



## eDelivery just got simpler for your clients!

You asked and we listened! An improved eDelivery experience is here for your clients making it easier than ever for them to receive their policies electronically!

### What you need to know

- Clients who opt in for eDelivery<sup>1</sup> are no longer required to register for an Online Insurance account for their policy to be considered delivered. Policies are now considered delivered as soon as you send them to your client electronically.
- Automated email reminders prompting clients to register for Online Insurance have been removed. Clients will still have the option to create an account if they choose to.
- The automatic switch to paper delivery if a client did not enroll in Online Insurance has been eliminated. All eApplications have been updated to remove the previous mention of mandatory Online Insurance enrollment.

### What you need to do

You will continue to receive an email confirming your client's contract approval. Once you receive it, please send the approved contract to your client, as the policy is not considered delivered until it has been shared with them. An [optional email template](#) is available to send the contract to them.

Although it is not mandatory for clients to enroll in Online Insurance, registering for an account can help them keep track of their policies all in a safe and secure spot.

### Advisor resources

Look for these resources under the eDelivery section on the [Digital Tools page](#) of the Sales Resource Centre:

- [Updated End-to-End Client and Advisor Experience How-to video](#)
- [FAQ](#)
- [Process for eDelivery of Life & Health Contracts](#)
- [Consent Form for Electronic Delivery of Contract](#)

<sup>1</sup> eDelivery is not available on The Fundamental Series®, Guarantee Standard Issue®, Medical Student Offer, Engineering Student Offer, exchanges and conversions. Refer to the [FAQ](#) for a full list of what is included.

## Questions?

Please call your local RBC Insurance® regional office at 1-866-235-4332.

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