



RBC Insurance®

Plan Administration Made Easy: Key Points

Member changes: Send us an e-mail at group.billing.changes@rbc.com

Employee additions*, terminations, reinstatements and changes in salary, division/class, and/or name can all be sent by e-mail to group.billing.changes@rbc.com. *Life insurance enrollment: please complete and return a GROUP ENROLLMENT CARD.

Employee Enrollment - For all products (excluding Life), please provide the following information:

- Full name of employee
- Policy number(s) & Division number
- Date of birth
- Language
- Date of hire
- Occupation
- Sex
- Class
- Province of residence
- Number of hours worked per week
- Earnings (indicate hourly, weekly, monthly or annually)

Member changes - For all other changes (excluding enrollment), please provide the following:

- Full name of employee
- Employee certificate/identification number
- Reason for change (i.e. termination, salary change, etc.)
- Effective date of change
- New data (i.e. new salary, new class, new division, etc.)

Member changes: Cut-off dates

To have your changes reflected on your next statement, please report your member changes to us by the 1st week of the month.

PLAN ADMINISTRATOR'S GUIDE: Get your copy today! Our Guide can assist you in successfully administering your plan. Please contact your Account Representative to obtain your copy.

Your Account Specialist - A Key Contact

Toll free Phone: 1.888.604.3434
Fax: 1.800.296.6987

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