



**COPPERSTONE
FINANCIAL GROUP**
Financial Advisors & Employee Benefits

IMPORTANT UPDATE - CANADA POST STRIKE - 2018

Following are some alternative options and procedures to ensure there are no disruptions in your benefit service during the Canada Post strike.

CLAIMS SUBMISSION:

Online: Most insurance carriers are recommending employees submit claims online through the applicable carrier member website. Participants that are not currently signed up for online claims submission can contact our office and our team will be pleased to assist in the setup and submission process. Please note your carrier may also have a mobile app.

Courier: Paper claims can be submitted through our insurance courier service. Employees can drop claims by our office or we can arrange for bulk submissions. Please contact us to setup arrangements.

Fax / Email: Some carriers will allow claims to be submitted via email or fax; however specific procedures are required. Please contact our team to review this option.

CLAIMS PAYMENTS:

Carriers are encouraging participants to sign-up for their direct deposit option. We are happy to assist employees with this. Participants that do not wish to enroll in direct deposit will have their reimbursement cheques mailed once postal service resumes.

SUBMITTING INSURANCE PREMIUMS: Please note that insurance premiums will be due on the standard due dates. Insurance carriers are recommending employers utilize their Pre-Authorized Debit for delivery of your premiums. Please contact our office for the required forms. Alternatively, employers can drop premium cheques by the Copperstone office and we can forward payments via courier. Please note some carriers can be setup as an online bill payment.

Please contact our team for assistance. We can be reached at 902-538-9097 (TF: 1-800-363-3043) or service@copperstonefinancial.ca. We are located at 212 Commercial St, Berwick NS, B0P 1E0 (Behind North Mountain Coffee).

It is our pleasure to be of service!

Amazing Benefits / Amazing Employees