

I N F O Bulletin

www.inalco.com



Information Bulletin for Group Insurance Plan Administrators and Benefit Advisors



E-SERVICES ›

In today's fast-paced world, time is a valued commodity, which is why we are continually improving our e-services to help you save time, costs and paper. Here is a reminder of the services that are at your fingertips.

FOR YOU WEB@DMIN ADMINISTRATOR ACCESS

Web@DMIN is an online tool designed to facilitate the day-to-day administration of your Industrial Alliance group insurance plan. Accessible 24 hours a day, 7 days a week, you may:

› Enrol new members and their dependents

Before enrolling the member using Web@DMIN, the member must complete and sign a paper application for group insurance. A member benefit card will be automatically issued to the plan member.

› Make changes to personal details and coverage details for members and their dependents

Using Web@DMIN, you can change a member and/or dependents' personal information (e.g. address changes), group related information (division, class or location) and the benefit details of your members. Web@DMIN is a real time application which allows you to keep your members' information current with us at all times. A new member benefit card will be automatically issued to the plan member following any coverage or name changes.

› Perform mass salary changes

Web@DMIN allows you to make changes to members' salaries on a group basis instead of having to increase each member's salary individually.

› View member and dependent information

You can view:

- › The member's current salary, recent salary history and any future salary changes
- › The member's current benefits, premium details and any future benefit changes
- › The member's dependent coverage information

› Print or order members' benefit cards

You can print a temporary benefit card on your printer or order a new benefit card online, which will be issued to the plan member.

› Print or view current and prior premium statements

You will receive a monthly email from us advising you that your premium statement is ready and available online. You also have the ability to view prior billing statements online. Your statements will be available in a PDF. You can also download your statement in a CSV format. This format lets you filter and sort the billing data in Excel according to your needs.

› Print or view member statement

Plan administrators and members can view and print a benefit statement.

› Access reports and documents

The *Reports and Documents Centre* is a toolbox for plan administrators. Payroll deduction reports, taxable benefits reports, premium extract reports, electronic billing, contracts, booklets and more are just a click away.





INTERNET AND PRE-AUTHORIZED PAYMENT

In addition to traditional payment by cheque, Industrial Alliance offers you the choice of paying your monthly premium using two easy methods.

You can make payments over the Internet through most large financial institutions by using the following procedure:

- 1 Register for the Internet payment service with your banking institution.
- 2 Go to your institution's website and choose *Industrial Alliance Insurance and Financial Services Inc.* from the list of payees.
- 3 At the time you make your payment, enter the reference number in the space provided. Your personal reference number is composed of the suffix "GR," followed by 10 digits that make up your policy and account number.

Or you may opt for pre-authorized payment by obtaining the registration form from your Industrial Alliance group account executive. To ensure rapid processing of your registration form, please remember to:



- › fill out the form
- › indicate your policy number
- › include a blank cheque marked "VOID"
- › return everything to the address given at the bottom of the form

Further information on payment methods can be found on our corporate website, www.inalco.com. Go to the *Group Insurance* section, click on *Administrator Services* and then *Communiqués and INFO Bulletin*.

Did you know that plan members' disability benefits can be automatically deposited into their bank account – free of charge?

Here's how plan members can sign up:

- › Go to www.inalco.com
- › Click on *Group Products and Services*, then *Group Insurance, Member Services* and *To Download Forms*.
- › Select the *Direct Deposit of Benefits* form. Print it, fill it out and send it with a sample cheque to the address indicated on the form.





WEBHE@LTH

Plan members and administrators have access to Webhe@lth, a health and wellness online resource. By clicking on the Webhe@lth icon or the link on the left-hand menu on the member's Web@dmn page, you have information on a variety of work/life related topics, such as:

- › Emotional and physical health
- › Workplace stress
- › Family and personal relationships
- › Life events
- › Financial and legal tips

A comprehensive range of health screening tools is also available to help employees identify health risk factors.



FOR YOUR PLAN MEMBERS WEB@DMIN MEMBER ACCESS

By entering their access code and password, members can consult their personal insurance file at any time. They have quick and easy access to useful information and services without going through you, the administrator.

Plan members may:

- › View a summary of their prescription drug, supplemental health and dental care benefits
- › Consult their insurance booklet online
- › Know the status of their prescription drug and dental claims at all times
- › Add or update their home address (when allowed)
- › Obtain a report of their paid claims that they can use for tax purposes
- › Check the balance of their health spending account (if their plan includes one)

- › Print a temporary benefit card
- › View and print a benefit statement
- › Refer to their insurance booklet and check the details of their coverage online
- › Obtain information on their health coverage, such as:
 - › Deductibles and maximums
 - › Details about paramedical expenses
 - › Eligibility for their next dental exam or eye test

NEW FEATURES IN WEB@DMIN!

- › Members will soon be able to view their coverage balance for their most used benefits (current/remaining amounts). They will also be informed of when full amounts become available.



Go Green Contest Fourth winner

On November 30, we had the pleasure of awarding the fourth and final DELL Inspiron™15 laptop computer to Mrs. Connie Dunn, from the province of Quebec!

Thanks to you, we were able to reduce the number of letters sent out by 300,000 for the first nine months of 2009 and helped make the world a greener place.

Thanks for your support in the Go Green Contest.

DIRECT DEPOSIT AND E-NOTIFICATION

Plan members who enrol in direct deposit and e-notification through Web@dmin will be informed by email when their medical and dental claims are processed. In addition, reimbursements are made directly into their bank account. This secure process means no more mail delays.



Daniel Belley (Senior Sales Director, province of Quebec, Group Insurance) with Connie Dunn (fourth winner)



*In the spirit of the season,
we would like to extend a
heartfelt thank you for placing
your trust in us. On behalf of
the entire Industrial Alliance
team, we wish you a wonderful
Holiday Season and a very
happy New Year!*

Your Group Insurance Team

About Industrial Alliance

Industrial Alliance is a life and health insurance company that offers a wide range of insurance and financial products. The fourth largest life and health insurance company in Canada, Industrial Alliance is at the head of a large financial group with operations across the country, as well as in the Western United States. Industrial Alliance contributes to the financial wellbeing of over three million Canadians and manages and administers over \$56 billion in assets.

The INFO Bulletin is presented to you by Industrial Alliance.