



CUSTOMER SERVICE **May 11, 2020**

20-18

May COVID-19 updates

Note: This GroupLine has new information concerning the handling of coverage during the COVID-19 pandemic under standard Canada Life contracts. The pandemic situation is changing rapidly, and so is the information, but past GroupLines can still be referenced. Coverages vary, so check your contract for coverages applicable under your plan.

Health and dental premium reduction updates

Last month we announced some premium reductions to help with current challenges. We're announcing some additional adjustments for May, which will appear on your June bill. These apply to non-refund dental, vision, and health care benefits.

- The dental premium adjustment for May will be 50% of premium.
- The health care and vision premium adjustment will be 10% of total health care premium (including drugs). It was previously 20%, and excluded drugs.
 - Total health care premium includes: non-pooled health care, pooled health care, drugs, vision, and travel assistance (GMA).

Some provinces are starting to open up their economies in phases. This means some providers will resume their services, perhaps in a limited fashion, depending on the type of service and provincial guidelines. We'll monitor the situation to see how premium adjustments may apply in the future.

PlanDirect premium reductions

Individual health insurance plans like PlanDirect can help employees who've been laid off or in cases where the employee group benefits plan has discontinued. You can help those employees by directing them to your advisor or myinsuranceplan.ca to consider the option of individual health insurance.

We're offering financial support to PlanDirect individual health customers in the form of premium reduction adjustments. These adjustments will be retroactive to April 1, 2020 and will appear on the May 15 premium withdrawal for June coverage. The specific reduction for April is based on the specific plan design chosen by each customer and will range from 8% to 36%. The reductions will be applied automatically.

We'll monitor the impact on claims over the coming weeks, and will share any extension or adjustments to these premium reductions.

Groupline

News and updates for advisors
and plan sponsors



Supporting frontline healthcare workers

Canada Life is supporting Canadian frontline healthcare workers by contributing \$100,000 to The Frontline Fund to help the fight against COVID-19. The funding will help arm frontline workers with the support, supplies and research funding they need during for the pandemic. The donation will also support northern communities and Indigenous health. This is our latest measure in our commitment to helping Canadians and communities during this pandemic.

Contact us

Please don't hesitate to contact your advisor or Canada Life representative if you have any questions.

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