



CHRISTIAN SCHOOLS
INTERNATIONAL

CSI Canada Insurance Plan & Trust Fund

UPDATE

Date: November 17, 2003

To: Schools and Participants in the
CSI Canada Insurance Plan

From: Howard Van Mersbergen,
Executive Secretary-Treasurer

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Conversion to Sun Life

As you may recall, Sun Life converted us from the former Clarica systems to their systems on July 1.

In the last few weeks, we have started to hear of some administrative challenges. Two examples: One person's dental claim seems to have been reimbursed incorrectly. Someone else was told by the Sun Life Call Centre that there was a financial limit on a benefit where there is no limit.

If you encounter any problems with your coverage, we encourage you to contact us – we are here to help you. We will investigate and attempt to resolve the issue, and report back to you. If you prefer to contact Sun Life directly, you are welcome to do so.

The enormous scope of the Clarica conversion project at Sun Life means that it is almost inevitable that there will be some, hopefully small, snags. Our leverage at Sun Life, representing all the CSI member schools, is such that we should be able to get the issues resolved quickly and satisfactorily. We want to be sure you receive the excellent service you expect from the Plan.

To pursue challenges with Sun, we need the key details of the situation. So, when you contact us please make sure to supply:

- Name of Employee
- Name of Claimant and relationship to Employee
- Benefit involved – Medical, Dental, Drug, etc.
- Date of Claim if applicable
- Nature of problem

You may contact us by phone at 800-635-8288, x230, or by fax at 616-301-2149, or by e-mail at sbosma@CSIONline.org.

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CSI Occupational Coverage for Co-op Students

If your school has students who work on co-op assignments, this coverage could be important to you. It is intended to insure co-op students who are not protected by Workers' Compensation or WSIB plans. This includes students who are not working for pay and students whose employers may not extend such protection to them. It can also be used to supplement Workers' Compensation and WSIB plans, if you wish.

The insurance provides three classes of benefits:

- For students who are unable to work due to work-related injury or accident, an income benefit of \$100 per week is payable for a maximum of 26 weeks
- For students who sustain defined physical losses due to work-related injury or accident (including losses of use), lump sum benefits are payable up to \$50,000
- Medical expenses resulting from work-related injury or accident are payable up to \$20,000.

The cost of the insurance is a very modest \$25 per student per school year. Enrolling requires the completion of a very simple form and the forwarding of a cheque.

For security, for peace of mind and for protection in the event of liability claims, we recommend that you insure any co-op student when you are not sure that similar protection is provided by her/his employer.

Contact Shirley Bosma for more details at 800-635-8288 ext. 230 or sbosma@CSIonline.org.

Body Bulletin Newsletter

By now you should have received several issues of the Body Bulletin, a monthly wellness newsletter. We are providing this newsletter to help you and your family adopt healthy lifestyles and become better informed users of health care services. We hope you enjoy the newsletter and find the articles useful. When you have read it, we encourage you to pass it along to family and friends.