



Mainstay Insurance Brokerage Inc. Phone: (905)886-9203

In order to serve you better

To assist you with your employee benefit plan, we are continually updating our website. Located at:

www.mainstayinsurance.ca

The site provides easy access to many insurance company's websites and to the health and dental claim forms you utilize on a regular basis. We have also added links to the log on pages for members (employees) in order to provide quick access to other websites.

If you use a form that is not on our website and would like it added, please send us an e-mail at:

Dave@mainstayinsurance.ca

Did you know that...

...you can sign up to the plan member website for your benefit plan?

This website allows you to view your benefit plan coverage, access claim forms, and set up direct deposit for your claim reimbursements.

Many sites allow you to submit claims for medical services and equipment directly on the site. This allows you to receive reimbursement quickly, often within days.

If you wish to sign up or have additional questions about your plan, please read your benefit booklet, contact customer service, speak to your plan administrator or give us a call at Mainstay (905) 886-9203.

Update your Beneficiary Designation

You should review your beneficiary designations regularly and notify your plan administrator of any personal changes that might affect your benefit coverage.

Typically these include status changes such as marriage, common law or same sex partners who are cohabitating, the birth or adoption of a child, changes in spousal coverage, a separation or divorce, or the loss of a spouse. If such changes are occurring in your life it may be a good time to review your coverage and beneficiary designation.

If you do NOT have the correct beneficiary designation identified, your

life insurance proceeds will be directed to your estate. This is a less than advantageous option as the insurance proceeds may be used to pay final estate costs and taxes rather than be distributed as you had expected or desired.

In the case of underage minor children, a trustee should ALWAYS be listed. If one is not included then the insurer will hold the life insurance proceeds until the child reaches the age of majority when the funds can legally be paid out. This may result in a financial hardship for those raising the child(ren). You should always consult a

lawyer experienced in wills and estate planning to review these issues. It makes sense to have a will prepared (or updated) at the same time you are revising your beneficiary information. By doing so, you can ensure that your wishes are carried out upon your death and that there is no confusion as to who should receive what.

If you want to make changes to your beneficiary, you can get the form from your plan administrator or directly from the insurers website. The change of beneficiary form must be completed and signed and then submitted to the insurer.

Ensure your information (and dependants) is up to date

You, as an employee, have a responsibility to keep your employer up to date on status changes that can affect your employee benefit plan. Most plans require that such changes be updated within 31 days of the change taking effect.

Status changes may include: birth or adoption of a child, marriage, same sex or common law cohabitation, separation or divorce.

If you have a child attending post-secondary school full time or out of the country, or if your child is over age 21, there is special information that must be provided to the insurer in order to maintain or obtain benefit coverage. In addition to family changes, modifications in your spouses

benefit coverage (such as the addition or loss of coverage) must be reported to your insurer as it can affect the way your claims are (or are not) paid.

It is important that all personal information is kept current so that your dependants are eligible for appropriate benefit coverage. Failing to make a timely status change can result in the insurer invoking late enrolment penalties. Such action can require you and/or your dependants to complete health questionnaires and may risk having your coverage declined.

Most carriers also have a late enrolment benefit limit

on dental care if you do not make changes in a timely fashion. This usually limits an employee and their dependants to a maximum of \$125 for dental care during the first year of coverage. This limitation could be a financial hardship if a family required even minimal dental work during that timeframe.

If your information is not correct, or if you are anticipating a change in status, please contact your plan administrator immediately.

Don't forget to update your home address and banking information too!



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Mainstayinsurance.ca

Note: This side of the newsletter is intended for you the plan administrator. The information on the 'front' is targeted more to your staff and can be copied and distributed for their reference.

Just in case you were wondering...

... ..about the status of my sons Matt and Mitch.

Matt (27) (and girlfriend Kiki) have moved to Vienna, Austria where he is teaching at a European school (grade 6).

Mitch (18) has just started in the business program at Wilfred Laurier University and is poised to take over the world, or at least Mainstay, one day (if he can just make it through mid-terms ☺)

This information is provided as a reference to clients of Mainstay Insurance Brokerage Inc. It is not intended as advice. Your situation and the contract provided by your insurer as well as any relevant legislation shall always take precedence. Always obtain appropriate legal, human resource or accounting advice.

Plan Administration Liability Coverage – GET IT!

Each year, when we meet to discuss your renewal we provide information recommending that employers obtain Plan Administrator or Benefits Administration Liability coverage to protect themselves.

This coverage is available through the insurance broker that handles your Property and Casualty or Business coverage and is often shown as a rider to your general liability (CGL) policy. It may already be a part of your existing policy or be available at no or a very low additional cost.

This policy rider is important as it protects you, the employer from any liability you could face from errors or omissions that occur in the administration of your benefit plan and that may result in a lawsuit.

Failing to enroll new hires, or to process changes such as terminations, salary adjustments, or changes in dependant status can all result in situations where an employer might find themselves at risk.

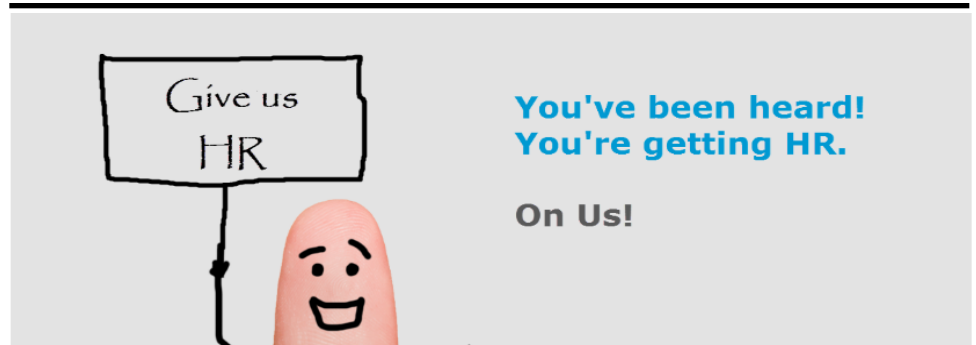
In my role working with other advisors across the country I often see and hear of situations where employers have made errors in the administration of their plans. If sued by their employees (and many are) they could be found liable for millions of dollars.

An example of this might be failing to enroll a new employee (or to change one from contract or part time to full time status). If the employee were to have a major health problem (e.g. a life, LTD or catastrophic drug

claim) the employer could be held liable, as it was their responsibility to enroll the person in the benefit plan at the appropriate time.

We recently saw a case just like this where a truck driver was hired and provided the forms to enroll in the plan. He did not complete them, even after three reminders by the HR department. They found the blank forms in his toolbox after he was paralyzed in a car accident. He is now suing the employer for the replacement income that the LTD would have provided over the next almost 20 years.

If the insurer refused the claim on the grounds that the employee was not enrolled, as is likely in this case, this extra liability coverage could protect your firm from bankruptcy.



Our clients often tell us that they need HR help and don't know where to start: who to call, or what to do. And as a result, too often, they do nothing.

Well we've heard you and as a result Mainstay Insurance Brokerage Inc. has entered into a program with ConnectsUs HR™ so that you, our clients, can take advantage of this proven HR offering made for Canadian

small businesses and fully compliant in Ontario, Alberta and BC. If you're outside of these provinces, not to worry. 85% of the resources represent HR best practices and can be used anywhere in Canada.

The best part? There is no cost to you – we've picked up the tab! You

won't even have to provide a credit card. [Click here](#) (or give us a call) to find out more and get started with your HR services today!

Mainstay is continuously working to add value to our clients and we hope you will take advantage of this exclusive offer. If you have any questions at all, don't hesitate to ask!