



Our client promise

POLICYHOLDER AND INTERMEDIARY SERVICES



POLICYHOLDER AND INTERMEDIARY SERVICES

OFFER ATTENTIVE SERVICE AT ALL TIMES, CHARACTERIZED BY PUTTING THE CLIENT FIRST AND SUPPLYING THE APPROPRIATE INFORMATION AND ADVICE.

At La Capitale, we're committed to establishing a solid **RELATIONSHIP OF TRUST** with our clients and remaining responsive to all their needs. You have access to a team of highly qualified **EXPERTS** devoted to managing your group insurance plan.



► EASY PLAN IMPLEMENTATION TAILORED TO YOUR NEEDS

Depending on the size of your company, we offer numerous tools and services for facilitating the implementation of your La Capitale group insurance plan:

- A Project Manager who coordinates the various implementation activities
 - Implementation schedule
 - Parametrization file
 - Transferring of data on participant eligibility
 - Transferring of the former insurer's claims history
- Meeting of the advisor and policyholder to plan various aspects of implementation
- Training on administration of the plan
- Training on using the Group Administrator's Centre
- Welcome email with information on the transfer
- Posting of booklets in the Client Centre
- La Capitale service card
- Premium payment methods depending on your needs (authorized bank payments or cheques)
- And much more!



► USER-FRIENDLY GROUP ADMINISTRATOR'S CENTRE

- You have access to all your employees' information
- You can carry out group insurance plan administrative tasks
- You can view documents related to your group insurance plan
- You can extract lists and reports

Video clips are available at
lacapitale.com/centre-video
to help you use the
Group Administrator's Centre.

» ONGOING SUPPORT

Client Experience Representative

- Supports administrators for groups of 51 or more all through the implementation process
- Available at any time and anywhere in Canada
- Regular meetings (e.g. annual service report presentations, training, service quality assurance)

Customer Relations Group Insurance Dedicated Technician

Your resource person for getting answers to any questions on day-to-day group insurance contract management.

Quarterly bulletin

An infoletter with sound, straightforward advice on managing group insurance plans, legislative changes and trends in the group insurance market.

Policyholder Relations Advisor – Disability Management

Your employees' disability cases will be processed by the same case manager during their whole leave. Depending on the size of the group and the agreement, you also have access to an advisor for following up your disability files.

Training

Take advantage of numerous training sessions presented by our content experts:

- Fraud management
- Controlling prescription drug costs
- Disability management
- Social media
- Cybermetrics
- Search engine optimization

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