



June 6, 2011

An Update: The Postal Strike Is On . . . but they're Rotating

As a result of the recent news update regarding the rotating Postal Strike, ClaimSecure will continue with our plan as follows:

CLAIMS SUBMISSION AND PAYMENTS: ClaimSecure will continue to accept claim forms (with receipts) as follows:

1. Via Fax – 1-866-639-4958
2. Via e-mail – Please scan your claim forms and corresponding receipts and submit via e-mail to claims@claimsecure.com
3. Via Mail

IMPORTANT NOTE: During the rotating strike ClaimSecure will continue to mail cheques for processed claims, however, if your members wish to ensure timely payments this is the perfect opportunity to encourage them to sign up through the ClaimSecure website for Direct Deposit. For instructions to sign up for Direct Deposit, please go to our website – www.claimsecure.com and register in the bottom right hand box on the ClaimSecure homepage. Please note that a valid e-mail address is required for this service.

NEW AND REPLACEMENT BENEFIT I.D. CARDS

We will continue to mail new and replacement benefit I.D. cards throughout the rotating strike. If a new member has not received their card and requires health services, please provide them with their ClaimSecure Group # and Certificate # – it's all they need to submit a Drug, Dental or Extended Health Care claim.

In the event of a nationwide postal strike we will revert to our original plan which was communicated to you on June 1st.

Again, to ensure that your members continue to receive claim payments during the postal interruption, please encourage them to sign up for Direct Deposit.

