



- Consulting
- Disability Management
- Claims / Administration
- Pension / Actuarial

February 4, 2013

Dear Member:

**Re: CAW Local 2002 Disability Trust Fund
Group Insurance Disability Income Plan (GIDIP)
Air Canada – HR Service Provider (HR Connex)**

On behalf of your GIDIP Board of Trustees, they requested that we communicate the current delays disabled Members are facing as a result of Air Canada changing their HR Service Provider from Hewitt to IBM effective September 1, 2012 and the direction the Trust Fund has established to resolve these issues.

As the most recent Board of Trustees meeting both your GIDIP Board of Trustees and Plan Administrator (Canadian Benefits Consulting Group) expressed their concerns regarding significant delays disabled Members have encountered, such as:

- *Members not receiving their GIDIP STD Application forms in a timely manner and some Members have received their GIDIP STD Application forms without the completion of the Plan Sponsor Statement;*
- *Members not receiving their ROE to apply for Employment Insurance benefits following GIDIP STD;*
- *Plan Administrator not receiving the Rehab Reports in a timely manner;*
- *Plan Administrator not receiving Return to Work Notices in a timely manner;*
- *Plan Administrator not receiving the completed GIDIP LTD Plan Sponsor Statement in a timely manner.*

The Plan Administrator has and continues to address the Members' and Plan Administrator's issues with Air Canada. Air Canada has admitted that they are experiencing "some transition hiccups". Since this is having a negative impact on the disabled Members, Air Canada has agreed to meet with the Plan Administrator (via telephone conference calls) on a weekly basis to ensure that HR Connex is providing the necessary GIDIP information/documents in an accurate and timely manner, until such time that all parties are confident that the process is resolved and working.

Following is a brief outline explaining how the process works when a Member goes off sick:

- 1) When a Member goes off sick, who does the Member notify?
The Member notifies her manager or the resource planner for the department who will input the sick time into their system;
- 2) What triggers notification to HR Connex (IBM) to complete the GIDIP STD Application forms including the timelines?
EAS or Tag (systems used by the operations) feeds into Tru Trak which is the HR Absence Time Management System. HR Connex reviews the Daily Alert Reports on a daily basis and these reports provide advice of Members who have been off sick more than 5

consecutive days. The advice is normally received on the 6th or 7th day of a Member's absence.

- 3) At what point does HR Connex send the GIDIP STD Application forms to the Member?
The process is such that the GIDIP STD Application forms should be sent out 6 – 8 days after receiving the advice of absence of 5 consecutive days.
- 4) How does HR Connex send the GIDIP STD Application forms to the disabled Member?
The forms are sent via mail.

To further expedite the process, you now have the following options to submit your completed GIDIP STD Application forms:

- Mail;
- (*)Email: gidip@canben.com;
- Fax: 1-855-896-8402

(*) You will be required to download and print the GIDIP STD Application forms from your email, complete and sign the Member's Statement, pass along the Physician Statement and all completed forms can be scanned and emailed.

While we all can appreciate your frustrations and understand that these delays significantly impact the delivery of Members benefits, every attempt is being made to resolve these issues and the Plan Administrator is working diligently with Air Canada.

Should you have any questions or concerns, please do not hesitate to contact your GIDIP Trustee or your Plan Administrator.

Copy: Sophia Michailidis, Chairperson
Juanita Sumner, Trustee
Ross McConkey, Trustee
Jeremy Rabbitte, Trustee
Marie Doyle, Trustee