

## **Submitting Claims**

### ***When You Have A Claim***

When you have a Health, Vision or Dental claim you should contact your Branch who will supply you with the proper Green Shield forms with instructions for completion or you can print forms off their website at [www.greenshield.ca](http://www.greenshield.ca). For all other claims you should contact your Human Resources or Benefits Department.

In order to quickly process your claim, all claim forms should clearly indicate the following:

- your full name and address
- the name of your Employer
- your Social Insurance number

### **Green Shield**

Toll Free Number across Canada: 1-888-711-1119

Mailing Address:

Green Shield Canada  
P.O. Box 1606  
Windsor, Ontario N9A 6W1

### **Sun Life Assurance Company of Canada**

Toll Free Number across Canada: 1-866-882-0884

Mailing Address:

Sun Life Assurance Company of Canada  
Medical Underwriting  
Private and Confidential  
PO Box 578 STN Waterloo  
Waterloo, Ontario N2J 4B8

### **Time Limitations**

A claim for disability income benefits must be submitted within 6 months of the end of the qualifying disability period.

A claim for a waiver of premium benefit must be submitted within 15 months of the date disabled.

Claims for other benefits must be submitted within 15 months of the date incurred.

In the event of termination of insurance, a claim must be submitted within 90 days following the date of termination of your insurance or the date following termination of a coverage or the policy.

DHL Global's master policy number for Critical Illness insurance is 105074 and for Life, LTD and AD&D the policy number is 100250; both are issued by Sun Life Assurance Company of Canada. Health, Vision and Dental benefits are administered by Green Shield Canada.

**This information outlines the benefits of your group insurance plan but does not create or confer any contractual rights. In case of dispute, the group insurance policy issued to your employer remains the only binding document, in accordance with the provisions prescribed by law.**