

Notice to all OMA Insurance policyholders

June 22, 2023

Dear member,

I am writing to you today to provide an update on the transition that directly impacts the Group Insurance program from OMA Insurance.

Since the notification of Sun Life Assurance Company of Canada's sale of their sponsored markets, association, and group creditor business to Canadian Premier Life (now Securian Canada), the team at OMA Insurance has been diligently working to ensure a smooth transition of the group benefits program to The Manufacturers Life Insurance Company (Manulife) for OMA members. This transition will be effective Sept. 1, 2023, as communicated to OMA group policyholders earlier this year.

Transitions of this size come with many changes, and we are dedicated to making this process as smooth as possible for you. Therefore, we are sending this notice to help you understand and prepare for those impending changes. Your participation is crucial, and we kindly request your full attention to all the communications that you receive from OMA Insurance and Manulife in the coming months.

There is important information regarding your benefit plan with the OMA to be aware of and that you will need to action. Specifically:

Welcome package and new drug card

These are scheduled to be delivered to members via email between mid-July and Sept. 1. They will be sent by mail if you do not have an email on file.

You may receive one or more welcome packages from Manulife depending on your coverage with the OMA.

This package will contain a link to access a landing page, which contains a Notice of Change document. This document outlines important changes to the policy contract. The link will also provide you with your insurance certificate for each policy held with the OMA.

You will receive your new drug card by mail.

Your billing cycle will change

Manulife will begin to bill you for your September coverage starting in August.

Manulife's billing cycle takes premiums 30 days in advance. That means you are going to get a bill approximately 30 days earlier than usual. Please ensure you have sufficient funds in your account or room on your credit card to make the payment.

Depending on the number of policies you hold in the OMA group plan, you will see premiums for those coverages charged at the same time or close to each other.

Please ensure that your address is up to date for tax purposes.

If you are currently paying premiums by cheque, you will have to call Manulife Customer Care Centre at 1-888-596-8881 starting in July to change your payment to credit card or preauthorized debit to avoid your policy coverage ending. **Manulife does not accept cheques.**

To access the Manulife member portal

You will receive communication starting in mid-July with a unique ID or certificate number assigned to you.

The unique ID is required for you to complete a one-time setup of your Manulife ID. Instructions will be provided in the communication.

Please note that if you already have a Manulife ID, you do not need to create a new one.

Claims

Please submit claims with a date of service prior to Sept. 1 to our current provider, Securian Canada. Claims with a service date after Sept. 1 can be submitted to Manulife.

New applications

For new applications, please note that our portals will be shut down in August. This is done to allow for the clean transfer of data to Manulife.

If you must have insurance coverage, you can apply via paper application during August and can reach out to us at info@omainsurance.com or visit our [website](#) for assistance with obtaining a paper application. Please note that even though you apply for coverage in August, the application will be held and processed in September by Manulife.

These changes are necessary to ensure OMA Insurance continues to offer to you the best-in-class insurance products and services to meet your ongoing needs. If you need support or have questions, please contact us at info@omainsurance.com or visit our [website](#) for support.

Sincerely,

Colin Brace
Vice-President, OMA Insurance