

What's new on My Canada Life at Work



We've been busy simplifying and improving how members use My Canada Life at Work™. Here's a recap of what we've done so far this year.

A couple of big improvements:

1

In June, we launched the improved **online claims process**.

- Now members have fewer questions to answer, they don't have to search for forms, they can view the documents they attached to their claim and it's easier to know what they're covered for – and what they aren't.

2

In September, we launched **the new My Canada Life at Work app**.

- Group retirement and savings plan members now have an app for the first time ever.
- Members who have group benefits and group savings plans with Canada Life can see both of their plans on the app.
- Group benefits members have all the familiarity of the GroupNet mobile app – plus a lot of the updates to My Canada Life at Work are on the app too.

Other features are better than ever:



For group benefits members:

- It's easier to find a provider or find out which providers are ineligible. This is also now available on the app.
- Members who don't want paper communications will get a digital explanation of benefits for claims instead of one sent in the mail.
- When members need a health plan form, they're easier to find.



For group retirement and savings members:

- The retirement goal-setting tool asks for more relevant info from members and provides a more personalized plan to save for retirement (available on the website only).



For members who have both group benefits and group retirement plans:

- If members have more than one plan sponsor, they can easily switch between plans on one account.
- Members can choose how My Canada Life at Work uses their cookies.

And soon, it'll be easier for members who use the website and app to:

- Find and view group benefits coverage and balances
- Print a group benefits card
- Find answers to questions about the website or their group plan

Questions?

Contact your Canada Life group representative.