



CustomCare™

EASY SET-UP GUIDE

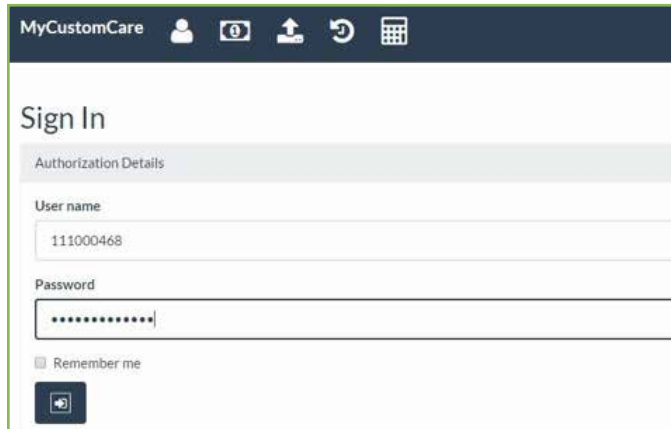
Online Claims Account

CREATING ONLINE ACCOUNT

This is an extremely easy and convenient way to add funds at any time!

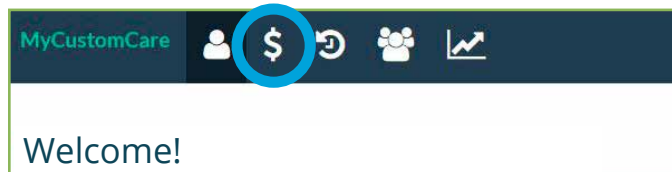
You can follow these easy steps below.

STEP 1: You need to login to your Admin account at <https://my.customcare.ca/>

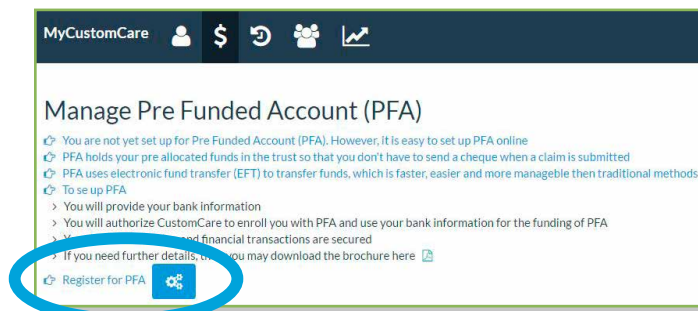


The screenshot shows the MyCustomCare Sign In page. The navigation bar at the top includes the MyCustomCare logo, a user icon, a dollar sign icon, a refresh icon, a group icon, and a chart icon. The main content area is titled "Sign In" and contains a form with the following fields: "Authorization Details", "User name" (with the value 111000468), "Password" (with masked characters), and a "Remember me" checkbox. A login button is located at the bottom left of the form.

STEP 2: Once logged in, you will click on the dollar sign on the navigation bar.



STEP 3: You need to click on the Register for PFA button



STEP 4: Fill out the banking info for your company, upload a copy of your company void cheque, check off the Authorize box and submit. At this time there is no need to enter a dollar amount, you are only setting up the banking information at this time.

MyCustomCare

Create Pre Funded Account (PFA)

Bank Account

Provide a valid bank account, which can be linked to CustomCare PFA

Institution Number (for example: 004)

Branch or Transit Number (for example: 02089)

Account Number (for example: 0896541234)

Initial Amount (for example: 500)

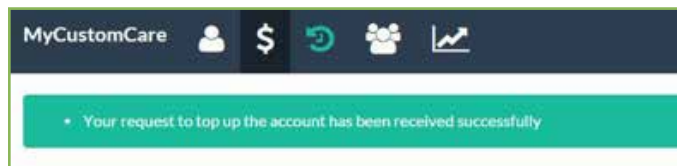
Upload a Void Cheque Image (JPG or PNG or PDF)

Choose File | No file chosen

I authorize CustomCare to collect the company's bank information

A sample cheque to locate required information

You will receive a confirmation message if the upload is successful.



STEP 5: You can now click on the PFA Account button again to add a top-up to your account

MyCustomCare

Manage Pre Funded Account (PFA)

Top up (One time)

This is one time top up only; there is no regular auto top up option available right now

Please review your bank account shown beside; this account will be used to transfer funds; please keep it up to date

It may take 2 to 3 business days to transfer your funds

Account Balance

1000

Top Up Amount

2000.00

You will receive a confirmation message once the request has been sent

