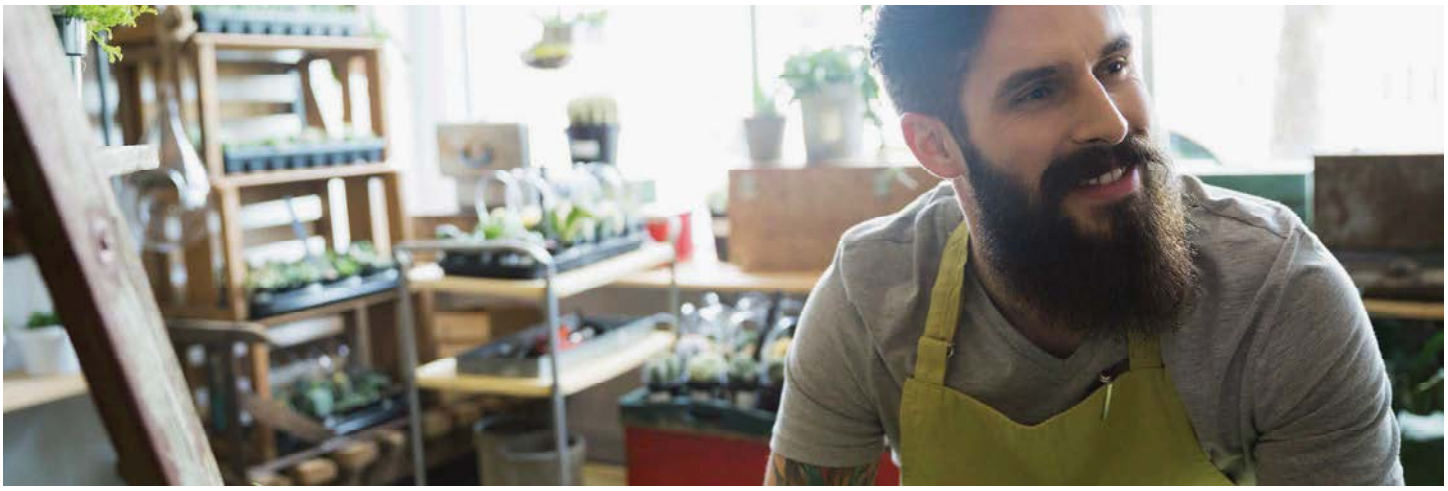


Welcome to your Canada Life

We know how important it is to take care of your financial, physical and mental well-being. Your Canada Life group plan can help provide support.

Let's get started. Here are a few tips to get the most out of your plan with the member site: My Canada Life at Work™.

Register for online services

1. **You'll need your plan number and member ID.** If you don't have them, contact your plan administrator.
2. Go to **mycanadalifeatwork.com** three days after your plan takes effect.
3. **Register** to submit your claims online and review your coverage and balance details.

You can also go to your favourite app store and download the My Canada Life at Work app.

You can submit your claims, see what your plan covers and even download your benefits card to your mobile device.

And that's not all, here are a few other ways you can use My Canada Life at Work.

Get your claim payments deposited into your bank account

It's fast and easy to have your claim payments go right into your bank account. Just add your banking details when you register.

> **Tip:** check the bottom of a cheque or sign in to your bank account online to find your banking info.

Find out when your claim has processed

1. Go to your **Profile** and select Notifications then Claim payment notifications.
2. Set your **Notifications** settings – you can choose email or text.

What to do when you're covered by more than one benefits plan

Here's how you can access both plans to get the most out of your coverage. If the claim is for:

You:

1. Submit the claim to Canada Life.
2. Submit the unpaid part to your spouse's plan.

Your spouse:

1. Submit the claim to your spouse's plan.
2. Submit the unpaid part to Canada Life.

Your child:

1. Submit the claim to the plan of the parent whose birthday falls the earliest in the year, regardless of their year of birth.
2. Submit the unpaid balance to the other parent's plan.



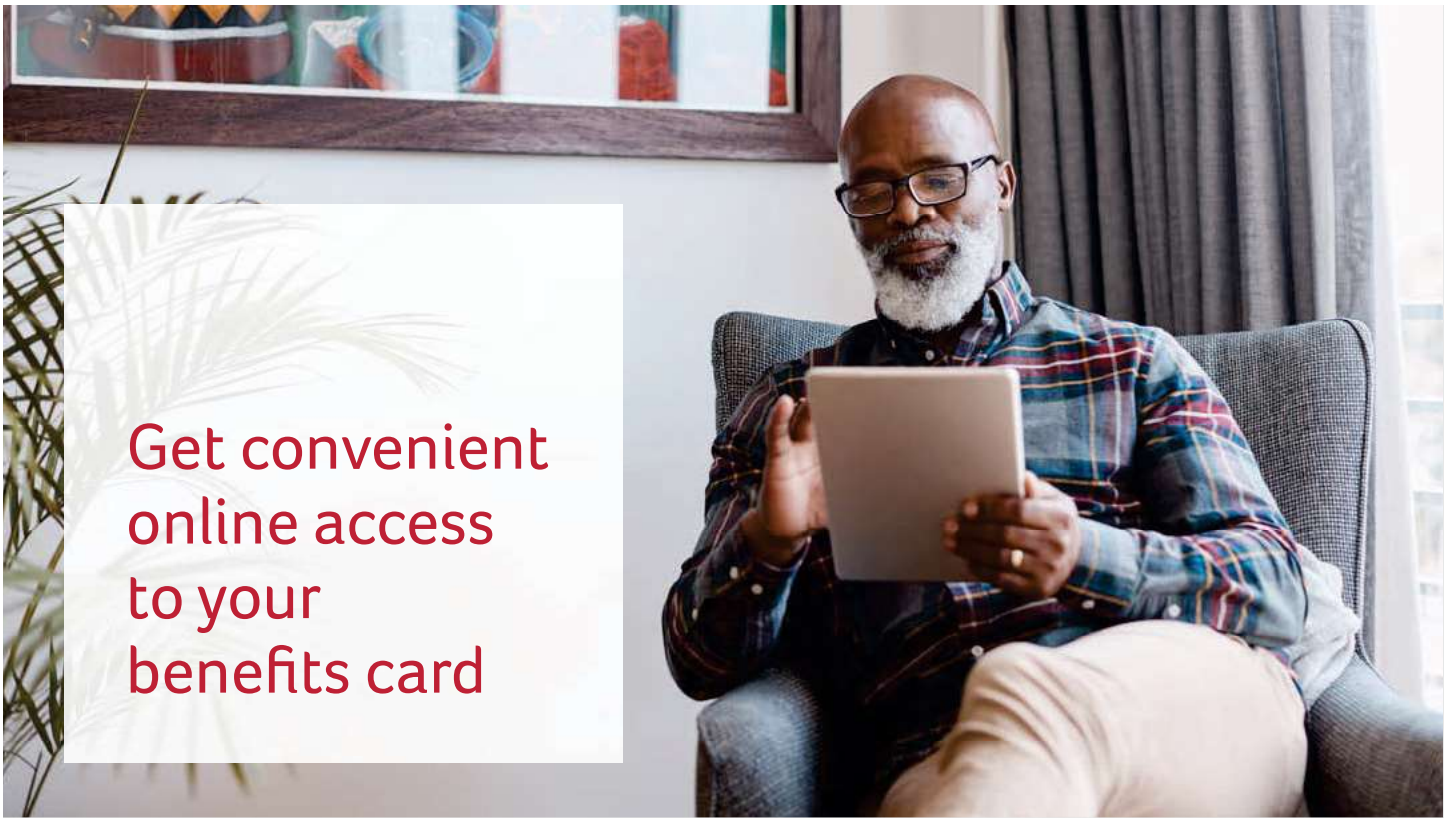
Need help?

Call us at 1-800-957-9777, Monday to Friday from 8 a.m. to 8 p.m. ET.

Hearing impaired members can use our TTY service available 24 hours a day, seven days a week.

- For TTY to voice call 711.
- For voice to TTY call 1-800-855-0511.

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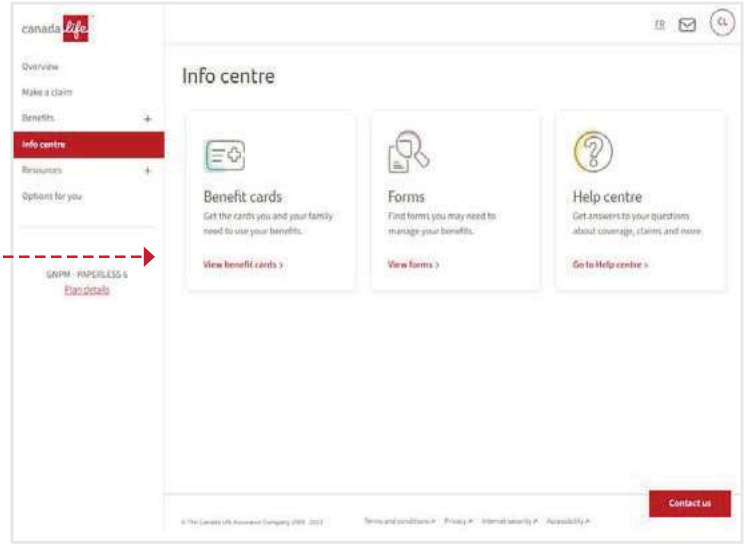
Get convenient online access to your benefits card

Follow these steps to view, save and print your card online.

1. Sign in to mycanadalifeatwork.com

2. Select **Info centre** from the left-hand menu

3. Select **Benefit cards**



You can also view and save your card to your mobile device through the GroupNet mobile app.

canadalife.com | 1-800-957-9777

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Register once. Benefit any time.

Online services for you

When it comes to managing your group benefits, convenience is key.

With My Canada Life at Work™, you can:

- Submit claims
- Review your benefits coverage
- Find health care providers
- Download, save or print your benefits card
- Get notified when your claims are processed

Signing up is simple

1. You'll need your plan number and member ID. If you don't have them, contact your plan administrator.
2. Go to **mycanadalifeatwork.com**.
3. Follow the instructions to register.

You can also go to your favourite app store and download the My Canada Life at Work app.

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Your claims, your way

You have more options than ever to submit your claims, with no paper forms to fill out.

Submit your claims online

1. Sign in to My Canada Life at Work™ at **mycanadalifeatwork.com** or use the mobile app. New to your plan? Go to **mycanadalifeatwork.com** to register.
2. Choose **Make a claim.** You can sign up to get your claims paid to your bank account. Go to your Profile, select Banking and input your banking information.

Ask your health care provider

Some health care providers can submit your claim for you – just give them your plan number and member ID. You can find both on My Canada Life at Work.

Check if your provider can submit claims for you.
Search for **Provider eClaims** on **mycanadalifeatwork.com**.

Hold on to your receipts

Keep your original receipts for 12 months in case we need more information after you submit your claim.

Protecting your benefits

Canada Life is committed to protecting your benefits from fraud and misuse. We apply state-of-the-art safeguards to all online claims, along with additional electronic measures for even more protection. Claims submitted online are subject to random audits and detailed adjudication.

For more information, contact your plan administrator.

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