

You can get more information from My Client Space², our secure website that gives you **24/7 online access** to information on your group insurance plan and to personalized claim forms. To further enhance your online experience, please take a moment to update your direct deposit and notification of health and dental (if covered by your group plan) claim reimbursement information.

²To find out if you have access to My Client Space, please contact your plan administrator.

Remember...

if you have any particular needs, let us know when you make a claim!

Client Service Department

Toll-free: 1-877-422-6487
Email: groupinsurance@ia.ca

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GROUP
INSURANCE



Quick tips



Quick tips

Here are a few tips to help ensure that your claims will be handled promptly and efficiently.

When submitting a claim, please inform us if you have:

- over-age dependents who have been approved by your previous insurer for extended health and dental benefits coverage
- received approval from a previous insurer for drugs requiring prior authorization
- a predetermination for dental expenses approved by your previous insurer
- major appliances or services that were approved by your previous insurer

Claims incurred **prior** to the effective date of your iA Financial Group coverage must be submitted to your previous group insurance provider. You have a limited period¹ to submit your old claims to **your previous insurer** for processing.

¹Please check with your previous insurer.

iA Financial Group is pleased to be your new group insurance provider. We value your trust and are committed to offering you a wide range of high-quality products and services that meet your needs.

All providers do things a little differently, so we really would like to know if there are any unique details about your health and dental claims (if covered by your group plan).

iA Financial Group requires proof of any of the above situations. Submission of such proof, in advance or when submitting a claim, will ensure quick processing of any associated claims.

✓
We value
your trust
✓