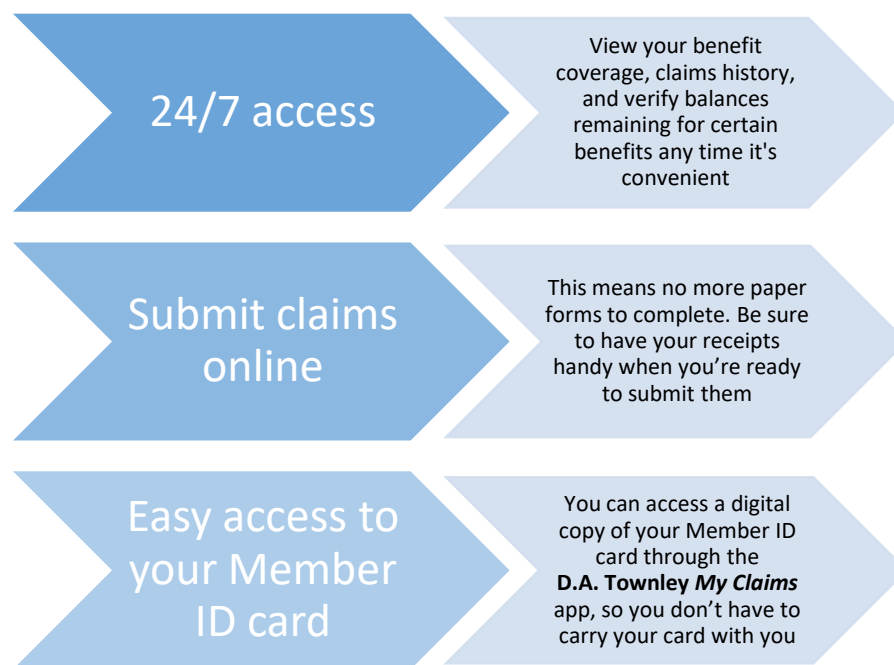


Your Benefits – New Member Website & Mobile App

D.A. TOWNLEY MY CLAIMS IS LIVE

We're pleased to advise that the new **D.A. Townley My Claims** Member website and mobile app are now available. These new tools offer great digital features and options to make it easier and more convenient for you to manage your benefits.



WHAT YOU NEED TO DO FIRST

You'll need to register first. Please see the attached step-by-step instructions on how and where to do this.

SAME GREAT SERVICE, ONLY BETTER.

If you prefer, you can continue to submit claims for reimbursement using the same methods you currently use (via mail, email, or fax). You now have additional options.

WHO DO I CONTACT IF I HAVE QUESTIONS?

If you have inquiries about your benefits or claims, or if you need to change any of your personal information, please contact D.A. Townley directly by telephone at 604-299-7482 (toll free at 1-800-663-1356) or via email at askus@datownley.com

Register for My Claims to manage your employee benefit plan

STEP 1

Dig out the ID card for your benefits plan. You'll need to enter your Group and Client numbers when you register.

D.A. Townley			
	CARRIER	GROUP NO.	CLIENT ID
HEALTH:	D.A. Townley	12345	12345
DENTAL:	00	12345	12345
Employee: John Smith Employer: ABC Company For coverage & claim inquiries, please call: 1-800-663-1356			

D.A. Townley			
	CARRIER	GROUP NO.	CLIENT ID
DRUG:	00	12345	12345
HEALTH:	D.A. Townley	12345	12345
DENTAL:	00	12345	12345
Employee: John Smith Employer: ABC Company For coverage & claim inquiries, please call: 1-800-663-1356			

STEP 2

Register with D.A. Townley to ensure we have your permission to enable your *My Claims* account.

IMPORTANT! You will only have to do this step the first time you use the service.

Open your internet browser on your computer or Wi-Fi connected smartphone or tablet.

Go to www.datownley.com/myclaims/ and look for *Online Registration* in the resources section on the right side of the page. Click on the link.

Complete all the required fields and acknowledge you have read the terms and conditions.

Click on the *Submit* button and it will automatically direct you to the *My Claims* portal.

STEP 3

Here's where you set up your account on the *My Claims* portal.

Click on *Register Account*.

STEP 4

Enter the Group number and Client number from your ID card along with your postal code and date of birth. This is how the system validates who you are.

Click *Next*.

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Continued from page 1

STEP 5

Set up a username and password for your *My Claims* account.

Note: You can only create one username and password for the same coverage.

Click *Sign Up*. Accept the Terms and Conditions page.

STEP 7 (OPTIONAL)

To get your claims reimbursement faster, you can have the money deposited directly into your bank account rather than waiting for a physical cheque.

On the *My Claims* website or app, click on the Person icon on the top navigation.

Go to the *Update Direct Deposit* page to enter your banking information (this can be found on the bottom of a personal cheque, from your online banking app or by calling your bank directly).

Now we invite you to take a tour around the new *My Claims* site or app to learn how it can help you more easily manage your benefits.

STEP 6

To use the free *My Claims* app, go to the Apple App Store or Google Play for Android on your device, search for *My Claims*, and click to download it.



Questions? Call us:

Toll Free 1 800 663-1356

Phone 604-299-7482

datownley.com