



October 30, 2018

Dear Manitoba Association of Retired Government Employees,

The labour dispute at Canada Post has resulted in a possible disruption in mail service. Johnson has been preparing for this situation and we want to take this opportunity to remind you of the measure in place to look after MARGE Members.

We encourage customers to take advantage of our many existing procedures for claims processing and day-to-day administration of your account. And know that we will also endeavour to make accommodations whenever possible to get you the efficient service you've come to expect.

For the most up-to-date information and further instructions please refer to johnson.ca, and below is an overview of what we have in place

Thank you for continuing to make Johnson your preferred insurance partner.

Sincerely,

Jessica Simpson
Consultant, Group Benefits West

<https://www1.johnson.ca/canadapostworkdisruption>

Group Benefits

We currently provide Group Benefits members with options to submit claims and receive reimbursement without requiring mail service. We're also putting measures in place to minimize disruptions should there be problems with postal delivery. Here are steps you can take and things you should know:

Ask healthcare providers if they offer direct billing: We encourage you to use direct billing when healthcare providers offer this option (e.g. physiotherapists, optometrists, etc.).

Drop off claims and other forms: You are welcome to request and send forms by fax or email, to be printed and completed at home. They can also be dropped off in-person at a local branch listed <https://www1.johnson.ca/locations>.

Submit Claim online: New online claims submission form can be found on the Members only site <https://www.johnson-insurance.com/Members-Only/>

If you do not have Members only username and password, please contact our service department at 1.877.989.2600 Option #2 to have one issued. Once on the site, select **Claim Form** from the tabs located on the left hand side. When your claim is submitted successfully, you will receive a confirmation number via email.

Set up direct deposit: Claims reimbursement can be deposited directly into your bank account. Call us to find out how. If dropping off at a branch, include a void cheque along with forms and receipts.



Paying Premiums at Scotiabank: Johnson has made arrangements for Group Benefits members to make insurance payments at Scotiabank at no cost. Bring your cheque payment to Scotiabank in an envelope, addressed to Johnson Inc. C/O Scotiabank–transit #50013 and reference your name, member number, and group name or affiliation.

If Canada Post advises of a complete work stoppage cheques will be held until mail services resume: We want to ensure any cheques we issue make it to you, so we will hold all cheques until mail services resume.

Group Benefits I.D. cards: Since we cannot mail cards if Canada Post has a complete work stoppage, you're welcome to call us for policy and I.D. numbers, which will be acceptable for most medical providers, including pharmacies.

For Group Benefits claim inquiries, you can email or always call us.

(Phone) 1.877.989.2600 Option #2

(Email) pbservicewest@johnson.ca