



Why Choose Chambers Plan Disability Benefits?

We are committed to providing industry-leading customer service to Plan administrators and Plan members. Our dedicated Centralized Life and Disability Claims Team is focused on providing quicker claims submissions, enhanced reporting, and an improved customer experience.

When our customers interact with our team for any Life, Disability, AD&D or Critical Illness claim, they can expect:

- the claim to be submitted to the insurer within two business days
- enhanced claims records with reporting available for advisors for all open and pending claims
- responses to inquiries by email within two hours
- a dedicated customer service telephone line
- improved access to Plan member claim forms
- documentation based on disability management best practices



Immediately after a Disability Leave is required, contact our Centralized Life and Disability Claims Team

1-800-665-3365, Press 3
chdisability@johnstongroup.ca

If your Plan includes Weekly Indemnity (WI) and Long Term Disability (LTD) coverage, the two benefits work together for a seamless transition. WI will automatically convert into the LTD if the employee remains totally disabled. No need to fill out any forms.

And the Centralized Life and Disability Claims Team is focused helping employees return to work. Our team maintains the industry's lowest caseloads per person to ensure personalized attention to each employee's recovery, and we collaborate with all stakeholders to support a gradual return to work when or if the employee is medically able.

my benefits®

Check out *my-benefits* for complete information about disability claims.

Contact your local advisor for more information.

Proudly administered by



Platinum member