

Manage Your Account **The Easy Way**

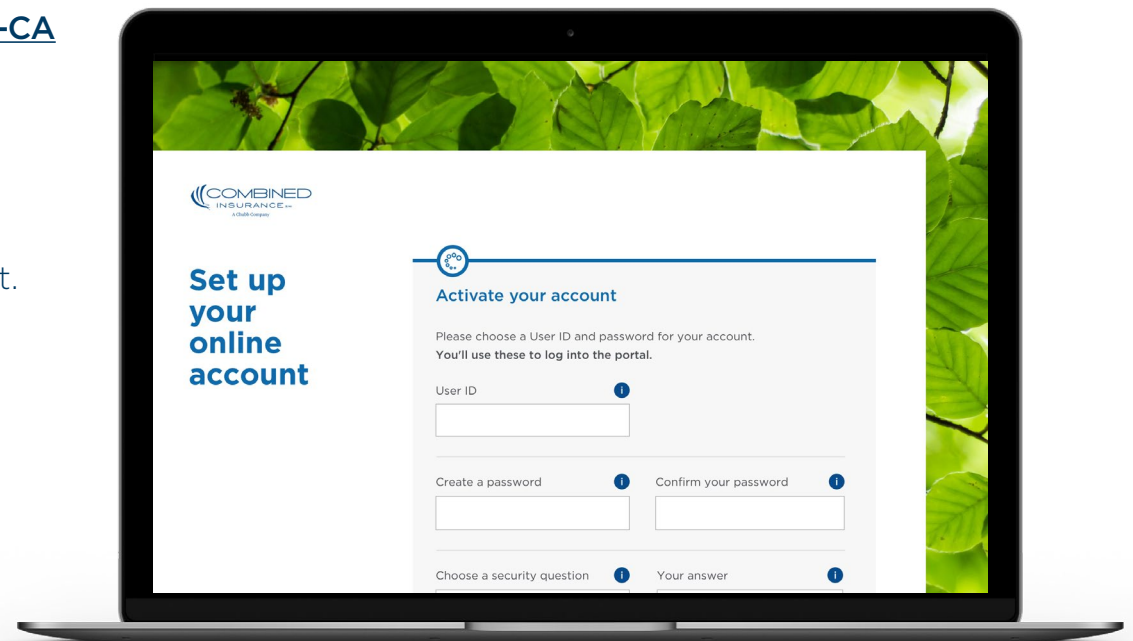
Take control with our Self-Service Portal, packed full of useful features for easy account management.

Keep going to see just how easy it is 



How To Activate Your Account Quickly

- 1** Visit my.combinedinsurance.com/en-CA
(This is also where you'll log on.)
- 2** **Confirm a few details**
Set up a new account, or skip this step if you have an existing account.
- 3** **Set your security details**
Never share these — even with us.
- 4** **Double-check your information**
Then activate your account.



Once You're Inside, Be Sure To Explore



More To See, More To Do

File and Track Claims

The quickest way to file a claim is through the portal. Plus, opt into electronic payments while filing your claim and you could get paid faster than waiting for a cheque to arrive.

View Your Policy

Find all the details of your coverage and review your benefits 24/7.

Download Your Documents

Get copies of your policy documents in just a few clicks.

Make Secure Payments

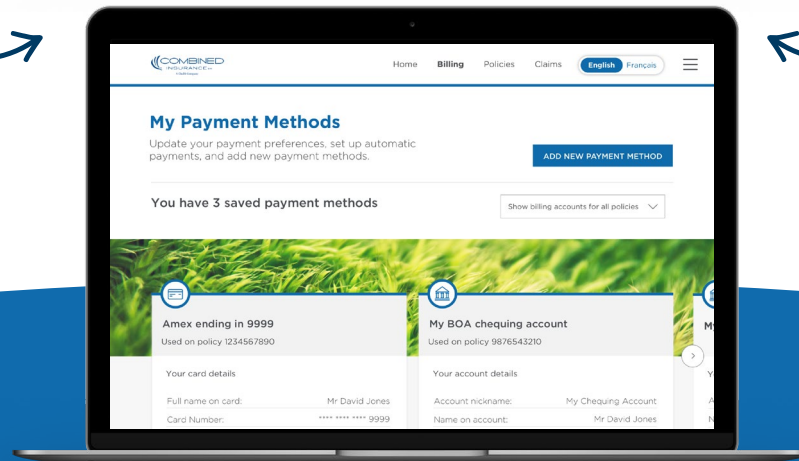
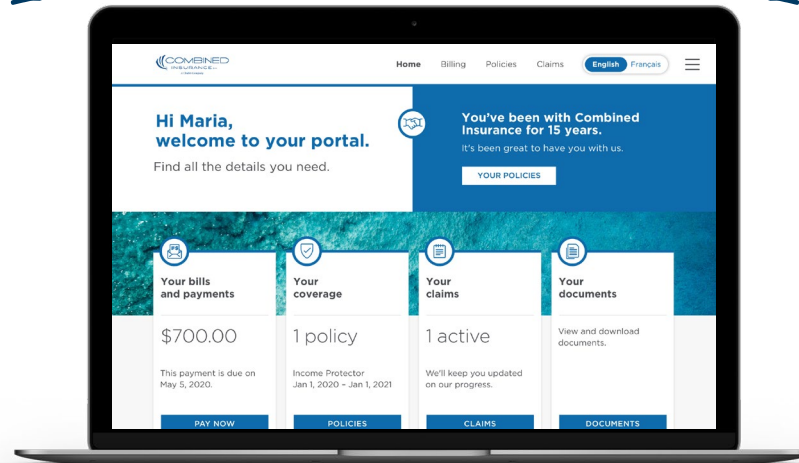
See your current premiums and make payments using a credit card or chequing account. Plus, view your payment history whenever you like.

Update Your Details

Need to make a change? You can update most of your personal information online.

Keep Your Account Secure

Change your security details in minutes.



Claim FAQs



How Do I Make a Claim?

Online (the Fastest Method)

Visit my.combinedinsurance.com/en-CA and register or log on.

Paper

Download the forms from combinedinsurance.com then fill them in and return to:

Combined Insurance,
Canadian Claim Department
PO Box 3720 MIP Markham,
ONL3R 0X5

Fax

905-754-4362

What Will I Be Asked?

We'll ask for basic information like your name, address, contact number and policy number.

You then just need to briefly let us know what's happened, and tell us which policy you're claiming under. We might ask to see supporting documents or further evidence.

If you can't answer all the questions we ask, just send what you do have. Please be aware that if we're waiting for an important piece of information, this could delay your claim payment.

When Will My Claim Be Paid?

If you file a claim online and opt into electronic payments, and if your claim is payable, you could receive your claim payment faster than waiting for a cheque to arrive.

What Happens if My Claim Is Denied?

We'll always send a response, in writing, explaining exactly why this happened.

We understand it's never what our customers want to hear, and we are here to answer any other questions you might have, following a denied claim.

Find More Answers Online

Read more FAQs by logging into the Self-Service Portal at my.combinedinsurance.com/en-CA

Coverage FAQs



How Do I Know What's Covered?

Review all your policies and coverage at my.combinedinsurance.com/en-CA — simply register or log into the Self-Service Portal.

If you're still unsure, you can speak to us in English or French at **1-888-234-4466**. Please have your policy number on hand when you call.

Please have your policy or certificate number to hand when you call.

Find More Answers Online

Read more FAQs by logging into the Self-Service Portal at my.combinedinsurance.com/en-CA