

March 25, 2025

To: Benefit Administrators / Human Resource Personnel

From: Shiona Buckshaw
Partner Services Manager, Employee Benefits

Re: Employee Optional Life Insurance Automatically Reduced to \$10,000
Employee Benefit Plans

On March 12, 2025, 3sHealth Employee Benefits identified an issue for certain plan members with employee optional life insurance coverage in AIMS. When a Dependent/Beneficiary Change life event was processed, AIMS automatically reduced the amount of coverage they elected to \$10,000.

To ensure employee optional life insurance does not automatically reduce to \$10,000, 3sHealth Employee Benefits has stopped using the Dependent/Beneficiary life event and will use the Admin Change life event to update dependent or beneficiary changes in AIMS.

3sHealth Employee Benefits has identified the plan members whose employee optional life insurance was reduced to \$10,000 in error. Optional life insurance coverage will be put back to the correct amount for all affected plan members by the end of day March 21, 2025 prior to payroll processing.

3sHealth Employee Benefits will send each impacted plan member a letter to inform them of this error and that going forward their monthly premium deduction with their employer will reflect the employee optional life insurance coverage they originally elected.

Employee optional life insurance coverage will be corrected for the March monthly deductions and on a go-forward basis. Premium arrears due to the employee optional life insurance issue will not be required from the plan member.

We sincerely apologize for any inconvenience this may have caused for you and your employees.

If you have any questions about this bulletin, please call a 3sHealth Benefit Services Officer at 1.866.278.2301 or email ebp@3sHealth.ca.