

# New dedicated support from Canada Life



In order to help ensure you're receiving prompt and accurate service from Canada Life; starting today, you now have a **dedicated VIP phone line that will give you priority service**. This number replaces the previous number you would call for questions and concerns about your coverage.

## You'll now call 1-888-381-4401 for questions or concerns about:

- Health benefits
- Drug coverage
- Health care spending account
- Out-of-country coverage/Travel medical insurance

Your new VIP line is available weekdays from 8 a.m to 8 p.m ET. You'll have access to this VIP line until our service levels stabilize. If you have questions about the My Canada Life at Work website (formerly known as GroupNet), you can continue to call 1-888-222-0775 weekdays from 8 a.m. to 8 p.m. ET.

## Why we're providing you with a dedicated phone line

You may have experienced some delays and errors with the services we provide you. We understand service delays and claim processing issues are frustrating and we're truly sorry this is happening. We've experienced higher than normal rates of absenteeism throughout the COVID-19 pandemic and expect a full recovery of staffing levels to be a challenge as variants continue to circulate.

## Other steps we're taking to improve service

We strive to provide all plan members with high-quality service. Overall, we're seeing improvements month over month as a result of our actions, but we continue to work on many areas with the goal of exceptional, timely service. 80% of claims are automated and paid within 2-3 days and those that need manual handling will soon be paid much faster than before when 95 additional claims examiners are added by the end of the year.

Other ways we're working to improve the quality of service you and all members receive:

- Investing in additional staff
- Updating training practices to get new people ready to work faster
- Increasing the speed and accuracy of claim payments through more automation
- Accelerating technology efforts to improve our team's ability to provide faster service

We certainly appreciate your patience and hope access to the VIP line improves your experience with us.

Sincerely,

Canada Life