



## Important Information About Your Industrial Alliance Insurance

### New and Improved Services

We have been working with Industrial Alliance to improve the accuracy and efficiency of your insurance plan. You will be receiving details in the mail shortly from Industrial Alliance regarding improvements to information services in your health insurance plan. The following list identifies services which will be phased in within the next month.

1. A **new insurance certificate** will be mailed to your home address. Show this card to your pharmacist, if you do not already use the electronic data transfer service, for quicker refunds and to avoid unnecessary paperwork.
2. **Access to your file via Internet** – You will be able to access complete coverage information and verify the progress of claims. You will also be able to print out a complete year's worth of claims' data for income tax purposes.
3. **Direct deposit of health care insurance benefits** – Insurance payments can now be made directly to your bank account (optional).
4. **Electronic claims processing notices** will be available via email (optional).

Complete details about how to access these new features will be mailed to your home address.

PLEASE DIRECT ANY INQUIRIES ABOUT THESE NEW SERVICES  
TO INDUSTRIAL ALLIANCE AT:

**1-877-422-6487**

*Please note that you are currently benefiting from a premium holiday until the end of August for both Long Term Disability insurance and Life Insurance premiums. Plan surpluses are refunded to our members via premium holidays on a regular basis!*