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CAIP ANNOUNCEMENT

December 20, 2013

To all CAIP members,

Re: Enhancements to Claims Reporting and Claim Payments

We are very pleased to advise you of some enhancements to the claims process in CAIP, such as the submission of claims can be done by e-mail, the member can elect to receive their claim payment by direct deposit to their bank account and with the appropriate direction from the member, SSQ Insurance Company will forward the claim payment to a third party.

To assist the members in the claims process, we have designed a "Claims Guideline" which is on our web site and is also in PDF format.

Claims can now be submitted as follows (two options available)

- You can scan the completed claim form together with receipts and send by e-mail to one of the following addresses:

English claims.spgroup@ssq.ca

Français reclamations.spgroupe@ssq.ca

To help us process your claim quickly and efficiently, please ensure that the scan of the claim form and receipts is clear and easily readable.

- You can send the completed claim form together with the receipts by mail to:

SSQ Insurance Company
1200 Papineau Avenue, 4th Floor
Montreal, Quebec
H2K 4R5

Claim Payments (two options are now available)

- You can receive your claim payment by direct deposit. In order to take advantage of this option, the insurance company will need the following:
 - The original of the (Direct Deposit Form) completed and signed

Direct Deposit Form
Autorisation De Dépôt Direct
 - Copy of your cheque marked "VOID"
 - Please send the above with your next claim form and receipts to SSQ Insurance Company by mail. This process only has to be done once per member.
- You can receive your claim payment by cheque. Please make sure that the insurance company has your updated mailing address.

Third Party Option

- *Claims can be submitted to SSQ Insurance Company by a third party such as the Sport Organization or the Service Provider (Therapy Clinic). The CAIP member (claimant) would have to furnish a (letter of authorization) to SSQ Insurance Company allowing them to send the claim payment to a third party.*

We hope that you will find these changes helpful and that they will make the claims process easier.

Please do not hesitate to contact me should you have any questions.

Sincerely,

Michael Kirsch