

Perks for Desjardins Group retirees

Q&A

1. How can I get the new laminated ID card?

If you're already retired, you'll get your new card in October 2018 or in the coming weeks.

If you're retiring soon, you'll get your ID card within 2 months of your retirement date.

2. Can I still use my old paper card?

No. Please destroy it.

3. Does the new card replace our Desjardins group insurance card?

No. The new card doesn't replace the Desjardins group insurance card issued by Desjardins Financial Security. You need to keep your group insurance card if you're still covered under the group plan.

4. What does the new card get me?

Desjardins has negotiated a number of special perks for you.

5. Where can I find a list of these perks?

You can find the full list at www.rcd-dgp.com under the **Retirees** tab.

6. Will the list be updated?

Yes. Check the **Retiree** tab of www.rcd-dgp.com regularly. We'll be updating the list as new perks from retailers and partners are added.

7. A retailer or partner wouldn't give me the retiree rate. What should I do?

Contact the Desjardins Retirees Office at 1-888-884-8248. They should be able to help.

8. When making online purchases, how do I prove that I'm a Desjardins retiree?

Check with the retailer. Most will ask for a photo of your retiree card.

9. Can spouses still get perks after a Desjardins retiree dies?

Perks are for Desjardins retirees only.

10. Does the card have an expiry date?

No. The card has no expiry date.

11. I lost my card. What should I do?

Contact the Desjardins Retirees Office at 1-888-884-8248. It may take 2 months or more to get a new card.

12. I have questions. Who should I contact?

A: Contact the Desjardins Retirees Office at 1-888-884-8248.
