In-Canada Claim Form

mycanadaplan

INSTRUCTIONS

IMPORTANT

- All claims must be reported to iA Assist within 30 days of occurrence.
- Written proof of claim must be submitted to iA Assist within 90 days of occurrence.
- You are responsible for all fees charged for any supporting documentation.
- Failure to complete and sign this form in its entirety or submit supporting documentation will delay claim processing.

CLAIMS SUBMISSION

- Complete all sections and ensure this form is signed before submitting to iA Assist with all invoices, physician and medical reports detailing treatment and treatment dates, and prescription pharmacy receipts. Keep copies for your records.
- Claimants must attach a copy of the emergency room report and all hospital records if treatment was received at a hospital.

SECTION A: CLAIMANT / INSURED

INSURED PERSON

Last Name	First Name	Date of Birth (DD/MM/YYYY)
☐ Male ☐ Female ☐ Non-binary ☒ Undisclosed	Country of Origin	Arrival Date in Canada (DD/MM/YYYY)
Policy Number / Group Number / ID Number	Educational Institution	Enrollment Date (DD/MM/YYYY)

INSURED PERSON'S ADDRESS IN CANADA

Unit #	Street Name and #	City	Province	Postal Code
Telephone	Mobile	Email		

CLAIMANT (IF DIFFERENT FROM INSURED PERSON)

First Name	Last Name	Relationship to Insured
Unit # / Street Name and # / City / State/Province / Country / ZIP/Postal Code		
Telephone	Mobile	Email

TREATING PHYSICIAN FOR THIS CLAIM

Full Name	Clinic Name or Practice
Unit # / Street Name and # / City / State/Province / Country / ZIP/Postal Code	
Telephone	Fax

INSURED PERSON'S FAMILY PHYSICIAN IN COUNTRY OF ORIGIN (IF AVAILABLE)

Full Name	Clinic Name or Practice
Unit # / Street Name and # / City / State/Province / Country / ZIP/Postal Code	
Telephone	Fax

SECTION B: OTHER INSURANCE COVERAGE

Does the insured person currently have provincial or government coverage of any kind? ☐ Yes ☐ No

IF YES, provide the name of the provincial or government agency providing coverage:

Is the insured person covered by another medical or travel insurance policy (including coverage through a spouse, parent, or guardian?) ☐ Yes ☐ No

IF YES, provide details of other insurance coverage:

Full Name of Policyholder	Insurance Company			
Policy/Plan Number	ID/Certificate Number	Employer Group Number (if applicable)	Employer Name (if applicable)	Employer Phone (if applicable)

SECTION C: CLAIM INFORMATION

Description of insured's sickness or injury (if this space is insufficient, additional information can be attached):

Date symptoms first appeared or injury occurred (DD/MM/YY):

Has the insured person ever been treated for this, or a similar or related, condition before? ☐ Yes ☐ No

Date insured first saw a physician for this, or a similar or related, condition (DD/MM/YY):

Please provide all dates of treatment and list all medications taken for this, or a similar or related, condition before the effective date of the policy:

Treatment Date (DD/MM/YY)	Medication

SECTION D: EXPENSES CLAIMED

Name of Medical Provider	Reason for visiting the doctor & Diagnosis	Date of Service (DD/MM/YY)	Amount Billed ($)	Amount Paid ($)

SECTION E: AUTHORIZATION AND CERTIFICATION

Certain iA Financial Group Underwriters, iA Assist, its agents, and administrators, are obliged to collect and retain certain personal and/or health information about you in connection with your insurance coverage. We use and disclose this information only for the purposes of administering your policy/policies of insurance, providing customer service, and in assessing and paying claims. We are committed to protecting the privacy, confidentiality, and security of the personal information we collect, use, retain, and disclose. Your personal information will be used only for the purposes of providing you with the requested insurance services. iA Financial Group and iA Assist complete privacy policies are available upon request.

I authorize any doctor, medical practitioner, hospital, facility providing medical or health-related services, third-party administrator, provincial plan, and any other insurer to release and exchange with iA Financial Group, iA Assist, or its representatives, any information (including personal health data and records) required to process this claim. I authorize any third party providing me with assistance in this claim process to have access to any and all relevant claims information related to the adjudication of my claim with iA Financial Group and iA Assist. I authorize iA Assist to coordinate the payment of benefits with any insurance carriers that may have a liability for this claim and assign to iA Financial Group and iA Assist any benefits payable from any other sources for losses covered under this policy, and authorize and direct such payers to forward payment directly to iA Financial Group and iA Assist. I confirm below by my signature that I am authorized to act on behalf of any of my dependants for these purposes. A photocopy of this authorization shall be as valid as the original.

I certify that the information provided in connection with this claim is complete, true, and accurate.

Name of Insured (please print)

If Insured is under age 16, full name of parent/legal guardian (please print)

Signature of Insured (if under age 16, signature of parent or legal guardian)

Signature of policyholder of other insurance in Section B, if applicable

SECTION F: AUTHORIZATION TO PAY

THIS CLAIM IS PAYABLE TO:

☐ Insured at the address in Section A above ☐ Parent/Guardian ☐ Hospital/Clinic ☐ Physician

☐ Other: If applicable, I authorize payment of this claim to (please print):

Date signed (DD/MM/YY):

IN THE EVENT OF AN EMERGENCY PLEASE CONTACT iA Assist IMMEDIATELY AT:

1.866.472.8356
toll-free from Canada and the USA

+1 647.288.3065
collect where available

e-mail: **assist@iaassist.com**

CLAIMS SUBMISSION:
claimsia@iaassist.com

1.866.883.9485
toll-free from Canada and the USA

+1 416.640.7862
collect where available