

COMMUNIQUÉ

To Group Insurance plan administrators
Claims process

How to avoid reimbursement delays for plan members

Fall often brings a surge in group insurance claims, which can lead to longer-than-usual processing times.

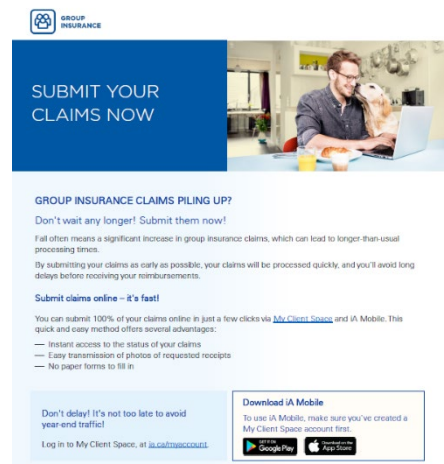
By submitting their claims as early as possible, plan members will see their claims processed more quickly and avoid long delays before receiving their reimbursements.

Whether it's for their medical, vision and dental expenses or health spending account (HSA), plan members can submit 100% of their claims online in just a few clicks using **My Client Space** or **iA Mobile**. Benefits include:

- Instant access to claims status
- Easy submission of receipt photos when requested
- No paper forms to fill out

You can avoid reimbursement delays for your plan members by sending them this [information sheet](#) or [email](#).

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



Your employees are supported at each step of their total wellbeing journey through advice and resources that best fit their needs.

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.