

COMMUNIQUÉ

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

Access to My Client Space | Upcoming changes for plan members

Starting in May, we will be implementing a change to the authentication process for our secure websites. This change will affect group insurance plan members. It does not affect your access as a plan administrator.

Specifically, the change involves creating **unique identifiers** to log in to iA's various websites. For example, someone who uses both the iA Financial Group and the iA Auto and Home secure websites will now use the same username and password to log in to both sites.

We will roll out the change in successive phases. When the user logs in to My Client Space or iA Mobile, they will be guided through a simple process to update their login identifiers.

This improvement will make it easier to access our digital tools by reducing the number of identifiers required. It represents another step toward a more streamlined experience for all our clients.

If you have any questions, please contact your iA Financial Group Client Relationship Manager. For technical support when logging in to My Client Space or iA Mobile, plan members can contact us at 1-866-383-3306.

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 this [website](#).

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1-877-422-6487

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