

I N F O Bulletin

www.inalco.com



Information Bulletin for Group Insurance Plan Administrators and Benefit Advisors



Transit: Individual insurance that takes over when group insurance plan ends

Did you know that Industrial Alliance has developed a product for plan members facing the loss of employment? With **Transit**, they have the possibility of converting their health and dental care coverage to an individual insurance plan, including their dependents, in the 60 days following the end of their employment, without medical evidence.

Here's a brief description of the coverage offered under **Transit**:

- › Drug insurance (not available to Quebec residents)
- › Paramedical services

- › Emergency out of province medical expenses
- › Dental care (optional, and only for those who had dental coverage with their group insurance)

For more details, go to www.inalco.com and click on *Group Products and Services/Group Insurance/Member Services/Transit*.

For more information about **Transit**, please contact your benefits advisor or your Industrial Alliance group account executive.

The eContest is on!

Launched in October, the eContest has already named two lucky winners! Michel Alie and Luc Desrosiers from the province of Quebec each won an iPod nano with a Multi-Touch screen and 16 GB flash memory in our November and December monthly drawings. By signing up for direct deposit and e-notification for their health and dental claims, they were both automatically registered for the contest.

With direct deposit, claim reimbursements are deposited directly into your plan members' bank account. With e-notification, plan members are notified by email when their health and dental claims are processed and instructed on how to access their group insurance file online. Thanks to both services, no more need for paper! No more mail delays!

If you'd like to receive a promotional email to encourage your plan members to participate in the **eContest**, please contact our Client Service Department at 1 877 422-6487. To find out more about the contest, go to www.inalco.com/econtest.

Act now, the next draw will be on **January 10, 2011!**

Simple, efficient, eco-friendly.





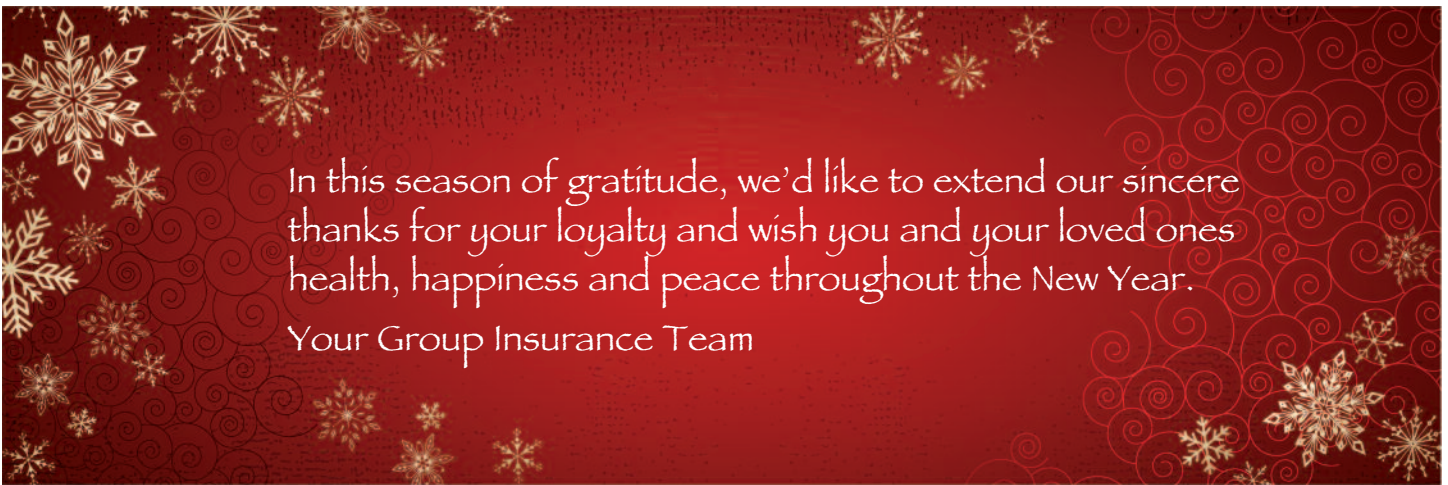
Industrial Alliance Service Standards



Service standard score card (Period: October 1, 2009 to September 30, 2010)

	TARGET	PERFORMANCE
Customer Service Centre		
% of calls answered in 30 seconds	80%	80%
Claims		
% of Health & Dental claims processed in 5 days*	85%	93%
% of Short-Term Disability claims handled in 5 days*	85%	89%
% of Long-Term Disability claims handled in 10 days*	85%	90%
Administration – Policy Implementation		
% of new policies issued in 20 days*	80%	91%

*Measured in business days



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 \$64 billion in assets.

The INFO Bulletin is presented to you by Industrial Alliance.