

REGISTER IN THREE EASY STEPS

www.dfs.ca

You must register the first time you visit our secure site. On the identification page, click **"To Register"** at the bottom of the screen and follow the steps below.

1. REGISTRATION

Enter the information requested in the appropriate fields.

- Your group and certificate numbers exactly as they appear on your payment card.
- The user ID you choose must be between 5 and 15 characters long.
- Your password must be between 5 and 10 characters long and include at least one number and one letter.
- Your password reminder is intended to help you remember your password should you forget it.

Click **"Continue."**

2. VALIDATION

Check the information on the screen to make sure that it is correct. If it is, click **"Confirm"**.

If it is not:

- click **"Modify"**;
- make the necessary corrections;
- click **"Continue"**.

3. CONFIRMATION

Click **"Continue"** to access the identification page.

NEED HELP?

If you are having difficulty accessing our site, call one of our technical support agents at **1-866-838-7577**.

Contact Us

If you have questions on your coverage, you can reach our Customer Contact Centre by phone or e-mail. Click **"Contact Us"** in the top banner of the screen.

To help us provide you with fast and efficient service, please make sure you have on hand your group name and number along with your plan member certificate or identification number.

For all questions on:

- Your password;
- Your user ID;
- Navigating on our site;
- Technical error messages;

call **1-866-838-7577**.

Visit our Web site at:
www.dfs.ca



Money working for people

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Our On-line Services

For Group Plan Members

Your answers are just a click away!



Money working for people

Life, health, retirement

AT YOUR CONVENIENCE 24/7!

Go to www.dfs.ca and click on **Consult My File** in the Groups and Businesses section for information about your healthcare claims.



I want information

- I want information**
- Direct Deposit and Electronic Notice Service
- Guide and Forms
- FAQs
- Information Bulletins
- Health is Cool Information Centre

The **Direct Deposit and Electronic Notice Service** section details exactly how you can receive your claim payments more easily, thanks to this free and convenient service.

- No more mail delays and no more line-ups since your claim payments are **directly deposited** into your bank account.
- E-mail confirmation will be sent to you whenever your claims are processed.
- The explanations of benefits are available 24/7 on our site and kept for a period of 28 months.
- These explanations of benefits can be printed and used for tax purposes, if applicable.

The **Guide and Forms** section contains a guide specifically designed to help you navigate on our site. It also contains the claim forms along with instructions on how to submit your claims.

The **FAQ** section provides answers to questions about the general workings of group insurance plans and claims processing.

The **Information Bulletins** section contains documents or bulletins on legislative changes that affect group insurance plans and information on group insurance.

The **Health is Cool Information Centre** offers you tips and tools to help you take control of your health. You will find a wealth of information on a variety of **workplace health and wellness** issues, such as:

- work/life balance,
- healthy eating,
- physical activity,
- healthy living,
- illness and disability.



I want to

- I want to**
- Enroll in or make changes to the Direct Deposit and Electronic Notice Service
- Consult My File

Our secure Web site allows you to take full advantage of your plan. You can:

- enroll in the **Direct Deposit and Electronic Notice Service** by providing us with your banking information and e-mail address so that we can inform you when your claim has been processed;
- view your **health claims history** (drugs and other medical services and, if applicable, vision care, dental care);
- print **pre-completed forms** to submit your health or dental claims;
- view your Health Spending Account, if this service is included in your plan;
- view your dental predeterminations, if applicable.