DOING MORE FOR EACH CLIENT



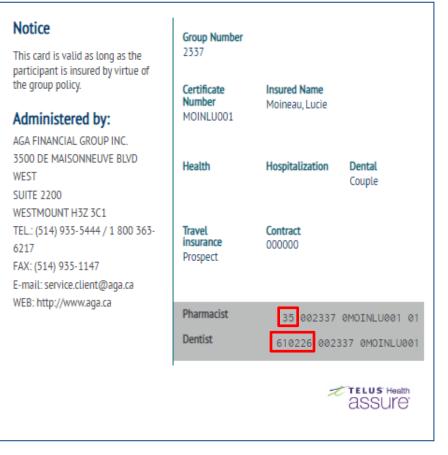
Access your wallet card at all times!

You can now access your wallet card at all times from the digital wallet of your smartphone. Log in to the <u>Members</u> <u>Portal</u> to add it immediately. You can also take this opportunity to register if you have not already done so.

Drug and dental claims processed at point of sale

Present your AGA wallet card to a participating pharmacist or dentist, who will be able to apply the reimbursement stipulated in your insurance contract. You will be billed only for the remaining amount that is not covered under your group insurance plan.

Should your pharmacist or dentist have **problems submitting your claim**, the following checklist will be useful to ensure a successful transaction.



Validate with your provider:

✓ The member's date of birth is accurate.

✓ The relationship code (relationship with the member) is accurate.

 ✓ The provider number indicated in the lower right section of your card is for AGA FINANCIAL GROUP: Pharmacist: Code 35 Dentist: Code 610226

✓ The provider's identification number shown on your card is alphanumeric, some pharmacists and dentists confuse the characters Ø (zero) and O (letter). The zero's before the certificate number and group number needs to be entered as well in the system.

If the transaction was unsuccessful for any reason, the pharmacist or dentist can call AGA Customer Service at 514 935- 5444 or 1 800- 363- 6217 from Monday to Friday between 8:30 a.m. and 8:00 p.m. for assistance.