

COVID-19 Premium Relief

April 28, 2020

As the COVID-19 crisis continues to impact Canada, it is critical that we join together and support each other through these challenging times. We are especially mindful of the difficult decisions and financial impacts Canadian businesses are facing when it comes to maintaining group benefits coverage for employees. We would like to share some key updates that will help ease the strain for TotalGuard members.

Health and Dental Premium Reductions

In anticipation of a temporary reduction in claims activity, we are pleased to announce a premium reduction for dental and health coverage for TotalGuard members. Faced with the question of whether to provide reductions now or through renewal next year, we determined that an immediate cost relief would be the most impactful approach.

We are implementing the following premium reductions effective April 1:

- A 50% reduction in dental premium
- A 10% reduction in health premium, including vision and drugs

Premium credits will be applied automatically to your June invoice and will include a credit for April premium. The rate reductions are intended to be a temporary measure and we will continue to review the premium relief on a monthly basis as we monitor the impact of COVID-19.



Postponement of June 1 Renewal

As an additional measure of our support, we are postponing the upcoming June 2020 renewal until further notice. Your premium will not change on June 1 and you will continue to be invoiced at your existing rates. We realize that this situation is evolving daily and your insurance advisor is available to discuss any concerns you may have.



Online COVID-19 Resource Centre

We want to ensure that we are providing you with the latest information, guidance, and resources as the COVID-19 situation evolves. Our resource centre features links to government initiatives for employees, tips for your work place, and other FAQ. Our Advisors are available to provide continued service during this period of uncertainty. Visit our online resource page to view our Insurance Advisor directory.