



June 30, 2016

NSSBA Active and Retired Members,

You may be aware of an evolving labour dispute at Canada Post that has the potential to disrupt mail services as of July 2, 2016. As your group insurance administrator, we want you to know we are keeping a close eye on this situation and will keep you informed of our plans. Rest assured, we are working to ensure plan members will be well looked after.

Should mail services be disrupted, we will aim to provide the same level of service and care we're known for with minimal disruptions for our customers. More detailed information can be found on our website, but here is a snapshot of what we currently have in place.

Group Benefits Administration

We want to make sure that members can get the timely attention and care they need. We have many existing processes in place to ensure inquiries are processed quickly, and we encourage members to:

- Ask healthcare providers if they offer direct billing
- Set up direct deposit by uploading a void cheque when filing online

Members are also able to drop off applications and other forms in person at a branch—locations can be found on the johnson.ca website

To prevent mail to members getting stuck or lost in transit during the potential postal disruption, we will hold cheques and Medavie Blue Cross I.D. cards until mail services resume. Members can call us for policy and I.D. numbers, which are acceptable for most medical providers, including pharmacies.

Members are welcome to contact us for any assistance they need.

For inquiries, members can call us at 902-453-9543 (local) or 1-800-453-9543 (toll-free)

For the most up-to-date information and further instructions, please refer to johnson.ca