



Deployment Date: October 31

Subject: Important Information: Preparing for a Potential Canada Post Strike

As a valued GreenShield plan member, we want to proactively inform you of a potential postal service disruption that could impact mail delivery across Canada.

Last week, the union representing Canada Post delivered a strike mandate and may initiate a work stoppage as early as Nov 3rd.

GreenShield's operations are not impacted by this action, however plan members who rely on Canada Post to submit claims or pay for services could face postal delays in the event that a Canada Post work stoppage occurs.

Tips to Support You

To avoid any disruptions or delays, we encourage you to take the following steps in the event of a Canada Post work stoppage:

- **Register for Online Services:** GreenShield's fully operational online services are available to support you every day. Given that over 94% of GreenShield claims are already processed online, we encourage you to use our online services to submit your claims and check your coverage for faster processing.
- **Set Up Direct Deposit:** If you currently receive claim reimbursements by cheque, we recommend signing up for direct deposit to avoid any delays caused by postal disruption and to receive your payments promptly.

If you have additional questions or require support registering for online services, our contact center is available to help Monday–Friday from 8:30am-8:30pm EST at 1-888-525-7587.

Thank you for your continued support of GreenShield and our mission of Better Health for All.

Sincerely,

GreenShield