



POTENTIAL CANADA POST SERVICE DISRUPTION

September 2018

There is a strong possibility of a disruption to postal services starting September 26, 2018. RWAM will continue to assess the situation daily and has plans in place to minimize the impact to our clients should strike action occur.

Plan Sponsors who receive monthly invoices and/or remit premium payments by mail:

A postal disruption could mean significant delays in receiving and paying your monthly invoices. In the event of a strike or lockout you will still be responsible for remitting premium payments as due. Failing to do so will result in a disruption of employee claim payments during this time.

Electronic Billing

Ensure you receive your monthly invoices in a timely manner by enrolling for electronic billing at:
<http://www.rwam.com/Electronic-Billing-Registration>

Inquire at: csr-groupadmin@rwam.com or 1-877-888-7926 - Group Admin. Dept. for more information.

Payments via Pre-Authorized Debit (PAD)

Premium payments must be remitted when due to avoid jeopardizing employee claim payments during any postal disruption. Invoice payments can be conveniently withdrawn directly from your bank account each month. Complete a Pre-Authorized Debit (PAD) Agreement form and submit to RWAM.

http://www.rwam.com/RA098_GroupPAD

Inquire at: csr-accounting@rwam.com or 1-877-888-7926 - Accounting Dept. for more information.

Plan Members who submit claims and/or receive claim payments by mail:

Avoid any delays and inconvenience by registering for RWAM Plan Member Services. Submitting claims, enrolling for Direct Deposit and receiving your Explanation of Benefits (EOB) electronically can be done online at: <https://planmember.rwam.com>

Submitting Claims Electronically

Claims can easily be submitted electronically to RWAM:

- using the Plan Member Services website
- using the RWAM Mobile App

Direct Deposit of Claim Payments

Plan Members can enrol for direct deposit of claim payments by supplying their banking information to RWAM. They can do this directly through the Plan Member Services website, on the RWAM Mobile App, or by contacting RWAM at: csr-groupadmin@rwam.com or 1-877-888-7926.

**Please note that all Canada Post mail will be held by RWAM 5 business days
prior to the strike deadline of September 26, 2018.**

RWAM's website will be updated as more information becomes available.