

September 24, 2018

## 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](mailto:claimscustomer@edgebenefits.com). Please ensure you encrypt/password protect all information being sent electronically, as the EDGE will not be responsible for safe electronic transmission.

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

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

For vendors who normally provide invoices via Canada Post, you can email the invoice to [ap@edgebenefits.com](mailto:ap@edgebenefits.com)

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

### Green Shield Health and Dental Benefits

GSC's Plan Member Online Services is a self-serve website that will help you access all of your benefit plan information and set up direct deposit for claims, in the event of a postal disruption (and beyond).

Take advantage of all the benefits of direct deposit, and submit all of your claims online at [greenshield.ca](http://greenshield.ca). Green Shield has a **MOBILE APP TOO**... GSC on the Go®\*

### Allianz Global Assistance – Travel Medical Emergency Benefits

In the event of a postal strike, Allianz 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. If there are clients with existing claims who wish to know the status of their claim, they should call the AGA Claims Inquiry Line from Monday to Friday between 8:30 am and 8:00 pm EST at 1-800-363-1835, or email at [claims@allianz-assistance.ca](mailto:claims@allianz-assistance.ca).

Email documents: [submit@allianz-assistance.ca](mailto:submit@allianz-assistance.ca)

Fax documents: 519-742-9471

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