

## INFORMATION UPDATE:

### How the Corona virus (COVID-19) impacts Group Benefits Coverage

We are continuing to closely monitor recommendations from the Public Health Agency of Canada (PHAC) and the World Health Organization (WHO) and at this time, the PHAC has deemed the risk to the Canadian general public as **low**.

Below you will find information to help answer many of your questions on how the COVID-19 virus impacts your group benefits coverage.

#### Quarantine due to travel prior to advisory

**Self-quarantine** – Only quarantines directed by a physician or public health agency may be considered eligible for benefits.

**CBP Short-Term Disability (STD) plan** - If the plan member was placed under quarantine by a physician or public health agency, is being tested for COVID-19 and is unable to work from home, they are eligible for short-term disability benefits. The waiting period will be waived. Plan members will be required to submit an Attending Physician Statement (APS), if possible. If unable to obtain an APS, a Confirmation of Illness form can be used. The Confirmation of Illness form is available from our Group Client Service Centre

*As the situation continues to evolve, our position may be impacted by government declarations and programming.*

The health and safety of our plan members is very important to us!

Please review the latest [travel health notices](#) for information on affected locations.

We would like to reassure you that we have Business Continuity Plans in place and that services to our clients will not be interrupted. We are committed to maintaining the strong levels of service our clients are accustomed to.



#### Questions?

We will continue to monitor the developments and will provide updates as required. If you have any questions, please contact our Group Client Service Centre at 1-800-667-8164 Monday to Friday 8:00 a.m. to 8:00 p.m. EST.