

May 18, 2023

To: Benefit Administrators / Human Resource Personnel / Union Partners

From: Lorne Shiplack
Director, Benefits Services - Employee Benefits

Re: New: “Who do I contact when?” Poster
Employee Benefit Plans

3sHealth Employee Benefits has created a “Who do I contact when?” poster so that plan members know exactly which organization to contact depending on their inquiry. 3sHealth developed this at-a-glance poster based on employer and plan member feedback.

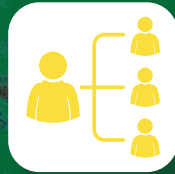
The poster is attached to this bulletin so that you can share it electronically as well as printing and posting a physical copy.

The poster is also available at 3sHealth.ca [here](#).

The idea to create this poster came from 3sHealth’s strategic priority project of providing “World Class Customer Service” to plan members, union and employer partners.

If you have any questions about this bulletin, please call a 3sHealth Benefit Services Officer at 1.866.278.2301 or email ebp@3shealth.ca.

Who do I contact when?



My Employer

- Leave of absence
- Other employment and HR inquiries.



3sHealth Employee Benefits

- General plan inquiries
- Life claims
- Disability applications
- Dependent changes to plan
- Retirement (health and dental, group life)

We are here to help at ebp@3sHealth.ca or 1.866.278.2301. Add it to your phone!



Canada Life

Canada Life's MyCanadaLifeAtWork.com for online claims

- Submit or check status of health or dental claim
- Claims estimates
- Coverage inquiries

Your dedicated line to Canada Life is 1.866.408.0213. Add it to your phone!



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