

Sending your claim documents

Before you start

- Scan or take photos of the documents you want to send.
- Save the documents on your computer, tablet or smartphone with a descriptive file name (e.g., medical report), so they're easy to find later.

IMPORTANT Document requirements

Maximum file size **14 MB per file**
You can attach multiple files, as long as each file is under 14 MB.

Accepted file formats PDF, DOC, DOCX, JPG, JPEG, PNG, GIF, PPT, PPTX, XLS, XLSX, ODT, ODS, BMP, TIF, TIFF, TXT.

- Once you've saved your claim documents, you're ready to **send them to us**.

Instructions

Go to the secure site:

www.DesjardinsLifeInsurance.com/Send.

Provide the requested information in
Step 1 – Information.

Special instructions for completing the fields

Provide the **sender's** information (not necessarily one of the contract's insured persons):

- Title (Ms. or Mr.)
- First name
- Last name
- Email
- Phone number (you can add an extension, if needed)

Provide the **insured person's** information:

- First name
- Last name
- Date of birth

Sending your claim documents

If the insured person and the sender are the same person, check this box:

 Same person as sender

Indicate the **type of insurance** for which you're making a claim by selecting one of the three options:

Type of insurance

Group insurance through your employer or an association

Individual insurance purchased online, by phone or in person

Individual insurance linked to a credit card or loan

Click the arrow to select the **coverage type**:

Coverage type

Select 

Select the **type of claim** that you are making:

Type of claim

Accident

Disability

Critical illness

Healthcare

Life

You must enter a contract number, certificate number, provider number or claim number. For help finding this number, click the question mark icon:

Provider or claim number 

E.g., 045678912

Click **Add** to attach your claim forms and supporting documents.



Select the claim documents you've saved on your computer, tablet or smartphone. In the example below, we've added a claim form and a medical report:

Document name	Size	Delete
Claim form.pdf	342 ko	
Medical report.pdf	342 ko	

If you upload the wrong document by mistake, simply click the trash can to remove it.

If you'd like to provide any other information about your claim, you can add a message here.

Message (optional)

(1,000 character limit)

Once you've provided all the necessary information, click **Next** to go to **Step 2 – Validation**.

Step 1 Information **Step 2 Validation**

Check all the information in your claim.

- To change any of your answers, or add or remove a document, click **Modify** at the bottom of the screen to go back to **Step 1 – Information**.
- Once you've made sure all the information in your claim is correct, click **Send**.

  

Write down your confirmation number: it's proof that your documents have been sent to Desjardins Insurance.