



ClaimSecure
eNews

Have a question
concerning this bulletin?
Please contact your
Client Service at:
1-888-479-7587

June 28th, 2011

An Update: CANADA POST IS BACK IN BUSINESS June 27th, 2011

Canada Post has resumed its Operations effective Monday June 27th, 2011, therefore, it will be business as usual at ClaimSecure. Identified below is our plan to return to normal service standards and practices.

CLAIMS SUBMISSION AND PAYMENTS:

All member cheques for those individuals who submitted claims via fax and/or e-mail and did not sign up for Direct Deposit will be released in the mail today.

NEW AND REPLACEMENT BENEFIT I.D. CARDS:

Effective immediately, we will release all new and replacement benefit I.D. cards that were held during the lockout.

SPECIAL AUTHORIZATION:

Effective immediately, for Special Authorization, we will begin responding to all special authorization requests via regular mail.

On behalf of all of us at ClaimSecure, thank you for your patience and support during the postal strike. We ask that you allow 5 - 7 business days to receive any outstanding claim payments and benefit cards while Canada Post clears up any backlog.

If you have any questions or concerns regarding the above information, please feel free to contact your Client Service Associate at 1-888-479-7587.



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