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# Process managed by Assumption Life

(Temporary measure for COVID-19)

## New Sales

When a new sale is confirmed, please send an email to our Sold Group team at [newgroup@assumption.ca](mailto:newgroup@assumption.ca) with the email addresses of each person who will be required to sign the proposal document. Our team will send out the document for signature based on current turn around delays.

If the client wants to receive the enrollment forms for electronic signature, the plan administrator will be required to provide the email address and the preferred language of communication of each employee. Each enrollment form will be sent to the plan administrator and the employee for them to complete their respective sections on the enrollment form. Follow up for filling out the enrollment forms within the established deadline will be the responsibility of the plan administrator.

## Customer Service

Our Customer Service Department has the ability to send enrollment forms, change request forms, and statements of health for electronic signature. A request, which includes the email address of the clients who will sign the document, must be sent to [group@assumption.ca](mailto:group@assumption.ca). This option is available to all existing groups.

## For which documents can Assumption accept an electronic signature?

Assumption Life accepts electronic signatures on submissions for new sales and administrative forms, including the enrollment form, a change request form and the statement of health. Life and Disability claim forms still require an original signature.