

MAKE YOUR LIFE EASIER WITH OUR DIGITAL SERVICES



With iA Financial Group, how you choose to communicate with us is completely up to you. Our digital services are your gateway to consistent, engaging, positive online experiences with us, and we are constantly developing cutting-edge, user-friendly features.

My Client Space

Take full advantage of your group insurance benefits.



Sign in at:
ia.ca/myaccount

iA Mobile

Wherever you go, your group insurance is at your fingertips.



Download the app:
ia.ca/iamobile-en

Download iA Mobile today for free!

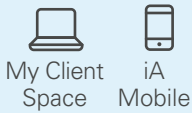
To sign in to **iA Mobile**, make sure you have created your account in My Client Space.



The availability of some features and benefits in this brochure may vary based on your plan.

GET YOUR REIMBURSEMENTS FASTER

With the online claims service



Submit your claims online for the following benefits:

MEDICAL APPLIANCES AND EXPENSES	PARAMEDICAL SERVICES	VISION CARE	DENTAL CARE
<ul style="list-style-type: none">— Orthopedic appliances and shoes— Compression stockings— Laboratory samplings and analysis— 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

HEALTH ACCOUNTS

- Health spending account (HSA)
 - Wellness account
 - Physical activity account (PAC)
- You can also:**
- Track the balance of your health accounts
 - Ask for your HSA balance to be automatically used to reimburse the unpaid portion of your health and dental claims

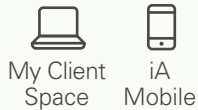


When you submit your claims online:

- You get instant access to your claims status and notifications
- You no longer have paper forms to complete and mail
- You can easily submit photos of the receipts requested
- You get reimbursements quicker (via direct deposit)

You will also find a list of your dental and medical expenses for your next tax return. These expenses correspond to the difference between the amounts submitted and the amounts actually reimbursed.

FIND ELIGIBLE HEALTHCARE PROVIDERS

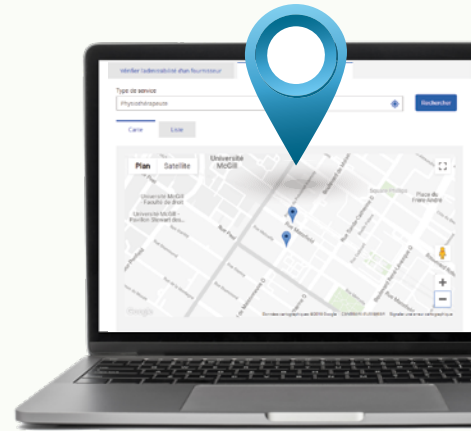


Before incurring an expense with a healthcare provider, you should check the provider's eligibility. This will help make sure your claims aren't denied, as expenses incurred with providers whose business practices do not meet our standards are not covered under your group insurance.

In My Client Space, you can also look for eligible healthcare providers in your area.

! Before scheduling an appointment, make sure the desired healthcare service is covered under your plan (i.e. physiotherapy covered or not).

Refer to your group insurance booklet in My Client Space to see what healthcare services are covered.



HAVE YOUR HEALTHCARE PROVIDER SUBMIT YOUR CLAIMS FOR YOU

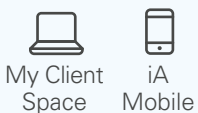
With the fast-track process

Many healthcare providers can submit your claims directly from their office. Simply present your group benefit card and pay the portion of the expenses that is not covered.

To find a provider that offers fast-track claims processing, visit ia.ca/fasttrack.

SAVE ON YOUR PRESCRIPTION DRUGS

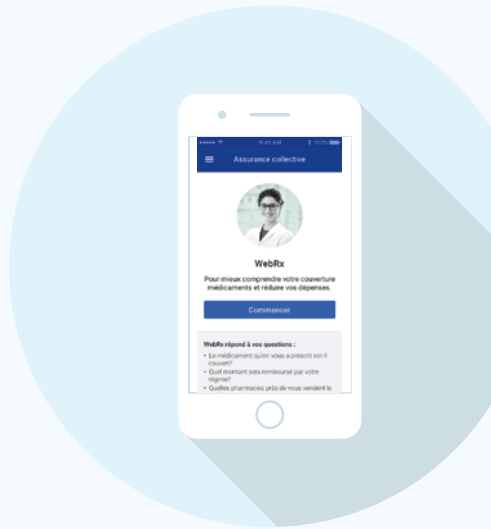
With WebRx®



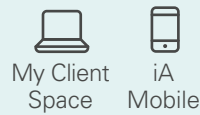
Make informed decisions about your prescription drugs.

- Is a particular prescription drug covered under your plan?
- How much could your plan reimburse?
- Where are the pharmacies in your neighbourhood and how much do they charge for prescriptions?
- What alternative options are available and how can you save more?

To use WebRx, you must have prescription drug coverage with iA Financial Group and have a direct or deferred payment card.



ACCESS YOUR PROOF OF TRAVEL INSURANCE



If you have coverage for emergency medical expenses incurred outside Canada, be sure to carry proof of your travel insurance with you! Some countries require proof of insurance from travelers upon arrival.

FOLLOW UP ON YOUR DISABILITY FILE



If you are on disability and the disability file follow-up service is available for your plan, you can follow the progress of your file in My Client Space.

You will see at a glance the information you need to give you peace of mind so you can focus your energy on your recovery.

USE SECURE MESSAGING



Keeping personal information secure is key. Secure messaging is a simple, secure tool to contact us while protecting the confidentiality of your personal and financial information. We recommend using this service instead of regular email, especially if your message contains sensitive and confidential information.

TAKE CONTROL OF YOUR HEALTH With Well-Balanced



Well-Balanced includes:

- A **health navigation platform** where you can find reliable health-related information to help you make informed decisions
- A professional, personalized **telephone assistance service** provided by specialists to help you find health information tailored to your needs, assess your options for managing a potential health problem, and refer you to available resources in your community
- A **health risk assessment questionnaire** to help you determine your risk level regarding nine key health concerns



For more information, please contact
Customer Service

groupinsurance@ia.ca

1-877-422-6487

Monday to Friday,
8 am to 8 pm (ET)

INVESTED IN YOU.

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1-877-422-6487

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