

INFONOTE

Group insurance

March 23, 2020

Printing of insurance certificates temporarily suspended

Following recommendations from government authorities urging Canadians to practice social distancing, we have had to adapt some of our activities to protect the health of our employees and their families

Unfortunately, under the current circumstances we have to temporarily stop printing and sending out insurance certificates. If you would normally order the certificates via your secure site, this functionality has also been deactivated. However, if your order was submitted on or before March 20, it will be delivered.

Please note that there are other ways for plan members to find the information normally included in their insurance certificates. **Next time you communicate with your plan members, please encourage them to [sign up for our online services](#) and give them their contract and certificate numbers** so they can do so. They can also access the following information online:

- **Proof of insurance**

By printing the **Your account > Account overview** page on their secure site, they will have proof of insurance and a summary of their group insurance benefits.

- **Payment card**

By going to the **Your account > Account overview** page on their secure site, they can print as many copies of their payment card as they like. Even better, they can download the Claim 360° mobile app on their phones so they'll have a copy of their payment card with them at all times.

If none of these solutions are possible, plan members can just give their contract and certificate numbers to the health professional verbally. At the drug store, they'll also have to tell the pharmacist that our insurer **Rx ID is 12**. We've added all these recommendations to the [FAQ](#) on our website, and we have posted a note similar to this one on the plan members' secure site.

We know this is a difficult situation. Please rest assured that we are doing everything we can to support you and limit inconveniences during this crisis. We appreciate your patience and understanding.