



January 2025

Update on Claims Processing Delays Due to Postal Strike

Dear Plan Members,

We want to update you on potential delays in claims processing due to the recent Canada Post strike. A backlog of paper claims is now arriving in significant numbers at Canada Life, and while proactive measures were taken during the strike to minimize the impact, Canada Life expects processing times to be impacted from mid-February through the end of March.

What You Need to Know:

- Approximately 100 additional staff were hired by Canada Life in anticipation of the increased volume of paper claims arriving in batches as mail is released.
- The backlog may also impact online claim submissions that require manual handling, in addition to paper claims.
- As of Friday January 24, 2025, the average processing time for manual claims was 5 days from the date they are registered at Canada Life.

Canada Life is closely tracking processing times and will notify plan administrators if the average exceeds 7 days.

Thank you for your patience and understanding.

Sincerely,

The Trustees

Benefits of Film