



Hello,

The circumstances surrounding COVID-19 may cause **delays in the processing of mail and cheque payments.**

In an effort to avoid further delay, it is far better to **use online services whenever you can.**

Your best option: online services

Claim your healthcare expenses

Log in to your [Customer Centre](#) to claim online and get your medical expenses reimbursed in 48 hours for most healthcare benefits.

Get reimbursed

If it's not the case already, sign up for direct deposit and receive your reimbursements in your bank account instead of by cheque.

See your coverage and insurance documents

Your [Customer Centre](#) is the place to go for a summary of your coverage, your insurance contract, your insurance card to use at the pharmacy, your claim statements and your statement for income tax purposes.

[More details >](#)

We have designed these [guides](#) for those of you who aren't familiar with your Customer Centre.

Thank you for helping us to help you faster!



Access your Customer Centre from your computer and smartphone

Log in to the [Customer Centre](#) in just two minutes.

To sign up, you only need your email address and your insurance certificate number.

Download the mobile app for even more features.



To know which products and services are covered in your contract, please refer to your insurance documentation.

To obtain reimbursement within 48 hours, you must be registered for direct deposit. 48-hour reimbursement is available for most types of health care expenses. The website features available for your group may differ. For more details, contact your plan administrator.

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