

Online services

The right way to submit your claim



ssq.ca/access

Note:

In this document, SSQ Insurance refers to SSQ, Life Insurance Company Inc. Coverage will vary from one contract to another. For information about the specific products and services covered under your contract, please refer to your insurance documents.

Use our online services and get reimbursed in 48 hours¹!



Sign up

- Go to ssq.ca/access.
- Go to the **Sign up** section and click **Sign up now**.

Claiming online

- 1 Go to the **ACCESS | Plan Members** login page and enter your username and password.
- 2 Click **Submit a claim** online in the **Online Claims** section.
- 3 Select the benefit you wish to claim and follow the steps.

Claiming using our app

Do you own an iPhone or Android device?

Download the SSQ Mobile Services app at: ssq.ca/mobile.



Getting reimbursed

From the **ACCESS | Plan Members** homepage, sign up for direct deposit:

- Click the **Preferences** menu at the top.
- Select **Register for direct deposit**.
- Follow the instructions. Be sure to have a personal cheque handy to provide your banking information.

The features available on our **ACCESS | Plan Members** website² enable you to:

- View your contact information
- Change your address
- Change your beneficiary
- Extend the eligibility of your dependents
- Request an income tax receipt
- Print additional SSQ Insurance payment cards
- Simulate a claim to see which expenses are eligible

And so much more!

Did you know?

When you sign up for our online services, you receive our newsletter by email. In it, you'll get tips and advice on vehicles, homes, finances and health!

¹ To get reimbursed in 48 hours, you must be registered for direct deposit. Note that 48-hour reimbursement is available for most coverage.

² The website features may vary from one group to another. Contact your plan administrator for more information.