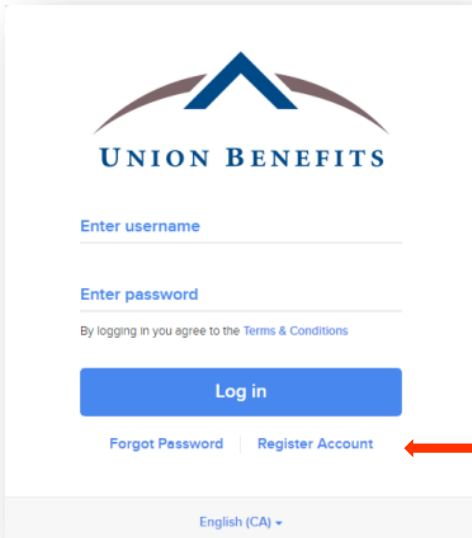


Union Benefits Online Claims Access



You are able to view your health and dental benefit claims history through our Union Benefits online claims portal. This efficient tool offers you an opportunity to view your claim history and payments **and** print the Explanation of Benefits if your claim payments are deposited directly to your bank account.

To sign up, please type the following URL address into your web browser address field, **in its entirety**, then press the “enter” key:

<https://unionbenefits.onlineclaimsaccess.net/Login.aspx>

Click on “**Register Account**”

You will need to enter the following information to sign up:

Group Number – The group number, also known as Policy Number, can be found on your member card.

Certificate Number – The certificate number, also known as Member ID, can be found on your member card.

Postal Code – This is your home address postal code.

Date of Birth – Can be selected from the calendar.

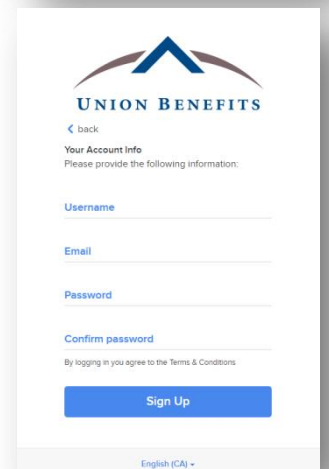
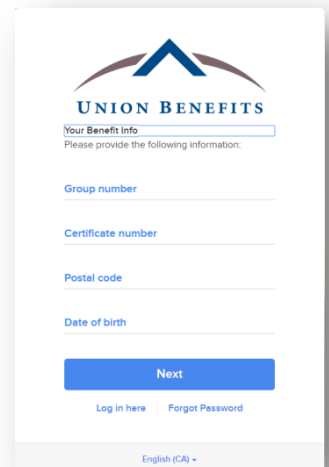
Username – Please choose a username.

Email – A valid Email address which will be used by the system to communicate with you.

Password – Your password must be at least 8 characters in length, not based on your username and must contain at least one character from 3 of the 4 following groups: number (0-9), upper case/capital letters (A-Z), lower case letters (a-z) and special characters (! \$ % ^ & * () ; : @ # ~ etc.)

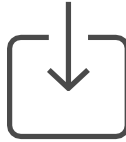
You will have to remember your username and password to login each time.

If you forget your login name or password, you can click on the “Forgot your username or password?” link on the home page. Once you enter your policy and certificate number, postal code and date of birth, you will get an automatic reply email with your information.



NOTE: The Group Number, Certificate Number, Postal Code and Date of Birth must be the same as what we have on our system for your record. If any field is not matching, you will receive an error message. If you have any questions regarding your information please contact: info@ubps.on.ca





Instructions to download the app



Apple

How to download the app through iTunes

1. Open App Store on your iPhone or iPad*
2. Click the Search button
3. Type in "Union Benefits Mobile Claims"
4. Click "GET" to download the app



*If you are downloading the app for your iPad, please make sure to select "iPhone version" before searching.

If you currently use the Symbility Mobile Claims app, your login credentials will no longer be valid. Please proceed with the steps above to download the new Union Benefits Mobile Claims app today!

After this is completed, you can delete the old app as it will no longer be valid.



Android

How to download the app through Google Play

1. Open the Google Play Store app.
Note: you can also go to play.google.com
2. Search or browse "Union Benefits Mobile Claims"
3. Select "Union Benefits Mobile Claims"
4. Tap Install



If you currently use the Symbility Mobile Claims app, your login credentials will no longer be valid. Please proceed with the steps above to download the new Union Benefits Mobile Claims app today!

After this is completed, you can delete the old app as it will no longer be valid.

Blackberry users can either download the Android App after first installing an 'Android Patch' from Blackberry World, or through the Union Benefits Online Claims Access portal using their web browser at: <https://unionbenefits.onlineclaimsaccess.net/Login.aspx>