



CARPENTERS' RESIDENTIAL BENEFIT PLANS

HEALTH AND WELLNESS · LEGAL SERVICES · RRSP · PENSION · PRODUCTIVITY BONUS · VACATION PAY

Benefit Plans' Administration Office: 45 McIntosh Drive, Markham, ON L3R 8C7

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FREQUENTLY ASKED QUESTIONS FOR MEMBERS OF THE LOCAL 27 DIVISION

The Trustees are pleased to provide an update to help you get the most from your health, pension and productivity bonus plans.

PRODUCTIVITY BONUS FUND

All requests should be sent via email to benefits@carpentersresidential.ca or by mail. Applications can also be dropped at the Benefit Office external mailbox at 45 McIntosh Drive, Markham, Ontario.

RRSP WITHDRAWAL

All withdrawal requests should be sent via email to benefits@carpentersresidential.ca. Applications can also be dropped at the Benefit Office external mailbox at 45 McIntosh Drive, Markham, Ontario.

WEEKLY INDEMNITY (WI) BENEFITS

A covered Plan Member who becomes disabled due to a sickness and/or injury that is not work-related may be eligible to receive WI. The application can be found on the Plan website at www.carpentersresidential.ca, on the Health and Wellness page, under the 'Claim Forms' heading.

If you are applying for WI, all applications should be sent via email to benefits@carpentersresidential.ca or by mail. Applications can also be dropped at the Benefit Office external mailbox at 45 McIntosh Drive, Markham, Ontario.

If you are not ill but are in quarantine/in self-isolation due to COVID-19, you do not qualify for the WI benefit. Information on government help due to COVID-19 is below.

EMPLOYMENT INSURANCE AND COVID-19

Persons quarantined due to COVID-19 but not ill, may be eligible to apply to employment insurance (EI) benefits. Please use this link for further information regarding EI; <https://www.canada.ca/en/services/benefits/ei.html>.

The federal government continues to provide support for persons who are unemployed. Please google Canada Emergency Response Benefit (CERB). You have to register on your own.

FILING CLAIMS ELECTRONICALLY

All Health and Wellness claims should be filed by your medical/dental services provider at point of sale. Your providers can easily register for e-filing with the Plan.

If your provider won't provide an e-filing service you can file your claim electronically. Filing claims electronically is easy and provides for fast payment of your claim. You can also submit claims from your mobile devices, with GSC's Mobile App – [click here to learn more about 'GSC on the Go'](#).



If you need help with your electronic submission, please contact the claims payment support team for complete assistance at: 1-888-711-1119 or go on the Plan website at www.carpentersresidential.ca and click on the Green Shield Canada link on the right sidebar.

Don't delay in registering for this important service that will make things easier for you and your family.

PRESCRIPTION MEDICATIONS

Your Plan allows you to fill your prescription medications regularly. You can refill once 80% of the prescription is completed. Your pharmacist files your claim for you at point of sale.

REGISTERED PENSION PLAN (RPP)

Members of the Carpenters Residential Pension Plan (the RPP) are not eligible to withdraw employer contributions. All contributions are in the pension plan for retirement purposes. A helpful flyer about getting information about your pension is attached.

TRAVEL ASSISTANCE

Borders are starting to open. Travel rules in insurance plans have changed often over the last 18 months. If you are planning to travel inside or outside Canada, please contact the insurer FIRST to be aware of the most current rules that apply to you.

The phone numbers (which also appear on the back of your Benefit Card) are:

In Canada and the United States: 1-800-936-6226

Elsewhere Call Collect: 1-519-742-3556

Please refer to www.travel.gc.ca for regular updates if you are travelling.

When calling for assistance, quote the Plan's GSC travel assist group number **4932**.

The GSC Travel Assistance Team will also require your unique Plan Member GSC Identification Number. This is also on your Benefit Card. In addition, you might need to provide your provincial health insurance plan number. Please have all of this ready when you call. Take this time to make a photo of your Benefit Card and store it in your mobile photos.

MEMBER ASSISTANCE PROGRAM (MAP)



FSEAP is the Plan's free private counselling service. Please don't hesitate to use the Plan's helpful mental health, financial planning and other resources for daily life that are open to you and your covered family members free of charge. You may be dealing with worry over becoming ill, your work situation, family issues and considerations for older family members. Please reach out to them if you need help dealing with any problems. They are available 24/7 365 days per year.

You can access the FSEAP website at www.myfseap.ca.

Group name: **toloc27map** Password: **myfseap1** or contact them by telephone at 1-800-668-9920.

BENEFIT ADMINISTRATION OFFICE

In accordance with the Government of Canada and Ontario health regulations, the Benefit Office is temporarily closed to the public. Staff are working in the office and remotely. All staff have regular hours and are available to help you. Please use your usual information for the Benefit Office. The Benefit Office contact information is available on the Plan website at www.carpentersresidential.ca under Contact Us.

PLAN WEBSITE

The home page for the Plans is carpentersresidential.ca. It contains lots of information about the Plans and helpful information and forms.