

Potential Canada Post Labour Disruption

November 15, 2024

Dear members and clients,

As you may be aware, Canada Post has received strike notices from the Canadian Union of Postal Workers (CUPW), for both Urban and RSMC (Rural and Suburban Mail Carriers) bargaining units.

The notices indicates that CUPW has begun strike activity as of Friday, November 15, 2024, at 12:01 a.m. ET.

Benefit Plan Administrators Ltd. continues to closely monitor the situation and are working with our business partners to mitigate the impacts of this labour disruption in our services to your membership and affiliates. Please note the current changes to our services due to the impacts on mail delivery:

Claim / Benefit Payments

Please note that all reimbursement cheques and benefit payments will be held at our office until the end of the strike.

Members wishing to pick up their payment should contact the Benefit Plan Administrators Ltd. office.

To ensure reduced wait times, members are strongly encouraged to call our customer service line in advance to arrange payment pickup.

This includes requests for the following: standard health claims, disability payments, vacation pay, and wage replacement benefit payments.

Member Self Payments

Member self payments can be submitted to Benefit Plan Administrators Ltd. using one of the following options:

- Make payment in person at the Benefit Plan Administrators Ltd Administration office.
- Send in payment via courier.
- Send in payment via EFT, please contact us for further EFT details.

We encourage members to utilize the digital options available for expedited service during this labour disruption, please contact our Customer Service line for further information on the following:

- **Submit Claims Online**, using the eClaims online portal or mobile app.
- **Dedicated Claim Intake Email**: Please contact us for details on the dedicated email inbox for submitting all paper claim submissions.
- **Request Information or Assistance**, via telephone or via e-mail (please see contact information below).

- **Register for Direct Deposit** to ensure that claim reimbursement payments are deposited directly into member bank accounts.
- **Visit the BPA Website** - download forms, access to benefit information & more.
 - Link: [BPA Group - Home Page](#)

Our offices remain open during regular business hours, members are encouraged to visit the office in person for any additional assistance.

We will continue to provide updates as the situation evolves, highlighting any changes to our services. We appreciate your patience and understanding during this time.

Please contact us via the BPA website using the link below with any questions.

[Benefit Plan Administrators - Contact Us](#)

Thank you,

Benefit Plan Administrators Ltd.