



IMPORTANT NOTICE REGARDING BENEFITS

November 3rd, 2023

We've had many members complain over the years about the efficiency of Manulife, their interaction with members over phone and email, and their overall difficulty to deal with.

As of January 1st, 2024, UNITE HERE Local 40 is changing benefit providers from Manulife to GreenShield. GreenShield covers dental & extended health.

Note: Life Insurance, Dependent Life Insurance, and Short-term Disability Claims will go through Canada Life.

THERE WILL BE NO CHANGE TO MEMBER BENEFITS and no change to our health administrator (Telus Health, formerly Morneau Shepell)

Until December 29, 2023, submit all of your claims to Manulife. Your access to the Manulife website and mobile app will end after December 31, 2023. Beginning January 1, 2024, submit all of your claims (including any claims from 2023 that weren't submitted to Manulife) to GreenShield.

In December 2023, GreenShield will mail your ID card with your new certificate number to your home address on file. Email **MyHealthAndPension@HROffice.com** to ensure they have your up-to-date mailing address and dependents' information.

If you would like to attend an info session about our new health care benefit provider GreenShield, including how to submit claims, please contact your Union Representative.

Remember: If you have questions about your benefits call our health administrator Telus Health at 604-294-4441 (and Press 5) or visit www.MyHealthAndPension.HROffice.com