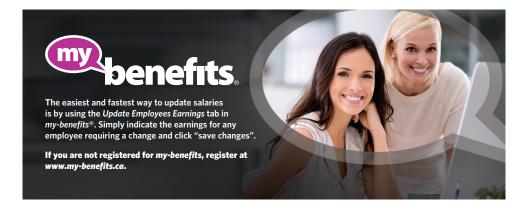# The Importance of Updating Employee Information

Changes to employee information can occur at any time throughout the year. We know how busy you are and that administering your group benefits plan is only one small part of what you do on a day-to-day basis. With that in mind, we wanted to check in and remind you to review and update your employee information.

In the past, you could expect an *Annual Firm Update* to show up in your mailbox with a list of your active employees and their current salaries. Now with *my-benefits®*, Chambers Plan's online administration platform, you can update your employees' status and coverage levels, enrol new employees, and update earnings from ANYWHERE, at ANY TIME.

There are a number of reasons it is important we receive timely notification of employee additions and status changes:

• If employees are not insured on time, they may be subject to a medical review, placing their insurability—or that of their dependent(s)—at risk.

• If employees' earnings are not updated, it could leave them underinsured.

• If an employee has had a status change (e.g. marriage, birth of a child) or is no longer employed by your company, but we have not been notified, coverage levels and billed premium could be incorrect.

If you are unsure of what earning amounts to include, please refer to the *Statement of Income Worksheet* found on **my-benefits.ca** and in the *Forms & Resources for Administrators* section of chamberplan.ca or speak with your local advisor. Some salary changes may not be guaranteed and require medical evidence. These individuals will be contacted directly with instructions. In cases where a salary change results in a new benefit amount, the *Certificate of Insurance* will be updated and can be accessed through *my-benefits* by both the Plan Administrator and the employee.

my benefits®

The easiest and fastest way to update salaries is by using the *Update Employees Earnings* tab in *my-benefits®*. Simply indicate the earnings for any employee requiring a change and click "save changes".

If you are not registered for *my-benefits*, register at *www.my-benefits.ca*.

Questions about *my-benefits* or how to submit pertinent changes? Please contact our Customer Service team toll-free at (800) 665-3365, email info@chambersplan.ca, or use the live 'Chat' function in *my-benefits*. We're here to help!