

During these unprecedented times Sutton Special Risk remains committed to supporting our clients, including continuing to process claims as quickly as possible. While we are working remotely we suggest that you take advantage of our online claim capabilities to avoid any delays that could be caused by sending mail or faxes to our office. We also recommend that you receive payments via direct deposit or wire transfer for faster payment.

**To file a claim or for questions about an existing claim, please contact us at:**



**Toll free (Canada and U.S.):** 1.800.461.3292  
**Phone:** 416.366.2223  
Monday to Friday 8am-5pm EST



[claims@suttonspecialrisk.com](mailto:claims@suttonspecialrisk.com)

### Submitting Claims by E-mail

Claims forms are available online [here](#). Please email completed forms to [claims@suttonspecialrisk.com](mailto:claims@suttonspecialrisk.com).

### Submitting Medical Claims on the Sutton Portal

Submitting a claim is fast and easy - just answer a few questions, take a picture of your receipts and submit it on the portal for our claims department to review. In your web browser, go to <https://suttonapp.weeverapps.com> and click "Log in" or "Sign up" to get started.

### Emergency and Global Assistance Services

On Call International remains available to Sutton's clients and continues to provide 24/7 assistance services during the novel coronavirus (COVID-19) pandemic outbreak.

- Medical Assistance
- Travel Assistance
- Security Assistance



In the event of an emergency, please call On Call as soon as possible. On Call is available 24 hours a day, 7 days a week. Please note that On Call is not a first responder. If you are in a medical emergency please call local emergency response services first and then call On Call as soon as possible after that.

**Toll Free (North America Only):** 1.855.464.8968  
**Collect from anywhere:** 1.603.328.1355

**Text Only Number:** 1.603.945.0103  
**Email:** [mail@oncallinternational.com](mailto:mail@oncallinternational.com)

### Receiving Your Claims Payment by Direct Deposit or Wire Transfer

For direct deposit or wire transfer, please email [claims@suttonspecialrisk.com](mailto:claims@suttonspecialrisk.com) with a scanned void cheque or the following banking information:

Direct Deposit:

- Name of Account Holder
- Bank Name
- Bank Address
- Bank Number
- Transit Number
- Account Number

Wire Transfer:

- Name of Account Holder
- Residence Address of Account Holder
- Account Number (aka IBAN number)
- Bank Name
- Bank Address
- Bank ID (aka Swift Code)
- Currency of Account

### Frequently Asked Questions About the Sutton Portal

#### 1. What can I do on the Sutton portal?

The Sutton portal offers a fast and efficient way to submit claim expenses anytime, from anywhere in the world. You can submit medical, dental and sports disability claims, and you will be notified by email on the status of the claim. For users with Travel and Medical coverage under their plan, there is important travel and medical assistance information, as well as quick access to the assistance portal.

#### 2. How do I access the Sutton portal?

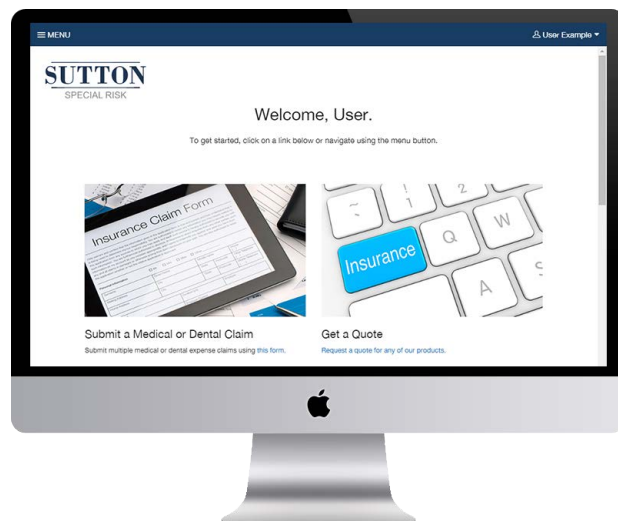
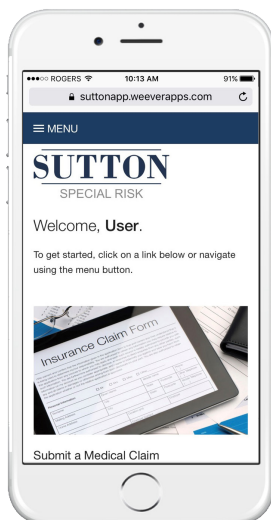
The Sutton portal is a web-based application, which means it can be accessed from any mobile or desktop device through an internet browser.

#### 3. What advantages are there to having a browser-based application?

There are many advantages to having a web-based application. A web-based app does not need to be downloaded from an app store, so it does not take up any space on your device. It can be accessed on any mobile or desktop device, so you can submit claims from your phone, tablet or computer. Users in remote parts of the world without access to an app store can still access the Sutton portal without having to worry about downloading it. It can be added as an icon on your home screen for all devices, appearing and functioning like a downloaded app.

#### 4. How do I sign up?

1. Go to <https://suttonapp.weeverapps.com> in your web browser.
2. Where it says, “Log in or sign up to get started”, click “Sign Up”.
3. To submit claims on the portal, you must complete all of the information in the *Sign Up* form. You can edit this information at any time in the *My Profile* section.
4. Click “Create my profile”. You will be notified by email when your registration is approved.



## 5. How can I save the portal as an icon to my homescreen?

For easy access, pin the web page to your home screen:

- On most smartphones - With the web page open, tap the menu/share button, then tap “*Add to Home Screen*”. The icon will appear on your home screen, so you can drag and drop it wherever you like.
- On most desktop browsers - With the web page open, click the settings icon, then click the tool that says, “*Pin to Start*” or “*Create Shortcut*”.

## 6. Do I have to enter my policy information each time I submit a claim?

The Sutton portal makes submitting claims fast and easy. Users are required to fill in their policy information only during *Sign Up*, and the information can be edited in the *My Profile* section at any time. This information is automatically submitted with your claim, so you do not have to enter your policy information every time.

## 7. How do I submit a medical or dental claim?

- Go to <https://suttonapp.weeverapps.com> or tap the icon you have saved to your home screen and log in.
- Click on the “*Submit a Medical or Dental Claim*” link on the homepage of the portal.
- Answer the three questions, completing your claim information in full. Upload a picture of your receipt and tap to sign.
- Select “*Email a copy to myself*” if you wish to receive a PDF of your claim submission, and click “Submit”.

## 8. How will I receive my benefit payment?

We recommend you choose to receive payments via direct deposit or wire transfer. For direct deposit or wire transfer, please email [claims@suttonspecialrisk.com](mailto:claims@suttonspecialrisk.com) with a scanned void cheque or the following banking information:

### Direct Deposit:

- Name of Account Holder
- Bank Name
- Bank Address
- Bank Number
- Transit Number
- Account Number

### Wire Transfer:

- Name of Account Holder
- Residence Address of Account Holder
- Account Number (aka IBAN number)
- Bank Name
- Bank Address
- Bank ID (aka Swift Code)
- Currency of Account

## 9. How long will it take for my claim to be processed and to receive payment?

Claims are processed and payments are issued within 3-5 business days of receiving all required information. Payment time will vary depending on how you choose to receive payment. Direct Deposit may take up to 3 business days depending on your financial institution. Wire transfer may take 1-2 business days to appear in your account.

## 10. Who do I contact if I have questions about the portal?

If you have any questions, please email [app\\_support@suttonspecialrisk.com](mailto:app_support@suttonspecialrisk.com).