

# CustomCare Online Claims System

## FAQ

**What is an Online Claims Account?** An Online Claims Account is a web-portal that allows you to fund your claims electronically.

**How do I register for an Online Claims Account?** Log on to the CustomCare website at [www.customcare.ca](http://www.customcare.ca) and click on "Online Claims Account". You will then follow a few simple steps and upload your banking information.

**Do I have to keep a balance in my Online Account?** No, you can fund your claims as they are submitted.

**Do you pull the funds automatically from my company bank account?** No, you must login with your admin login credentials and authorize the amount that you wish to top up your account by.

**What is the turnaround time and how fast are the funds withdrawn from my account?** Once a request is made to top up your account, it takes 1-2 business days to leave your account and for CustomCare to receive the funds.

**If there are pending claims, how will I know?**

You can login to your admin account, and click on the Reports tab. Choose "Claim Limits and Pending Claims".

**What happens to remaining balances in my Online Account?** Any remaining funds are held in trust and are used against any future claims that you or your employees will submit.

**Are there extra fees for this service?** No, there are less fees by using the Online Claims Service. You will not pay any extra fees only the 10% admin fee and applicable tax no matter the amount of your claim.

**What reports do I have access to?** You will have access to your Online Account Activity, Claim Limits and balances and easily access your tax receipts.



  
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