Contracts with amendments submitted by EVO

How to proceed | Signature of amendments - contracts submitted by EVO

We encourage you to use the electronic signature process that allows fast processing times and avoids postal delays.

Electronic Signature	Paper Signature
• Download the documents to be signed from the event published in the Business Tracker • Review the content of the amendment with your client and answer questions. • Have your client sign the document in accordance with the requirements of the E-Signature best practices guide. • Re-transmit the amendment signed by Business Tracker.	• Download and print the documents to be signed from the event published in the Business Tracker • Review the content of the amendment with your client and answer questions. • Send the document to your client with a clear indication of where he or she should sign. • Once signed, we retransmit the amendment signed by the Business Tracker.

How to proceed | New illustration required

- Create a new illustration on EVO.
- Send it to your client to sign using one of the two options provided below.

We encourage you to use the electronic signature process that allows fast processing times and avoids postal delays.

Electronic Signature	Paper Signature
• Create a PDF file of the Illustration. • Send the PDF file to your client by email. • Review the content of the illustration with your client • Have your client sign the document in accordance with the requirements of the E-Signature best practices guide. • Re-transmit the illustration signed by Business Tracker.	• Imprimer la nouvelle illustration puis la transmettre à votre client en lui indiquant clairement où il doit apposer sa signature. • Review the content of the illustration with your client • Once signed, we retransmit the illustration signed by the Business Tracker.

How to proceed | Payment

Payment options are specified in the document.

- Transmit the document securely to your client for payment by the method of their choice.

FAQ

When will I receive my client's contract?

- Work is underway to enable you to obtain an electronic copy of the contract. This will eventually be made available to the client and your agency. The deployment of this solution will be announced at https://covid-advisor.ia.ca. Stay tuned!

How do I request a contract amendment?

- The advisor must complete the appropriate amendment form. Once duly completed and signed, forward it to his or her agency.

For assistance:

IT service desk *for technical support*
By phone: 1-888-610-5101
By email: interface@ia.ca

Client and partner contact center *for all other questions*
By phone: 1-844-4iA-INFO
By email: infolife@ia.ca

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