

A GUIDE TO CLAIM ISSUES

CAAT SUPPORT STAFF EMPLOYEE BENEFITS

A step-by-step guide to help you deal with questions about your Extended Health Care, Dental Care, Long Term Disability and Life Insurance coverage or claim issues that you feel you may not have received the full benefit to which you are entitled



Q: SHOULD I CONTACT SUN LIFE FIRST?

Contacting Sun Life's Call Centre for answers may not be the most efficient way of dealing with your concerns. Staff at the Call Centre answer hundreds of calls on numerous plans and therefore, can only have basic knowledge of the CAAT plans. To get detailed answers to your questions it is best to follow these steps.

1

STEP 1: CONTACT YOUR COLLEGE'S BENEFIT ADMINISTRATOR

You can find this information by speaking with the Human Resources Department

2

STEP 2: CONTACT YOUR OPSEU BENEFITS OFFICER

Name: Giulia Volpe
Telephone: 416-443-8888 ext. 3563
Toll Free: 1-800-268-7376 ext. 3563
Fax: 905-712-3009

E-mail: gvolpe@opseu.org
Address: 5757 Coopers Avenue,
Mississauga, Ontario
L4Z 1R9

3

STEP 3: CONTACT YOUR JOINT INSURANCE COMMITTEE REPRESENTATIVE

Name: Daniel Brisson, Local 672
Telephone: 705-698-7489
E-mail: caatsjic@gmail.com

Name: Michelle Dupuis, Local 137
Telephone: 519-991-6310
E-mail: caatsjic@gmail.com

Name: Owen Smith, Local 731
Telephone: 807-252-7020
E-mail: caatsjic@gmail.com

Name: Xiaoyan Wang, Local 561
Telephone: 647-284-7877
E-mail: caatsjic@gmail.com

4

STEP 4: CONTACT SUN LIFE FOR GENERAL INFORMATION

Telephone: 416-753-4300
Toll Free: 1-800-361-6212
Address: P.O. Box 2010 STN Waterloo
Waterloo, Ontario
N2J 0A6

Website (public): www.sunlife.ca
Website (plan member): www.mysunlife.ca