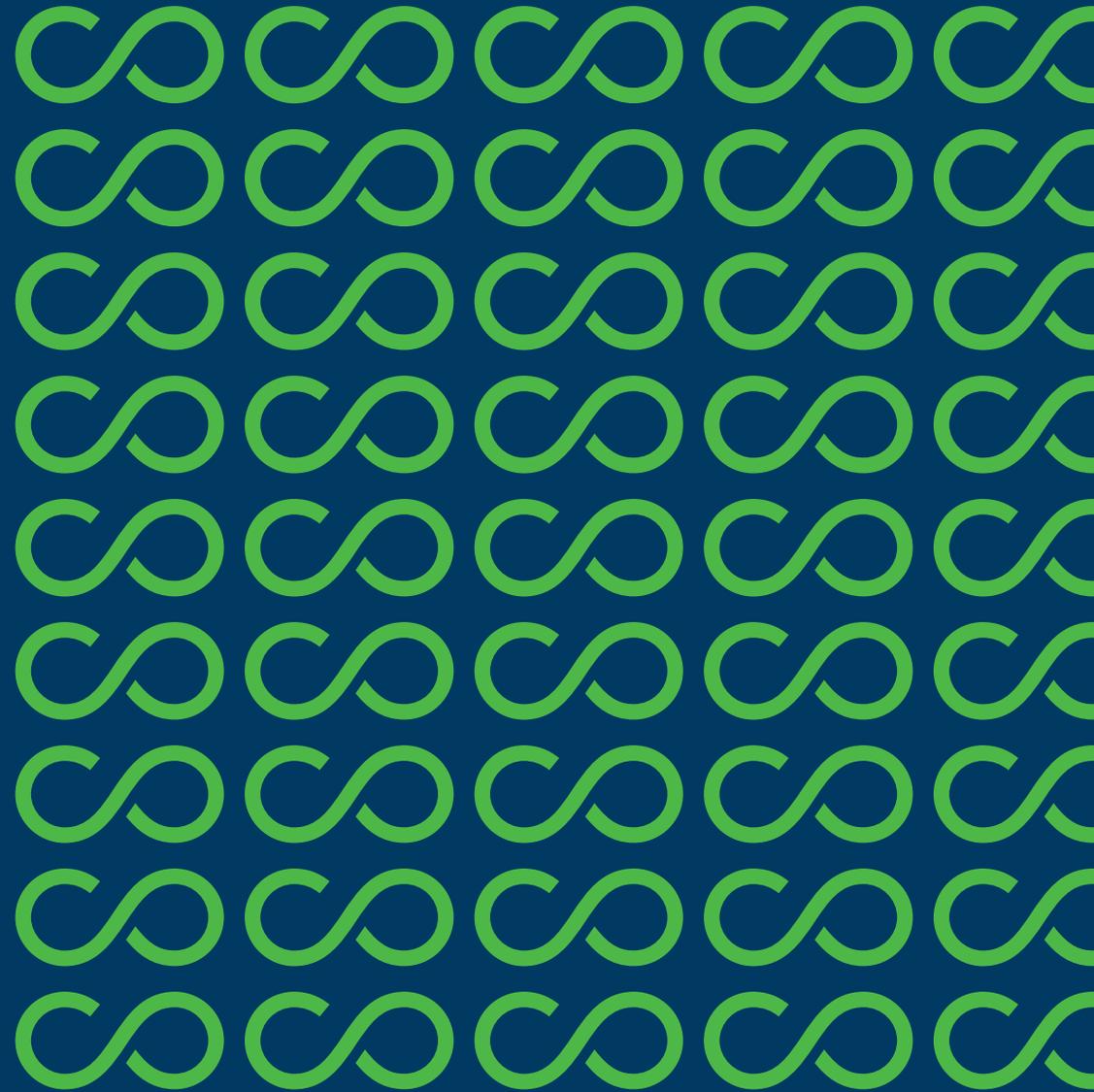


E-Fulfillment

Quick Reference Guide

NOVEMBER 2024



What is *E-Fulfillment* and What are the benefits?

What is *E-Fulfillment*?

Customers can access their policy fulfillment package (welcome letter, policy contract, copy of application, schedule of benefits etc...) digitally via our **Combined Self-Service Portal**.

This selection can be made on the application for insurance.

Important:

When opting for *E-Fulfillment*, clients will no longer receive a physical fulfillment package by mail.

What are the Benefits of *E-Fulfillment*?

- Customers can access their policy documentation 24/7.
- Eco-friendly solution reducing paper usage and emissions in the delivery process.
- Avoids potentially long call center wait times and postage delays when requesting replacement documents, if misplaced.
- Directs customers to the **Combined Self-Service Portal** where they can manage many additional aspects of their policy such as filing a claim, making a payment etc...

How does E-fulfillment Work? How can Clients Access their Policy Documents?

How Does E-Fulfillment Work?

- Customers can opt for the E-fulfillment option in their application for insurance in E-Agent only.
- The E-Agent application asks the following YES or NO question:
 - *'I would like to receive my policy and related documents digitally via the Combined Self-Service Portal'*
- Once an application for insurance is **approved**, customers will receive an email directing them to the **Combined Self-Service Portal** to sign in or, for new customers, to register.

IMPORTANT: Policy documents will not be emailed to clients as attachments. They must register in the Self-Service portal to access their documentation.

SAMPLE CUSTOMER EMAIL



Welcome to Your New Combined Insurance Policy

 Efulfillment Canada
To Temciuc, Raluca

Follow up. Completed on Thursday, July 16, 2020.

Welcome OFELIA JORDAN ,

Congratulations on your recent purchase(s) from Combined Insurance. Thank you for choosing to get your policy(ies) and related documents digitally. You can see your policy(ies) any time online through your Self- Service account .

The first time you log in, you'll need the last four digits of your policy number to register. The last four digits of your policy are 2918.

Once you are set up on Self- Service, you'll have instant access to all of your policies as well as personal information and payment history. You'll also be able to file claims online.

Easy access when you want it, 24 hours a day, 7 days a week, 365 days a year!

Go to <https://my.combinedinsurance.com>

Plus, when you file a claim online, you get paid faster!

In addition to being able to access your account 24/7/365 online, our customer care team is available by phone at 1-888-234-4466 from 8:00 a.m. to 7:00 p.m. Eastern Time to answer your questions, address any concerns and talk with you about your policy benefits.

We can't control the unexpected events that happen in our lives, but we can prepare for them. Thank you for putting your trust in us and letting us help you with your insurance needs.

[Your Combined Insurance Team](#)

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Thu 07/16/2020 10:20 AM

