



**To:** Group insurance plan administrators

**Subject:** Special communication

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## Information relating to COVID-19

At iA Financial Group, we are aware of the special situation that COVID-19 presents and the concerns that may result.

As an employer of choice and good corporate citizen, we have a duty to protect the health and safety of our employees, our clients and our partners.

Rest assured that we are taking the necessary measures to ensure the continuity of our operations and to guarantee the quality of the service we provide.

To answer your questions and those of your plan members, we invite you to consult these [frequently asked questions](#) for details on travel insurance, medical, drug and disability coverage. It will be updated regularly and accessible from the [ia.ca](#) home page.

### Our online services: available at all times

We would like to take this opportunity to remind you that plan members can submit their claims in [My Client Space](#) and on [iA Mobile](#). It's simple, fast and secure.

In addition, we recommend that plan members sign up for direct deposit, a way to speed up the reimbursement of their claims.

### Health navigation platform

Offered as part of our health and wellness offering, the [health navigation platform](#)\* is a front-line resource that provides plan members with reliable information on a variety of health-related topics.

Whether through articles or fact sheets, members can get answers to their questions, among others, on travellers' health, COVID-19 (coronavirus), etc.

### Communicate the information

We have prepared a [communiqué](#) for your plan members, we invite you to forward it to them.

If you have any questions, please contact your advisor or your iA Financial Group Account Executive.

*\* The health navigation platform is available to groups with a health insurance plan at iA Financial Group and that meet the following eligibility criteria: plan member data is stored in iA Financial Group's systems (we manage the in-force) AND plan members have access to My Client Space.*

This communiqué and past publications are also available on our website [ia.ca](#). If, as group insurance plan administrator, you wish to modify your email, write to [saec.marketing-comm@ia.ca](mailto:saec.marketing-comm@ia.ca).

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March 23, 2020