



Change to the dentist payment process* New instream DIRECT PAY service

At iA Financial Group (Industrial Alliance Insurance and Financial Services Inc.), we are continually updating our processes in order to offer our clients and service providers a very positive experience. In line with this commitment, we wish to inform you that transactions relating to assigned benefit payments to dentists sent to iA Financial Group will be paid by **instream DIRECT PAY**, a national provider specializing in secure online services for the dental community and insurers. This new process will be effective on **March 31, 2017**.

Thanks to instream DIRECT PAY, you can receive payments by direct deposit or continue to receive payments by cheque:

- **Direct deposit** (recommended to facilitate plan management)
With the direct deposit option, you will receive a **weekly** payment for all transactions from the previous week as well as a detailed statement. This option eliminates risks associated with lost or delayed cheques, or cheques sent to the wrong address.
- **Cheque**
With the payment by cheque option, you will receive a payment **every two weeks** instead of receiving a cheque for each transaction.

Please note that there is no change to the electronic claims or dentist assignment processes.

instream DIRECT PAY offers the following benefits:

- A secure, user-friendly portal
- A dashboard to track transactions
- A detailed statement and reports that are easy to consult
- Access to customer service via phone or chat

To choose your payment option and take advantage of the benefits of instream DIRECT PAY, we invite you to register now at instreamcanada.com/instream-direct-pay-register.

To learn more about instream DIRECT PAY or to contact them:

WEBSITE AND CHAT
directpaycanada.com

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*Dentists not a member of ACDQ