

Canada Post Service Interruption

As you may have heard in the news, there is a possibility that there may soon be an interruption in Canada Post mail services. This would affect some activities for which we rely on daily mail service, like billing statements, submission of claims, premium payments and claim reimbursement cheques. It will have no effect on these activities that are being handled online.

If you aren't using *my-benefits*® right now, we encourage you and your employees to register at www.my-benefits.ca to minimize the impact of this interruption in mail services. Virtually all your plan administration and your employees' benefits activities can be managed online through the *my-benefits* portal. Premiums can be set to be drawn automatically from your account, and employees can set up direct deposits for their claims to be paid online.

If you need assistance setting up your *my-benefits* account, please contact our office. Our Customer Service Team can also walk you through the process of submitting a claim or finding your billing statement.

We will be monitoring the situation closely to mitigate the effects of any disruption of services.