

November 2024

Contingency Plan in the event of Postal Service Disruption

Please note that in the event of a postal disruption, The Edge Benefits will be holding outgoing regular mail until the postal service resumes. If there are important documents or forms required immediately, please contact us and we will arrange to have a copy sent in an electronic format.

To ensure that coverage on all policies remains active and up to date, all regularly scheduled premium payments **must continue to be paid** throughout the duration of the Canada Post strike. If premiums are currently being submitted via Canada Post, please contact our office to make alternate payment arrangements.

For claims (excluding *Health & Dental and *Travel), please contact us and the appropriate claim forms will be sent to you electronically. You may in turn submit your claims via email to claimscustomer@edgebenefits.com or upload them securely at edgebenefits.com. Please ensure you encrypt/password protect all information being emailed to EDGE electronically, as the EDGE will not be responsible for safe electronic transmission.

For Co-operators Life disability claimants who receive their payments via Canada Post, claim cheques will be held by Co-operators Life until the postal service resumes, or you can call our office to set up automatic banking (EFT) deposit.

For all Chubb claimants, claim settlement cheques will be sent out via courier.

For any questions, contact the EDGE Client Service Call Centre at 1-877-902-EDGE (3343) or customerservice@edgebenefits.com.

***Green Shield - Extended Health Care and Dental Benefits**

GreenShield Online Services allows you to download copies of your plan ID cards, set up Direct Deposit for your claim's payments, and more at greenshield.ca. You'll be able to use your benefits without having to wait for the postal disruption to end. You may contact GreenShield Customer Service for assistance at 1-888-711-1119 Monday to Friday 8:30 to 8:30 EST, or contact The EDGE.

***Beneva (canassistance) – Travel Emergency Medical Benefits**

In the event of a postal strike, canassistance will hold all outgoing mail until service resumes. They will utilize alternatives such as email, e-fulfillment and fax when sending communication to clients during this period whenever possible. Direct Deposit will be set up wherever possible. If there are clients with existing claims who wish to know the status of their claim, they should call the canassistance Inquiry Line from Monday to Friday between 8:30 am and 8:00 pm EST at 1-844-780-9832.

Upload documents via website at: <https://canassistance.com/en/policyholder/depot>

Fax documents: 1-800-210-0015

Courier Documents: canassistance 1981 McGill College Avenue, Suite 400, Montreal, Quebec, H3A 2W9