

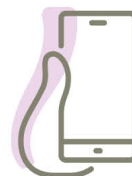
Signing and submitting documents electronically

The COVID-19 pandemic has created new and continued challenges for our customers. That's why we've made it easier for you and your plan members to electronically sign some documents and send them to Canada Life. The information outlined in the table below is how we'll accept some **group benefits documents**.

Document type	How you/your members can create an electronic copy	How you/your members can send it to Canada Life
All employee applications	<ul style="list-style-type: none"> • Create a digital signature using a program (e.g., DocuSign) that embeds all signatures, IP addresses, timestamping and audit trails within the document. • Create a digitized signature with: <ul style="list-style-type: none"> - An image of a handwritten signature - A faxed or scanned copy of original document - An electronic stylus or touchscreen generated signature 	<ul style="list-style-type: none"> • If Canada Life requests this info, we'll accept it by email.
Beneficiary designations	<ul style="list-style-type: none"> • Create a digital signature using a program (e.g., DocuSign) that embeds all signatures, IP addresses, timestamping and audit trails within the document. • Create a digitized signature with: <ul style="list-style-type: none"> - An image of a handwritten signature - A faxed or scanned copy of original document - An electronic stylus or touchscreen generated signature 	<ul style="list-style-type: none"> • If Canada Life requests this info, we'll accept it by email.
Pre-authorized debit and electronic fund transfer forms	<ul style="list-style-type: none"> • Create a digital signature using a program (e.g., DocuSign) that embeds all signatures, IP addresses, timestamping and audit trails within the document. • Create a digitized signature with: <ul style="list-style-type: none"> - An image of a handwritten signature - A faxed or scanned copy of original document - An electronic stylus or touchscreen generated signature 	<ul style="list-style-type: none"> • If Canada Life requests this info, we'll accept it by email.

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Claims for health, dental, vision, drugs and health care spending account

- No claim form is required when submitting electronically.
- Members can sign in to their account at mycanadalifeatwork.com and submit their claim. Follow the directions under submit a claim.

Medical reimbursement plan forms

- Sign the original document and scan it.
- Members can sign in to their account at mycanadalifeatwork.com and upload their claim form.
- For cash in advance, members need to mail their forms to Canada Life because they need to attach their cheque.

Disability forms

- Sign the original document and take a picture of it or scan it.
- By email or fax
- Check [here](#) for the plan member online claim process.
- Check [here](#) for the plan sponsor online claim process.
- Plan sponsor statements sent through the online claim process or by email don't need to be signed.

Life or accidental death and dismemberment claim forms

- Sign the original document and take a picture of it or scan it.
- By email or fax
- Plan sponsor statements sent by email don't need to be signed.

Evidence of insurability forms

- Create a digital signature using a program (e.g., DocuSign) that embeds all signatures, IP addresses, timestamping and audit trails within the document.
- Sign the original document and scan it.
 - If members don't have a scanner, they can submit their forms without a signature to get the application process started. Canada Life will mail a copy of the authorization, along with a return envelope, to sign and send back to Canada Life before coverage is offered.
- Photos of the original document **aren't** accepted.
- Email it to: groupmed@canadalife.com
- Mail it to:
The Canada Life Assurance Company
Group Medical Underwriting
PO Box 6000
Winnipeg, MB R3C 3A5
- Fax it to: 204-946-8558

Critical illness forms

- Sign the original document and scan it.
- If Canada Life requests this info, we'll accept it by email.

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What about forms that aren't listed above?

For forms that aren't listed above, please follow the usual process to sign and submit them to Canada Life.

Questions?

Contact your Canada Life group representative.