

**Great-West Life**  
your Benefits Solutions People

# GroupLine

News and updates  
for advisors and  
plan sponsors



## Features added to *GroupNet for Plan Members*

Great-West Life's *GroupNet™ for Plan Members* website has been updated with enhancements to make the website even easier to use. Under *Your Profile*, plan members now have the ability to request a text message option for claim payment notification and to update their address information on the site.

### Text message notification

Plan members who have selected direct deposit claim payment and eDetails now have the option of being notified by text message to their mobile phone when their claims have been processed.

### Address maintenance

This new feature allows registered plan members to add or update their address information directly on *GroupNet for Plan Members* without having to complete a paper enrollment change form and without contacting their plan administrator or Great-West's customer contact centre.

Currently, most plan member address information is updated only at the time of a claim, meaning that address information can remain out-of-date with Great-West until a claim is received. Changes to address information typically appear on the website in one to two business days.

Plan members can maintain a Canadian or U.S. address, but will be instructed to contact Great-West if their address is outside these countries.

The address feature is available to all plan members. However, for plan sponsors who currently maintain their plan members' address information or who do not want their plan members to maintain this information themselves, Great-West will allow plan members to "view only."

For plan sponsors who maintain their plan members' address information but allow plan members to submit changes to Great-West, the address feature will be enabled.

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## Plan member communications

These updates will be shared with plan members as part of Great-West's eClaims promotion. Watch for more communications over the next month to help you promote these features and others to your plan members.

## For more information

Please contact your benefits advisor or Great-West group representative.

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