



SECTION 1 - PLAN MEMBER INFORMATION

Form with fields: PLAN MEMBER ID, EMAIL ADDRESS, SURNAME, FIRST NAME, PHONE NUMBER, ADDRESS, COMPANY NAME, CITY, PROVINCE, POSTAL CODE

SECTION 2 - MANDATORY DECLARATION

Declaration text: Do you have any other group insurance coverage... If Yes, please provide Insurance company's name... Do you want to coordinate this claim with your other RBC Life Coverage?...

SECTION 3 - CLAIM DETAILS

Table with 7 columns: PATIENT'S NAME, DEP NO., DATE OF BIRTH (YR, MO, DAY), PROFESSIONAL/SUPPLIER'S NAME, DATE OF CLAIM (YR, MO, DAY), TYPE OF EXPENSE, TOTAL AMOUNT CHARGED PER VISIT/ITEM. Includes a TOTAL CLAIMED row.

FOR PRESCRIPTION DRUG CLAIMS ONLY:

TO FACILITATE CLAIMS PROCESSING:
. Please note: Cash register receipts, credit card receipts and/or debit slips alone are insufficient. Official pharmacy receipts are required.
. Original receipts must contain patient's name, date of service, Rx number, drug name, quantity dispensed and Drug Identification Number (DIN)
. If injectable, please provide breakdown of quantity dispensed, drug cost and administration fees.
If claim is from OUT OF COUNTRY, please provide:
Name of Country Visited Currency Used Name of Drug

SECTION 4 - AUTHORIZATION

SIGNATURE OF PLAN MEMBER DATE
By signing this claim form and/or submitting actual receipts, I agree that the information provided on this form is complete and accurate. I understand that the information provided by me to RBC Life about myself and my dependents, will be used by RBC Life for claims adjudication and any other services necessary in the administration of our benefits which may include the exchange of information with other parties to administer this benefit claim.
I am authorized by my spouse and/or dependents to disclose and receive information about them that is used for these purposes. I understand that this information may be seen by the insured.

SECTION 5 - MAILING INSTRUCTIONS (See reverse for claim submission instructions)

ALL CLAIMS MUST BE RECEIVED WITHIN 12 MONTHS OF THE DATE OF SERVICE (unless otherwise stated in your benefit plan documentation). PLEASE ATTACH ALL ORIGINAL DOCUMENTATION and retain copies for your files as original receipts will not be returned. Send your claim to the corresponding address below (be sure to indicate the full address on the envelope):
PROFESSIONAL SERVICES MEDICAL ITEMS VISION & ACCOMMODATION DRUG OTHER CLAIMS
P.O. BOX 1613 P.O. BOX 1610 P.O. BOX 1603 P.O. BOX 1602 P.O. BOX 1601
WINDSOR, ON WINDSOR, ON WINDSOR, ON WINDSOR, ON WINDSOR, ON
N9A 0B8 N9A 0B7 N9A 0B6 N9A 0B5 N9A 0B4
To avoid additional postage costs, please submit multiple claims in one envelope to any of the addresses listed above. When in doubt, choose the "OTHER CLAIMS" address.
CUSTOMER SERVICE CENTRE 1-855-264-2174 www.rbcinsurance.com

## RBC Life CLAIM SUBMISSION INSTRUCTIONS

**Please call our Customer Service Centre at 1-855-264-2174 if you require any assistance in completing this form.  
Please ensure that you always provide your Plan Member ID in full, including suffix (ie. 00, 01, etc.)**

FOR BENEFIT TYPE (where applicable):	ALWAYS ENCLOSE THE FOLLOWING ITEMS WITH THE ABOVE CLAIM FORM:
Audio (Hearing Aids)	Itemized receipts showing <ul style="list-style-type: none"> <li>. patient name</li> <li>. services &amp; dates</li> <li>. audiologist name &amp; address</li> <li>. breakdown of charges (i.e. Acquisition cost, fee, mold)</li> </ul>
Prescription Drugs	All itemized prescription drug receipts from your pharmacist * Please note cash register receipts, credit card receipts and/or debit slips alone are insufficient. Official pharmacy receipts are required. Please contact your pharmacy for a duplicate copy.
Professional Services (physiotherapy, chiropractor, massage therapy, etc.)	Itemized receipts showing <ul style="list-style-type: none"> <li>. patient name</li> <li>. individual date &amp; nature of treatment</li> <li>. charge for each service</li> </ul> *Some professional services may require a medical referral/physician prescription. Please call Customer Service at 1-855-264-2174 for details.
Durable Medical Equipment (including prosthetics or orthotics)	Itemized receipts showing <ul style="list-style-type: none"> <li>. patient name</li> <li>. a detailed description of the equipment</li> <li>. name &amp; address of supplier</li> <li>. date &amp; charge for each service</li> </ul> *Some medical equipment may require a medical referral/physician prescription and/or prior authorization. Please call Customer Service at 1-855-264-2174 for details.
Hospital Accommodation	Itemized receipts showing <ul style="list-style-type: none"> <li>. patient name</li> <li>. number of days in semi-private/private accommodation</li> <li>. rate charged per day</li> <li>. admission &amp; discharge dates</li> </ul>
Vision Care	Itemized receipts showing <ul style="list-style-type: none"> <li>. patient name</li> <li>. copy of vision prescription</li> <li>. a breakdown of charges for lenses &amp; frames</li> <li>. date eyewear received or paid in full</li> </ul>
Extended Health - General	Itemized receipts showing <ul style="list-style-type: none"> <li>. patient name</li> <li>. a detailed description of services or supplies</li> <li>. provider's name &amp; address</li> <li>. date &amp; charge for each service</li> </ul> *Certain types of service or supplies may require a medical referral/physician prescription and/or prior authorization. Please call Customer Service at 1-855-264-2174 for details.
Out of Province/Country	Call Customer Service at 1-855-264-2174 for detailed claims submission instructions
Private Duty Nursing	Call Customer Service at 1-855-264-2174 for detailed claims submission instructions *Pre-approval is required for all nursing claims - call Customer Service for details.