

D.A. Townley

Register for My Claims to manage your health benefits plan

STEP 1

Get your benefits plan ID card ready. You'll need to enter your Group and Client numbers when you register.

D.A. Townley			
CARRIER	GROUP NO.	CLIENT ID	
HEALTH: D.A. Townley	12345	12345	12345
DENTAL: 00	12345	12345	12345
Employee: John Smith Employer: ABC Company For coverage & claim inquiries, please call: 1-800-663-1356			

D.A. Townley			
DRUG:	CARRIER	GROUP NO.	CLIENT ID
HEALTH: D.A. Townley	00	12345	12345
DENTAL: 00	12345	12345	12345
Employee: John Smith Employer: ABC Company For coverage & claim inquiries, please call: 1-800-663-1356			

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STEP 2

Register with D.A. Townley to ensure we have your permission to enable your *My Claims* account.

IMPORTANT! You will only have to do this step the first time you use the service.

Open your internet browser on your computer or Wi-Fi connected smartphone or tablet. Go to datownley.com and click on MY CLAIMS button.



Look for *Online Registration* in the *Links and Resources* section on the left side of the page. Click on the link.

Complete all the required fields and acknowledge you have read the terms and conditions. Click on the *Submit* button and it will automatically direct you to the *My Claims* portal.

Registration

You must read and agree to our Terms and Conditions before you can create your My Claims account. You must register with us before using your My Claims account.

Group Number: [input]
Client ID: [input]
First Name: [input]
Last Name: [input]
Date of Birth: [input] [input]
Postal Code: [input]
VIG: 0000

Legal Terms and Conditions

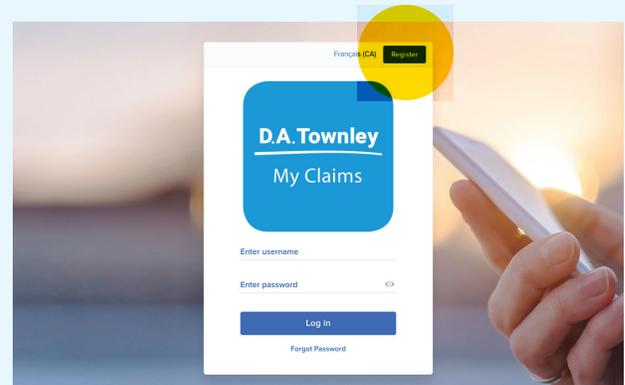
By clicking the Register button, you agree to our Terms and Conditions. You must read and agree to our Terms and Conditions before you can create your My Claims account. You must register with us before using your My Claims account.

Thank you

You have successfully registered for your My Claims account. You can now access your My Claims account at datownley.com.

STEP 3

Here's where you set up your account on the *My Claims* portal. Click on *Register*.



STEP 4

Enter the Group number and Client ID (Certificate Number) from your ID card along with your postal code, date of birth and email address. This is how the system validates who you are. Set up a username and password for your *My Claims* account.

Note: You can only create one username and password for the same coverage.

Click *Register*.

Register Account

You can find your group number and your certificate number on your benefits card.

Group number: [input] Certificate number: [input]
Postal code: [input] Date of birth: [input]
Username: [input] Email: [input]
Password: [input] Confirm password: [input]

Be at least 8 characters
At least one upper case letter
At least one number
At least one special character (e.g. !, %, @)
Don't use your surname, first name and last name.
Accounts with expired passwords are not supported.

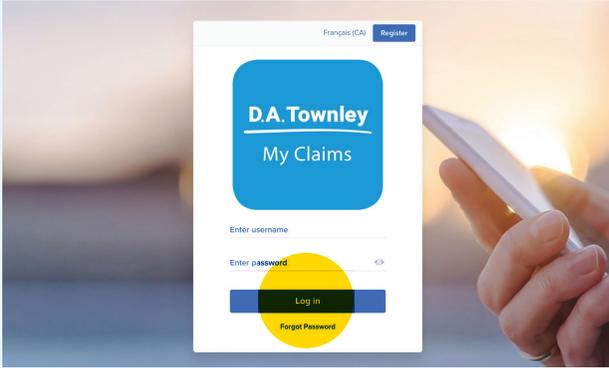
Register

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STEP 5

Enter Username and Password just created and push Log in. Accept the Terms and Conditions page.



STEP 6

To use the free *My Claims* app, go to the Apple App Store or Google Play for Android on your device, search for *My Claims*, and click to download it.

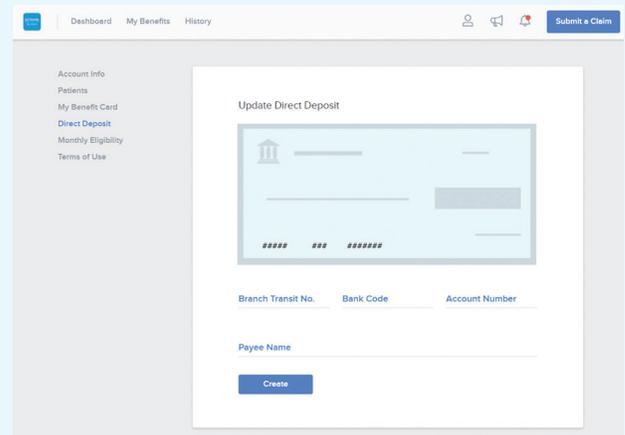


STEP 7 (OPTIONAL)

To get your claims reimbursement faster, you can have the money deposited directly into your bank account rather than waiting for a physical cheque.

On the *My Claims* website or app, click on the Person icon on the top navigation.

Go to the *Update Direct Deposit* page to enter your banking information (this can be found on the bottom of a personal cheque, from your online banking app or by calling your bank directly).



Now we invite you to take a tour around the new *My Claims* site or app to learn how it can help you more easily manage your benefits.

Questions? Call us:
Toll Free 1 800 663-1356
Phone 604-299-7482
datownley.com