

FREQUENTLY ASKED QUESTION

1 - Why did Sogedent Assurances and Sogemec Assurances decide to merge?

As shareholders, the **ACDQ for Sogedent** and **the FMSQ, the FMOQ, and the Corporation de service des notaires du Québec for Sogemec** supported this merger, guided by shared missions and values: to represent, support, and protect the interests of dentists, physicians, and notaries in Quebec.

By joining our two organizations, both driven by a shared vision of service, integrity, and closeness to our members, this decision will enable us to strengthen our capacity for innovation and offer you insurance and financial security services that remain at the leading edge of the market. This merger is designed to ensure the sustainability, agility, and added value of our services, while maintaining a governance structure aligned with the needs and interests of your professional communities.

2 - How will this merger affect my insurance coverage under the association's group policy and/or my individual insurance policy, as well as my access to my advisor?

Your insurance coverage stays the same, and you'll continue to have access to your dedicated advisor.

3 - Who should I contact if I have questions about my prescription drug, health, or travel insurance coverage?

You can contact Sogemec Assurances' customer service department, where our representatives will be happy to assist you with any questions you may have. They are available Monday through Friday from 8:00 a.m. to 4:30 p.m. at:

514-282-1425 / 1-800-361-3794
infodentiste@sogemec.com

4 - Who should I contact if I have questions about my life insurance, disability insurance, office expenses, critical illness coverage, or other types of coverage?

You can contact any our financial security advisors, who will be happy to meet with you in person or virtually, Monday through Friday, during the day or in the evening. Visit our website to schedule an appointment with an advisor at: <https://sogemec.com/en/professionals/dentist/advisors/>

You can also contact Sogemec Assurances at:

514-282-1425 / 1-800-361-3794
infodentiste@sogemec.com



5 - Who should I contact if I have questions about my car, home, or business insurance coverage?

You can contact our team of damage insurance brokers, who will be happy to answer all your questions, Monday through Friday from 8:00 a.m. to 4:30 p.m. at:

514-282-1425 / 1-800-361-3794

infodentiste@sogemec.com

6 - Who should I contact if I need to submit a claim for auto, home, or business insurance?

Your insurance policies are unchanged. You can file any claims directly with the insurer handling your case.

If you need assistance, please contact our team of damage insurance brokers, who will be happy to answer all your questions, Monday through Friday from 8:00 a.m. to 4:30 p.m. at:

514-282-1425 / 1-800-361-3794

infodentiste@sogemec.com

7 - I have an ongoing auto, home, or business insurance claim. Who should I contact to follow up on the case?

You can follow the usual procedure for any claims follow-up by contacting the insurer directly.

If you need assistance, please contact our team of damage insurance brokers, who will be happy to answer all your questions, Monday through Friday from 8:00 a.m. to 4:30 p.m. at:

514-282-1425 / 1-800-361-3794

infodentiste@sogemec.com.

8 - I used to pay my associative group policy premiums monthly via monthly direct debit. Do I need to take any action to keep this payment method?

No, you don't need to do anything. You'll be happy to know that the administrative fees that were added to your monthly premium will be eliminated as of May 1.

However, it is important to note that the bank transaction that will now appear on your account will be in the name of **Sogemec Assurances**.

9- I have medication and/or health insurance claims to submit to the insurer. What should I do?

IN PHARMACIES: **No changes**

As always, please present your insurance card to your pharmacist, indicating «SSQ Insurance», to ensure your claim is processed immediately.

ONLINE: **No changes**

Log in to your Customer Portal on the Beneva.ca website or download the Beneva app on your phone or tablet.

BY MAIL:

You can find the claim forms to fill out in the “Forms” section of our website:

<https://sogemec.com/en/professionals/dentist/home/>.

10 - How can I get information about the full insurance coverage available to dentists?

We encourage you to visit our website sogemec.com. There, you can schedule an appointment with a member of our team of advisors for a virtual or in-person meeting:

<https://sogemec.com/en/professionals/dentist/advisors/>.

You'll also find relevant information about the different insurance products specifically developed to respond to the needs of dentists. In addition, you will be invited to a webinar in the coming weeks.

11 - Who should I contact if I have questions about my existing insurance coverage?

Please rest assured: the team of advisors and brokers you know is still here to advise you and answer your questions. They are supported by a customer service team that is also available to answer your questions. You can contact us at:

514-282-1425 / 1-800-361-3794

infodentiste@sogemec.com

12 - I have documents in my possession with the name Sogedent Assurances on them. Are these documents still valid?

Yes, you can keep these documents, as they are still valid. We will update the documents to reflect Sogemec Assurances in the next few weeks.



13 - Will this affect the privacy and protection of my data?

No, Sogemec is subject to the same data protection and privacy laws and regulations as Sogedent. All Sogemec employees are equally committed to protecting and safeguarding your data with the same level of care and professionalism. Please feel free [to review our privacy policy](#) for more information.