

**Group Life & Health**

*This is all about the*

# *VIP Room*

*our protected website for you  
and your employees*

**Well. And well worth it.**

**Standard Life** 

# Hello.

Every job has its daily tasks and responsibilities. But what if there was a way to make your day-to-day easier?

Much of the time you spend managing your plan can be used trying to find the right forms, keeping track of changes to employee information and answering questions about your group insurance plan.

The VIP Room can help you do all this... and more.

This is all about the  
VIP Room

**Having information readily available online...**  
*a clear advantage for you and your employees*

Employee  
information

Invoices

Customized  
reports

Status of  
claims

Employee  
booklet

VIP Room secure access at  
[www.standardlife.ca](http://www.standardlife.ca)

Combined  
certificate, travel  
assistance and  
drug card

Personalized  
forms

Exclusive  
health and  
wellness  
information  
and tools

## The VIP Room and you

With the VIP Room, you can administer your group online – a simpler way to work.

This secure site gives you access to the most up-to-date information on your group plan and allows you to complete transactions online, in real-time.

### Log in as an administrator to:

- Enrol new employees and update employee information.
- Consult employee information, such as: salary, dependents, beneficiaries, insurance coverage and related premiums, as well as the status of their claims.
- Consult current or previous invoices. Our Message Centre will notify you when your latest invoice is available online.
- Print a copy of an employee's combined certificate, travel assistance and drug card.
- Refer to the employee booklet.
- Produce personalized administration and claims forms, pre-filled with selected plan and participant information.
- Create customized reports on employees and their dependents.
- Generate disability management reports.
- Refer to the *Administrator's handbook* – a step-by-step guide on how to administer your plan.
- Contact a specialist via our secure Message Centre.
- Visit the [Health & Wellness Centre](#) and access exclusive tools designed to promote wellness in the workplace.

#### Tip:

Exchange information safely. Use the Message Centre to send and receive secure messages.

### If you need help

Simply call our Customer Care Centre. Your appointed specialist is ready to answer questions on administrative matters, including any how-to questions you may have regarding the VIP Room.

Take a guided tour at [www.standardlife.ca/vipdemo/administration](http://www.standardlife.ca/vipdemo/administration)

Learn more without logging in. Our online demo takes you on a guided tour of the VIP Room, walking you through the many functionalities and tools available. The VIP Room demo also lets you navigate through the plan member section and view the information available to your employees.

# The VIP Room and your employees

The VIP Room gives your employees secure and convenient access to their benefits and claims information... all in just a few clicks.

*Finding answers online.*

## Employees can log in at any time to:

- Access their personal information and benefits details.
- Consult the employee booklet, which provides details on the benefits and coverage offered by the group plan.
- Print personalized administration and claims forms.
- Sign-up for direct deposit or modify their banking information.
- Check the status of health, dental and disability claims and access their Explanation of Benefits.
- Print a copy of their combined certificate, travel assistance and drug card.
- Visit our protected Health & Wellness Centre for exclusive information and tools that encourage a healthy and active lifestyle.

## Facilitating access to information

Your employees gain access to the VIP Room at enrolment – no registration is necessary. Plan members automatically receive a User ID and temporary password, inviting them to log in to the VIP Room.

We offer a number of tools to help build employee awareness and increase the utilization rate of the VIP Room. Talk to your Manager, Business Development about the ways we can help you promote the VIP Room to your employees.

## Talk to someone

Employees can always call our Info-Line and speak with a Customer Service Representative during regular business hours.

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[www.standardlife.ca/vipdemo/participant](http://www.standardlife.ca/vipdemo/participant)

Specifically designed for plan members, this online demo introduces employees to the VIP Room.

**Tip:**  
Add the link to your Intranet or forward it to your employees, inviting them to refer to the demo for a preview of the VIP Room.

**Retirement  
Investments  
Insurance**

**Talk soon.**

For more information on the VIP Room or if there is anything more about Standard Life we can help you with, please contact your Manager, Business Development, or visit our website.

**[www.standardlife.ca](http://www.standardlife.ca)**

**The Standard Life Assurance Company of Canada**

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