

**WE'RE HERE TO HELP!** Please note the following important information regarding filing a claim with Assurant.

- It is important that you complete all required sections and include documentation to avoid delays in processing your claim.
- If required, use a separate sheet of paper to include the name and account numbers of multiple accounts also covered by Assurant.
- You are responsible for continuing to make your regular scheduled payments until a decision is made by us on any claim submitted under the Certificate.

## Complete sections for your claim type as identified below:

Review the checklist to make sure that you have provided all required documentation and have completed, signed and obtained signatures for all required sections in full.

**1**

- ☐ Complete and sign Section 1.
- ☐ Have your family physician or specialist complete Section 2.

**2**

### WHEN TO RETURN FORMS AND SUPPORTING DOCUMENTATION

The Continuing Claim Form must be completed by your family physician or specialist if your loss will continue beyond the last payment date.

**3**

### SEND US THE COMPLETED FORMS AND ALL SUPPORTING DOCUMENTATION

Assurant, Financial Claims  
1945 King Street East, Suite 100, Hamilton, Ontario L8K 1W2

We recommend that you retain copies of all documentation submitted to us for review.

Once your claim has been submitted, please allow **15 business days** for processing. All benefit payments are paid directly to your creditor, and will be shown on your monthly billing statement.

## SECTION 1

PLEASE PRINT

## CLAIMANT'S INFORMATION

MUST BE COMPLETED IN FULL

CLAIMANT'S NAME		CLAIM NUMBER		ACCOUNT NUMBER	
ADDRESS <input type="checkbox"/> CHECK HERE IF ADDRESS HAS CHANGED					
STREET		CITY		PROVINCE	POSTAL CODE
CREDITOR NAME					
PREFERRED METHOD OF COMMUNICATION <input type="checkbox"/> MAIL <input type="checkbox"/> EMAIL		EMAIL ADDRESS (IF AVAILABLE)			
DESCRIBE YOUR CURRENT ACTIVITIES OR ANY CHANGES IN YOUR CONDITION					
HAVE YOU RETURNED TO WORK? <input type="checkbox"/> YES <input type="checkbox"/> FULL-TIME <input type="checkbox"/> PART-TIME <input type="checkbox"/> NO		IF YES, WHAT DATE MM DD YYYY		# OF HOURS/WEEK	ARE YOU RECEIVING WCB OR OTHER DISABILITY BENEFITS? <input type="checkbox"/> WCB <input type="checkbox"/> NO <input type="checkbox"/> OTHER, SPECIFY: _____
ARE YOU RECEIVING CPP / QPP? <input type="checkbox"/> YES <input type="checkbox"/> NO IF YES, PLEASE PROVIDE US WITH A COPY OF YOUR ACCEPTANCE LETTER OR VERIFICATION THAT YOU ARE RECEIVING CPP / QPP.					
<p>I certify that the above information is true and correct. I authorize any employer, physician, hospital, insurer or other organization, or person having my records, data or information concerning this claim, to furnish such record, data or information to Assurant or authorized representative if requested. I understand that in executing this authorization, I waive the right for such information to be privileged.</p> <p>A photocopy of this authorization shall be considered as effective and valid as the original.</p> <p>This authorization shall remain valid for the duration of the claim.</p> <p><input type="checkbox"/> By checking this box, I acknowledge that the above statement is true as of _____</p>					
CLAIMANT'S SIGNATURE		TELEPHONE NUMBER (       )		DATE	MM DD YYYY

## SECTION 2

PLEASE PRINT

## PHYSICIAN'S STATEMENT

TO BE FURNISHED WITHOUT EXPENSE TO THE INSURANCE COMPANY

<b>PATIENT'S FULL NAME</b>																			
LAST NAME										FIRST NAME, MIDDLE INITIAL						AGE			
<b>PATIENT'S ADDRESS</b>																			
STREET, APT#										CITY				PROVINCE		POSTAL CODE			
OBJECTIVE DIAGNOSIS / FINDINGS														DIAGNOSTICS CODE(S) <input type="checkbox"/> ICD-9 _____ <input type="checkbox"/> CPT _____ <input type="checkbox"/> DSM III _____					
<b>DATES OF TREATMENT FOR THE LAST 6 MONTHS</b>																			
1	MM	DD	YYYY	2	MM	DD	YYYY	3	MM	DD	YYYY	4	MM	DD	YYYY	5	MM	DD	YYYY
6	MM	DD	YYYY	7	MM	DD	YYYY	8	MM	DD	YYYY	9	MM	DD	YYYY	10	MM	DD	YYYY
DATE OF NEXT VISIT MM DD YYYY			FREQUENCY OF VISITS <input type="checkbox"/> WEEKLY <input type="checkbox"/> MONTHLY <input type="checkbox"/> OTHER _____										DID PATIENT HAVE SURGERY SINCE LAST REPORT? <input type="checkbox"/> YES <input type="checkbox"/> NO						
IF SO, DESCRIBE SURGERY															SURGERY DATE MM DD YYYY				
IS PATIENT STILL UNDER YOUR CARE FOR THIS CONDITION? <input type="checkbox"/> YES <input type="checkbox"/> NO			IF YES, ESTIMATE THE DATE THE PATIENT CAN RETURN TO WORK MM DD YYYY										IF NO, DATE PATIENT WAS RELEASED FROM YOUR CARE MM DD YYYY						
LIST PATIENT'S FULL LIMITATIONS																			
PROGNOSIS															HAS PATIENT PROGRESSED? <input type="checkbox"/> YES <input type="checkbox"/> NO				
GIVE EXACT DATES OF INABILITY TO WORK			FROM MM DD YYYY			TO MM DD YYYY			<input type="checkbox"/> HIS/HER OCCUPATION <input type="checkbox"/> ANY OCCUPATION										
GIVE DATES OF PARTIAL INABILITY TO WORK (ABLE TO PERFORM SOME DUTIES)			FROM MM DD YYYY			TO MM DD YYYY			<input type="checkbox"/> HIS/HER OCCUPATION <input type="checkbox"/> ANY OCCUPATION						# OF HOURS/WEEK				
IN YOUR EXPERT OPINION, HOW WOULD YOU QUALIFY THIS PATIENT? <input type="checkbox"/> PERMANENTLY DISABLED <input type="checkbox"/> TEMPORARILY DISABLED <input type="checkbox"/> NON-DISABLED			IF TEMPORARILY DISABLED, HOW MUCH LONGER DO YOU EXPECT THE PATIENT TO BE DISABLED? <input type="checkbox"/> 1 MONTH <input type="checkbox"/> 2 MONTHS <input type="checkbox"/> 3 MONTHS <input type="checkbox"/> OTHER: <input type="checkbox"/> 4 MONTHS <input type="checkbox"/> 5 MONTHS <input type="checkbox"/> 6 MONTHS _____																
<b>I HEREBY CERTIFY THAT THE INFORMATION PROVIDED ABOVE IS TRUE AND ACCURATE TO THE BEST OF MY KNOWLEDGE</b>																			
PHYSICIAN'S NAME (PLEASE PRINT)												PHYSICIAN'S ADDRESS STAMP							
ADDRESS																			
MEDICAL ID #																			
TELEPHONE NUMBER						FAX NUMBER													
PHYSICIAN'S SIGNATURE						DATE MM DD YYYY													
<b>FORM MUST BE SIGNED OR STAMPED BY DOCTOR'S OFFICE</b>																			