

## COVID-19 Update – Additional Financial Support

As the COVID-19 crisis continues, it is more important than ever to support each other through these challenging times. After discussions with Green Shield Canada, we are offering some additional premium relief to assist you and our mutual clients.

### Premium Credits

In light of the anticipated reduction in claims volumes during the current shelter-in-place, we are pleased to announce that we will process premium credits for the three-month period from April to June inclusive.

- A 62% reduction in dental care rates.
- A 7% reduction in health care rates. This adjustment applies to the rate, excluding premium for Maple, EAP, LifeSpeak and WorldCare benefits. This reflects the expectation that EHC claims activity will decline in all areas except prescription drugs.

As the May invoices were produced prior to this decision, these reductions will appear on the June invoices and will show credits for the full three-month period.

The credits will be processed automatically which means that you and your clients are not required to do anything to trigger this. These adjustments are temporary. We will continue to monitor the situation confirm our position for July and future months closer to that time. If a client has terminated or suspended benefits, these credits will not apply.

Given that we are not formally changing the rates and are simply processing premium credits, client claims experience reports and loss ratios will be accurate and provide valuable insights to understand the experience and future for your clients.

We plan to send a notice to our mutual clients about these premium credits shortly.

### Commission Payments

We know that this is not just a difficult time for our clients. It is tough for you too! As such, we will calculate your commission payments for this period as if no premium credits were processed.

### Questions?

If you have any questions, please contact your Sales Representative. We are all in this together!

