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Assisted enrolment: Streamlining registration for RBC Online Insurance

Over a year ago, we [launched assisted enrolment](#) to make it easier for your clients to register for RBC Online Insurance. This feature streamlines the registration process for new plan members and helps them access their benefits sooner.

We would like to remind you and your clients of this process and highlight key points to remember.

What is assisted enrolment?

Setting up New Business: Plan members will receive an automated email inviting them to register for RBC Online Insurance if they meet all the following conditions:

- a) have Extended Health Coverage (EHC) and/or dental coverage
- b) are enrolled through self-enrolment, the [Plan Administrator Portal](#), or New Business Census
- c) have **both** an email address and a valid mobile phone number on file

For Inforce Business: Plan members being added to an existing inforce plan will receive an automated email inviting them to register for RBC Online Insurance if they meet all the following conditions:

- a) have Extended Health Coverage (EHC) and/or dental coverage
- b) are enrolled through self-enrolment or the Plan Administrator Portal
- c) have **both** an email address and a valid mobile phone number on file

When a plan member clicks the automated email link, they will only need to **verify their phone number** to complete their registration into Online Insurance. This makes completing registration simple and seamless for both you and your employees.

What is RBC Online Insurance?

[RBC Online Insurance](#) is a user-friendly platform for all new and existing Group Benefits plan members with health and dental coverage to view their RBC Insurance® products in one place. Users can access Online Insurance to update personal information, submit Health & Dental Claims, and access our suite of wellness resources.

What you need to know

New Business: Plan members may receive the automated assisted enrolment email as soon as 48 hours after the policy has been submitted, which **may be prior to its effective date**. Registering before the effective date means they can create their account early and start using it once the effective date begins.

Inforce Business: Plan members enrolled through the Plan Administrator Portal for an inforce group will receive the assisted enrolment email within 1–3 business of being added to the plan. Registering before the effective date means they can create their account early and start using it once the effective date begins.

Please note: The assisted enrolment link **expires after 7 days**. If a plan member clicks on the link after 7 days, they will see a notice that the link has expired. They will be able to continue to registration from there, but they will need to enter their plan member ID and policy number.

Next steps

We will share this news with your clients that have EHC and/or dental coverage via the [attached communication](#) on August 26, 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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