

Group Benefit Solutions

Internet services

We at RBC Insurance® know that, as a benefits manager, you need online tools to make plan administration faster and easier.



Our online demonstrations will introduce you to new, secure billing and administration services now available to support your needs. Visit www.rbcinsurance.com/eb and click on the “iServices Demo tab” to view the demo.

To register for these secure tools, complete the registration form found on the same website, or call our dedicated iServices representatives at 1-888-840-1148. They will provide ongoing, consultative support to help you maximize these online tools.

Billing and plan administration

■ **Online changes** — Access a secure file of your account to add or delete employees, change coverage options, adjust salary information, and more. Information is posted immediately and reflected promptly on your next bill.

This tool is designed to help you efficiently administer your plan, whether you make changes once a month or incrementally throughout the month. You can also view a history of all online changes.

- **Online Premium Statement** — Statements are posted monthly online and a personal email notification is sent whenever a new statement is ready for review. These statements are available 24/7 and include a 12-month history of online billing information.
- **Data transfers** — You can use our electronic Employee Data Transfer service to communicate employee coverage changes in a secure, password-protected environment. You can also attach a note if special instructions are required. The website will track

key dates, such as the date the file was transferred, received and processed. You can use our customized templates to communicate occasional mass updates of enrolment or company-wide salary changes to save yourself time.

Forms and references

- **Forms** — Download or print forms such as applications; enrolment, claims and customer service forms.
- **Plan Administration Guides** — Obtain specific instructions for group-account administration.
- **Booklets** — Available on disk for distribution to employees and/or placement on your company’s website. These booklets are available within two weeks after your policy is delivered.

For more information or to confirm your company’s plan eligibility, please call our iServices Centre at 1-888-840-1148, visit us online at www.rbcinsurance.com/groupforms or contact your Benefits Advisor.

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