

March 20, 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 (Non Payroll Employers)

On March 12, 2025, 3sHealth Employee Benefits identified an issue for certain plan members with employee optional life insurance coverage. The employee optional life insurance coverage amount was reduced to \$10,000 in error when a dependent or beneficiary update was processed. We have fixed this system issue to ensure this will not happen in the future.

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.

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.

The March Members Information Return (MIR) will correctly show employee optional life insurance coverage amounts for all employees. This means the April 10, 2025 invoice you receive will calculate the correct employee optional life insurance premium according to the coverage they originally elected. Premium arrears for past months will not be collected from the plan member.

We sincerely apologize for any inconvenience this may have caused 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.