MDM Insurance Services Inc.

Dear valued client,

At MDM Insurance Services Inc. we are always considering the health and well-being of our clients and our staff. As such, and with the increasing concerns surrounding COVID-19 (Coronavirus,) social distancing, and limiting the spreading of germs, we wanted to take the time to inform you about the paperless options available to you.



Did you know you can submit your claims via the following electronic means?

1. Online at www.mdm-insurance.com - by logging in as a Member with your Access ID and password. (Your Access ID and password were provided to you via letter on blue paper when you were enrolled on your plan.)
2. MDM's **mobile app** - In order to use this app, you must first login to our website, and change your default password. You can download the app in the Apple App Store, and/or Google Play. The app is secure, and quick, allowing you to manage your Group Insurance easily by submitting claims, viewing claims history, viewing coverage, displaying the MDM Benefit/Travel Card, and viewing Contact Us Information, etc.
3. Fax: 519-836-4909 - a completed Medical or Dental claim form are required with each submission.
4. Email: inquiry@mdm-insurance.com - a completed Medical or Dental claim form are required with each submission.

Additionally, you can sign up for Direct Deposit, and Electronic delivery of your Explanation of Benefits (EOB) statements via email.

The many Benefits of Direct Deposit and Electronic EOBs:

- Avoids postal delays. Did you know it can take 5-7 business days to receive your payment via mail? Instead why not enjoy the luxury of your funds being deposited directly to your account within 1-2 business days! (Please note this turnaround time is dependant on your financial institution.)
- Eliminates the need for paper EOBs, as notifications of your claims would be sent to your e-mail account instead. (The email received provides a link to login to the secure-access area of our website where you can see the complete EOB.)

Let's do our part to slow the spread of COVID-19, and sign up today! All it takes is 2 easy steps: 1) Complete the Direct Deposit Application (see reverse)
2) Submit the completed form by one of the 2 methods below:
fax: (519) 836-4909
email: inquiry@mdm-insurance.com

Should you have any questions, or require any further information, please contact our office directly at 1 (800) 838-1531.

Thanks,

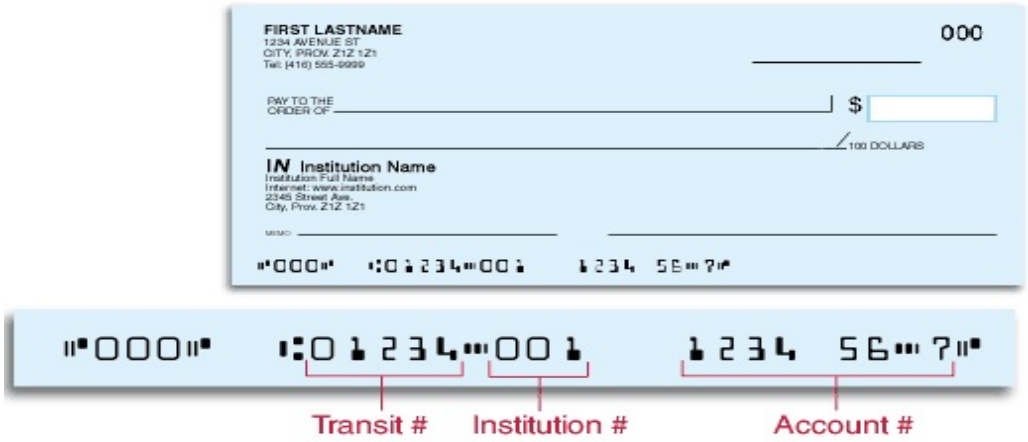
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DIRECT DEPOSIT APPLICATION

Help us go green, and stop the spread of germs, while receiving even faster service! To receive direct deposit of claims payment by Electronic Funds Transfer (EFT) and/or e-mail notification that your explanation of benefits is available online, complete this form or submit a copy of a "VOID"cheque along with your e-mail address to our office. Please include your full name and group policy number or the full name of your employer. Return this information to: MDM Insurance Services Inc.via fax to (519) 836-4909, or email: inquiry@mdm-insurance.com

This information may also be updated at any time through the "About Me" menu option by visiting the secure Member area of our website at www.mdm-insurance.com.

Privacy Statement MDM Insurance Services Inc. ("MDM") is committed to protecting the privacy, confidentiality, accuracy and security of the personal information that it collects, uses, retains and discloses in the course of conducting business.	
Employee/Member's Name:	
Group Policy Number:	
Name of Employer:	
Name of Financial Institution:	
Institution Number (3 digits):	
Transit (Branch) Number (5 digits):	
Account Number:	
E-mail Address:	
Employee/Member's Signature:	**Date**:



Providing our office with the above information, you as the account holder, are authorizing MDM Insurances Services Inc. and your financial institution to credit directly to your account your and your eligible dependents (if applicable) Extended Health Care, Dental, Health Spending Account and/or Weekly Indemnity claim payments; issue corresponding Explanation of Benefits (EOB) via e-mail to an address provided by yourself (if applicable); and assign a Personal Identification Number allowing exclusive access to your EOB messages on-line through the World Wide Web.

March 17, 2020