

More evidence of democide: Canada Life acknowledges the "degradation" of its services (but not the reason for it)

The Canadian insurance giant sends its livid customers a letter tacitly admitting that the ongoing plague of "injuries" has all but ground their operations to a halt



MARK CRISPIN MILLER

APR 15, 2024



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With thanks to Francois van Heerden:

To our valued retired Ontario Public Service (OPS) plan members,

Post Retirement Benefits are an important part of your entitlements as a retiree of the Ontario Public Service. Canada Life has an obligation to process insured benefit claims both accurately and in a timely manner. This is something we take very seriously, and we recognize that you may have been impacted by a degradation in service for the processing of manual claims, as well as long wait times with the Canada Life call centre. I would like to take this opportunity to apologize for the impact this has had, and to share with you the steps we're taking to improve our service levels:

We're focused on:

1. Processing group claims faster:

- We've hired more qualified staff and invested in automation technology. While over 80% of claims are paid within a week, we know it's frustrating when claims take longer. Adding resources and enhancing our technology to serve you faster is an important step.

2. Improving group call centre wait times:

- On weekdays, you can reach us at the OPS dedicated number: 1-800-874-5899.
- To address call volumes and backlogs, we have temporarily opened our call centre on Saturdays from 9 a.m. to 5 p.m. ET. On Saturdays, you can reach the call centre by dialing 1-800-957-9777.

3. Escalating cases for those with urgent needs:

- We've introduced an Urgent Situations Review team to ensure members have access to the benefits they need when they need them most.
- If you have a claim for a life-sustaining prescription drug or medical service or supply, you can access this specialized team by submitting a request on My Canada Life at Work™ or directly [here](#).

In the weeks ahead, we're confident you'll see important improvements to your Canada Life customer service and claims submission experience. Thank you for your patience as we work to serve you better.

Sincerely,

A handwritten signature in black ink that reads "Brad Fedorchuk".

Brad Fedorchuk
Executive Vice-President
Workplace Solutions



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Kitsune, Maskless Crusader. Kitsune, Maskless Crusader Apr 14

They provide a link on a paper copy....does Canada have some new tech we do not know about?

Beyond that, what could possibly cause the backlogs the are striving to correct? Oh, silly me, climate change, of course.

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BethanyAnne Apr 14

Please forgive me, I'm very tired, been out planting fruit trees and reroofing a shed, so my brain isn't working. I'm not quite getting what "Canada Life" is. Is it a medical insurance company, life insurance, disability insurance, or what? I thought they had socialized health care up there. I also hear it isn't worth a shit.

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