



COVID-19  
update

*Canada Life is here to support you through the COVID-19 (novel coronavirus) pandemic. During this outbreak, our focus is to continue to serve you without interruption.*

## Important information about claims and coverage

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### Submit all claims online where possible

We encourage you to submit claims online using GroupNet for plan members. Sign in and select **Make a claim** to see what types of claims can be submitted online. Submitting claims online is the best way to ensure your claims can be processed and payments quickly deposited into your bank account. If you know of coworkers who haven't yet registered for GroupNet, please encourage them to do so.

### Group Life and AD&D claims

Please ensure you contact your plan sponsor to start the process. Under current circumstances, all communications should be sent by email or fax. You'll find this info on the claim form.

### COVID-19 related claims while out of country

Claims related to COVID-19 that occurred during travel to a country with travel advisory warnings will be assessed like any other claim under your plan. Plan coverages vary, so that's why every claim will be handled on a case-by-case basis. It's important to review your plan coverage details carefully.

If you have out-of-country coverage, you'll be covered for eligible expenses when you have symptoms from a medical emergency and you need to seek treatment.

### How to check your plan coverage

Sign in to GroupNet and select **Coverage & balances**. You can also download our mobile app. Look for GroupNet in the App Store and Google Play. For more detailed info, see your member booklet.

### We're here to serve you when you need us most

In these rapidly changing and stressful times, we want you to know we're thinking of you, we're here for you and we're working to serve you. Canada Life's [Workplace Strategies for Mental Health](#) website is available to you, and provides free tools and information to help support your mental health and safety.