

## Canada Post Strike

**As you may be aware, the Canadian Union of Postal Workers has been in negotiations with Canada Post. After the cooling-off period, there is a potential for a strike which may impact mail delivery services across the country. We understand that this situation could raise concerns about the continuity of your health and pension benefits administration. We want to assure you that we have implemented several measures to ensure seamless service during this period. We will continue to issue and receive mail as normal until there is an actual strike or a lockout.**

### **Submitting Claims**

To minimize disruptions, we encourage all plan members to utilize our secure online portal for submitting claims. This portal allows for the safe and efficient exchange of information without relying on postal services.

Ellement will accept claims via the claims app, email or by fax. Submissions must include a completed and signed claim form as well as the invoice or receipt. For dental pre-determinations, we will accept these by email provided the x-rays submitted electronically are legible.

### **Claims Payments**

Members who have enrolled in Electronic Funds Transfer (“EFT”) will continue to receive their payments by direct deposit to their bank account. The Explanation of Benefit Statement will be available via the claims app.

For members who still receive payment by cheque, we strongly recommend setting up electronic payments and direct deposits for all transactions. This will ensure that there are no delays in processing claims, pension payments or continuing coverage through self-payments.

### **Self-Payments**

Until a self-payment is received, we cannot activate or continue your benefits coverage. Members will need to make arrangements to have payments made by EFT or find an alternate way to make their self-payment. The Pre-Authorized Debit forms can be found on the website.

### **Registration Forms/Updates**

Ellement will accept faxed or emailed registration forms for the duration of the disruption provided the form is completed in full and signed/dated by the Member.

### **Retiree Monthly Pension Benefits**

Retirees currently in receipt of a monthly pension and who have already provided EFT information will continue to have their monthly payments deposited into their bank account on the first banking day of each month. For members who still receive payment by cheque, cheques will be held at our office. To ensure timely payment of your monthly pension you still have time enroll in the EFT program by completing the form found on the

website and returning by fax/email with a void cheque. If you do complete the EFT form, please verify your plan membership under the applicable Trust Fund and please confirm if the banking information can be used for both your Health and Pension accounts.

### **Submitting Completed Pension Applications**

Ellement will accept pension application via email or by fax. Submissions must include all of the completed forms provided to you in your pension application package. Your retirement becomes effective the first day of the month coinciding with or next following the date your completed pension application is received in by office. However, we are required to have all documents that contain signatures to be originals. Once you have faxed or emailed your signed documents to us, please mail the original signed documents to our office after the strike or lockout has ended.

### **Requesting Pension Applications**

The pension application form is available on the website, or you can contact Ellement directly. Once you complete the application and have attached the required proof of age documents for both you and your spouse (if needed) and any additional information, you should sign the application and return it to Ellement.

### **Communication**

We will continue to monitor the situation closely and provide regular updates on any changes that may affect our services via email, the website and communicating with the Local Union offices. Please keep an eye on your email and our website for the latest information.

Our priority is to ensure that your pension and benefits administration continues smoothly and without interruption. Our customer support team remains fully operational and ready to assist you with any inquiries or concerns. You can reach us via phone or email. We are committed to providing timely and effective support during this period. Our Call Centre hours are Monday through Friday 7:00 a.m. to 5:00 p.m. MST.

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