If you have any questions, please contact your advisor or your iA Financial Group Account Executive.

You, as the plan administrator, have an important role to play in informing your plan members about their group insurance plan. We also look to your support to give them all explanatory and administrative documents upon enrolment or upon request. We will help you show them where they can consult this documentation if it is not available in hard copy. If you have any questions, please feel free to consult your administrator's guide or to contact your local Account Executive or Client Relationship Manager.

This communiqué and past publications are also available on our website ia.ca.

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1-877-422-6487

June 25, 2024

MKG(2024-06) ACC