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## Security enhancements for PMOS and My Benefits App

At RBC Insurance®, we're committed to safeguarding client information on our digital platforms. As such, we recently introduced new enhancements to the My Benefits App and Plan Member Online Services (PMOS) accessible via Group Online Insurance.

### 1. Plan Member Online Services

To strengthen security, bank account information is now masked with asterisks. To make changes to their banking information, plan members will need to validate their **transit, bank and account**.

Your Bank Account Details

We need you to enter your transit number, bank number, and account number below so we can directly deposit payments into your bank account. Click on the question mark to see where to find those numbers. [?](#)

Please be very careful when you enter these numbers because even one tiny mistake will stop the payment from reaching you.

**Please note.** You must have a Canadian bank account to be eligible for direct deposit.

What we currently have on file

| Transit Number | Bank Number | Account Number |
|----------------|-------------|----------------|
| *****          | ***         | *****678       |

Confirm Bank Account Details

| Transit Number       | Bank Number          | Account Number       |
|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

[Confirm Bank Details](#)

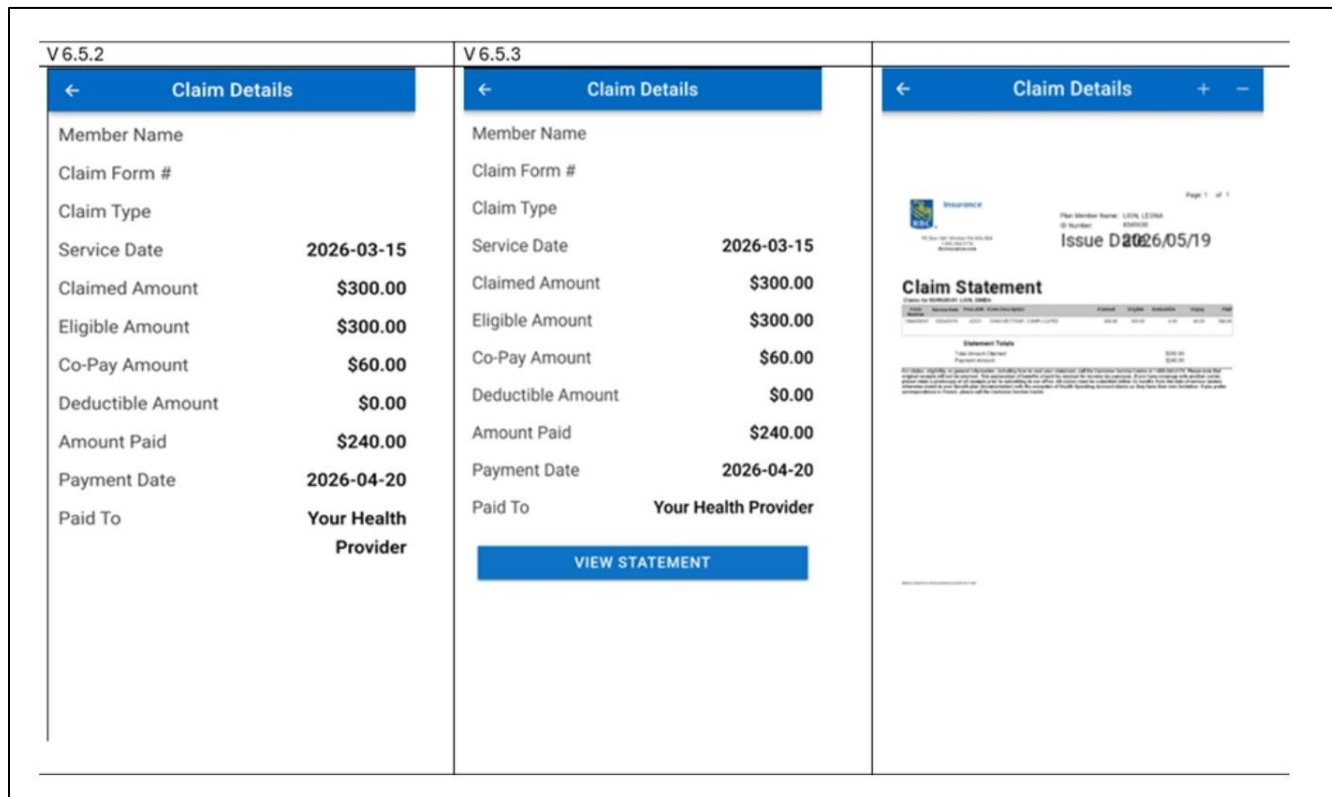
**Note:** this validation feature has been added to PMOS only and does not impact the My Benefits App.

### 2. My Benefits App

To improve usability and security, the My Benefits App has been updated to version 6.5.3, which includes:

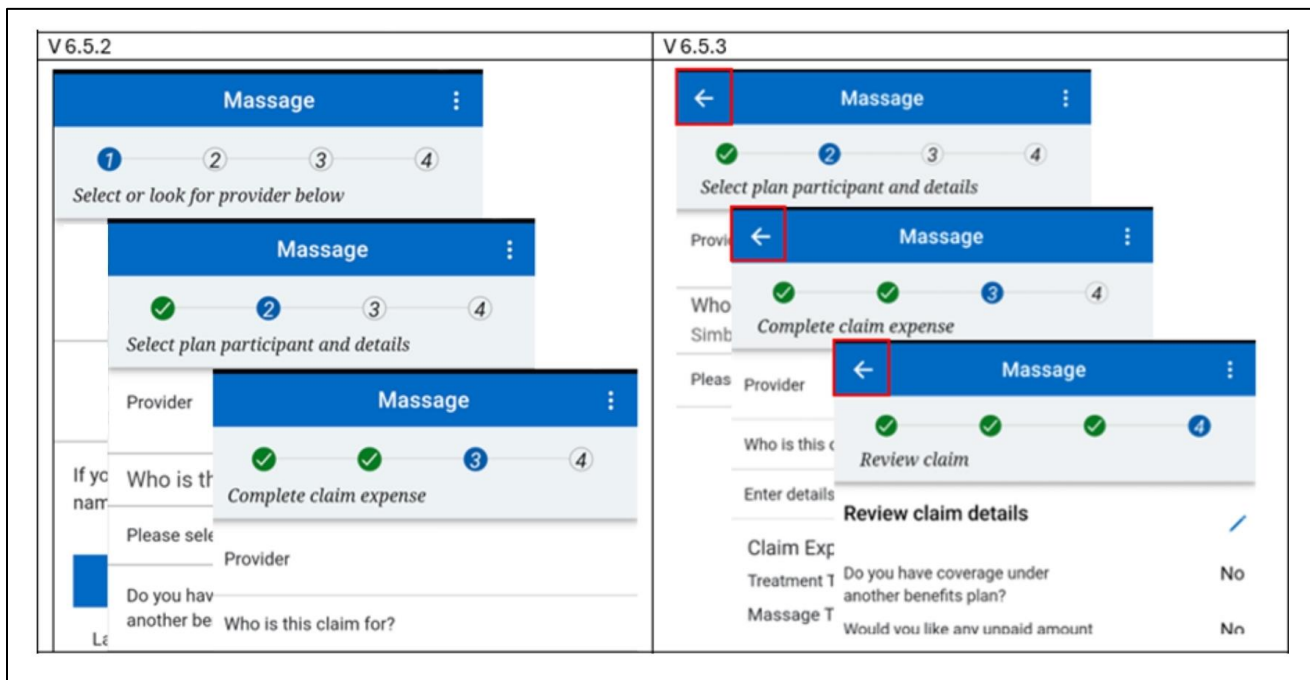
#### A. View Statements for Claims Paid to Provider

Plan members can now easily access and view detailed statements for claims that have been paid directly to their healthcare provider.



### B. Enhanced Navigation for Submitting Claims

A back button has been added to the claim submission process, making it easier to navigate between pages.



### C. Accessibility and Security Enhancements

Implemented new security protocols and added new labels to dental service claims to improve accessibility when using voice over features.

#### Next steps:

We will share this [information](#) with your clients on June 4, 2026

## Questions?

If you have further questions about how RBC Insurance group benefits can help your clients, please contact your local Group Sales Consultant at 1-855-264-2174.

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