



advisor COMMUNICATION

March 25, 2020

Dear Valued RWAM Advisor,

RWAM is committed to assisting Plan Sponsors as they work through these challenging times. A variety of scenarios may present themselves going forward and RWAM will continue to work with our insurance partners to demonstrate flexibility as different needs arise. The following measures are in place for 60 days and will be reviewed and updated as the COVID-19 situation evolves.

Temporary Layoff/Leave of Absence

All benefits, with the exception of Life, Short-Term Disability (STD) and Long-Term Disability (LTD), can continue for up to 6 months provided that premiums continue to be paid. Upon request, the Plan Sponsor can choose to terminate benefits for Employees on layoff.

Life, STD and LTD Coverage

In the event of a layoff, volumes and premiums for Life, STD and LTD benefits will be maintained at current levels. If an Employee satisfies their LTD waiting period while on layoff, LTD benefits would not be payable until the Employee's declared return to work date as confirmed by the Employer. Carrier positions are as follows:

	La Capitale	Assumption Life	Canada Life	Equitable Life	Industrial Alliance	Empire Life	RBC
Life Extension	180 days	180 days	180 days	120 days	180 days	180 days	180 days
STD/LTD Extension	60 days	90 days	60 days	120 days	180 days	90 days	180 days

Reduced Hours

Existing employees no longer need to meet the minimum weekly hours requirement to be eligible for benefits. For Life, STD and LTD, existing coverage volumes can be maintained at the current premium charge. Upon request, the Plan Sponsor can choose to terminate benefits for Employees who no longer work the required minimum hours.

Termination of Benefits

With written direction, the Plan Sponsor can choose to:

1. Terminate all benefits.

Premiums and coverage will cease as of the termination date provided with reinstatement being available as an option for up to 60 days. All coverage will be restored to the existing levels at time of reinstatement. We are temporarily waiving the 31-day advanced notice period for terminations.



Termination of Benefits

2. **Terminate one or multiple benefits**

The following benefits can be terminated for all Employees; STD, LTD, EHC, Dental, EAP, OOC, CI and World Care. **Please note that Extended Health benefits, including drug and paramedical services, cannot be priced separately at this time.** Life and AD&D benefits must be maintained. Any benefit line cancelled can be reinstated within 60 days without a health evidence requirement and coverage will be restored to existing levels.

3. **Health Care Spending Accounts (HSAs)** can be terminated for a period of up to 60 days with a reinstatement option that follows the same policy year. Changes to HSA contribution levels continue to be available on the anniversary date.

Renewals

Upon request, renewals for May or June can be deferred by 60 days. The date elected for renewal implementation will become the new renewal date going forward.

Premium Payment Flexibility

All groups will be afforded 60 days grace in the event of unpaid premiums. For Plan Sponsors that have not made new payment arrangements beyond 60 days, our Billing Team will reach out to your client to discuss.

Please contact your RWAM Group Marketing Rep. should you have any questions.

