NORTHERN EMPLOYEE BENEFITS SERVICES | ᐅᑭᐅᖅᑕᖅᑐᒥᑯᓴᓇᔨᑦᑯᑯ ᐃᑲᔪᓯᐊᖅᑖᕈᑎᒋᕙᒃᑕᖏᓐᓄᑦ ᐱᔨᑦᓯᕋᖅᑏᑦ

MEMO

To: Northern Employee Benefits Services Employer Members
From: Northern Employee Benefits Services
Date: Monday, September 17, 2018
Subject: Canada Post Strike/Lockout

If Canada Post announces a nationwide disruption in postal service impacting mail delivery, NEBS is committed to providing the same level of service to Employer/Employee members.

FINANCE

NEBS invoices and statements are, and will continue to be, available through our online invoice portal. While we appreciate any effort our members make to maintain regular payment of their account, we do understand the unique challenges faced by our more remote employers. Our office will extend every courtesy and assistance wherever possible, for as long as mail delivery is disrupted. In the event that interest is charged as a direct result of the lack of postal service, please do not hesitate to contact Beverly Walker, Finance Officer at (867) 873-4965 or by email at beverly@nebsnorth.com to discuss having those charges reversed.

PROGRAM SERVICES

Employer

NEBS will be accepting all enrolments, salary changes, discontinuances, employee information changes, leave forms, etc. by fax at (867) 873-5801 or by email at cassandra@nebsnorth.com or rebecca@nebsnorth.com. Please note that all original documents should be mailed once delivery resumes. If you have questions or concerns, please contact Cassandra Cassoway, Manager Program Services or Rebecca Masongsong, Pension and Benefits Officer at (867) 873-4965 or by email at cassandra@nebsnorth.com or rebecca@nebsnorth.com.

Employee

The attached memo concerning claims should be posted for employee members.

NORTHERN EMPLOYEE BENEFITS SERVICES | ᐅᑭᐅᖅᑕᖅᑐᒥᑯᓴᓇᔨᑦᑯᑯ ᐃᑲᔪᓯᐊᖅᑖᕈᑎᒋᕙᒃᑕᖕᒋᓐᓄᑦ ᐱᔨᑦᓯᕋᖅᑏᑦ

MEMO

To: Northern Employee Benefits Services Employee Members
From: Northern Employee Benefits Services
Date: Monday, September 17, 2018
Subject: Canada Post Strike/Lockout

If Canada Post announces a nationwide disruption in postal service impacting mail delivery, Northern Employee Benefits Services and The Co-operators are committed to providing Employees with the same level of service until mail delivery resumes.

EXTENDED HEALTH & VISON AND DENTAL CLAIMS

Claim Forms and receipts should be sent to the attention of Cassandra Cassoway, Manager Program Services or Rebecca Masongsong, Pension and Benefits Officer either by fax at (867) 873-5801 or by email at cassandra@nebsnorth.com or rebecca@nebsnorth.com.

Claim Forms can be found on our website at www.nebsnorth.com under the tab Forms > Employees > Extended Health and Dental Claim Forms

EFT forms for direct deposit of benefits can be found on our website at www.nebsnorth.com under the tab Forms > Employees > Extended Health and Dental Claim Forms > Direct Deposit Application for Health Care/Dental Claims.

Claims may also be made online through The Co-operators Benefits Now website at https://planmember.cooperators.ca/logon/login.aspx or via the Benefits Now cell phone app available as a free download for iPhone or Android. Please contact our office for more information.

SHORT TERM AND LONG-TERM DISABILITY CLAIMS

To ensure Employee confidentiality please contact Cassandra Cassoway, Manager Program Services directly by phone at (867) 873-4965 or by email at cassandra@nebsnorth.com.

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