



Sales and Service Contact List

Contacts for service regarding you Health & Dental Benefits

TORONTO SALES & SERVICE		WINDSOR HEAD OFFICE	
<p>Green Shield Canada 5001 Yonge Street, Suite 1600 Toronto, Ontario M2N 6P6 Tel. 416.221.7001 Fax. 416.221.0350 Toll-free 1.800.268.6613 www.greenshield.ca</p>		<p>Green Shield Canada 8677 Anchor Dr. Windsor, Ontario N8N 5G1 Tel. 519.739.1133 Toll-free 1.800.265.5615 www.greenshield.ca</p>	
MENU OF SERVICES	YOUR CONTACT PERSON	MENU OF SERVICES	CONTACT
<p>?? Overall account management</p> <p>?? Financial matters with the Federation including quotes, renewals, funding, alternate costings</p> <p>?? Escalated issues</p>	<p>Mark Rintoul Senior Account Executive Ext. 249 mrintoul@greenshield.ca</p>	<p>CUSTOMER SERVICE CALL CENTRE</p> <p>?? All claim inquiries</p> <p>?? Coordination of special authorization claims (e.g. nursing, med. equip.)</p>	<p>Call Centre Agent 1.888.711.1119 Service from 8:30 a.m. to 7:30 p.m. Eastern Time (Voice mail available during off hours) or www.greenshield.ca</p>
<p>?? Service issues</p> <p>?? Status of plan changes/new business implementation</p> <p>?? Escalated claim inquiries</p> <p>?? Plan Administrator meetings</p>	<p>Carlos Correia Client Service Representative Ext. 284 ccorreia@greenshield.ca</p>	<p>RECORDS AND BILLINGS</p> <p>?? Enrollment/Change Form processing</p> <p>?? Monthly billing issues</p> <p>?? Replacement ID cards</p>	<p>Your dedicated Records & Billings Agent Danna Lansue ext. 247 Tel. 519.739.1133 or Toll-free 1.800.265.5615 Fax 519.739.0688</p>
<p>?? Order combined Co-operators/Green Shield benefit booklets</p> <p>?? Contract and amendment documentation</p> <p>?? Routine client reporting</p>	<p>Glenn Pryce Office Service Administrator Ext. 283 gpryce@greenshield.ca</p>	<p>FORM SUPPLY</p> <p>?? Obtain forms</p>	<p>Fax/mail re-order form from Administration Manual Contact Customer Service or visit our website</p>
INDIVIDUAL & CONVERSION		CUSTOMER SERVICE CENTRE EMAIL ADDRESS	
<p>SPECIAL BENEFITS INSURANCE SERVICES</p> <p>?? Obtain application forms, rates, questions on coverage, etc. Tel. 416.601.0429 or Toll-free 1.800.667.0429 Fax 416.601.0308 www.greenshield.ca/individual</p>		<p>E-MAIL: cservice@greenshield.ca</p> <p>RESPONSE: Same day or within 24 hours</p> <p>NOTE: With both calls and e-mails, there may be occasions when, due to privacy policies, Customer Service may not be able to provide all information requested.</p>	

Contacts for service regarding your Life and Disability Insurance

ONTARIO SALES & SERVICE		REGINA HEAD OFFICE	
<p>The Co-operators 102-649 Scottsdale Drive Guelph, Ontario N1G 4Z2 Tel. 519.824.6686 Fax. 519.824.8810 Toll-free 1.888.954.7687 www.cooperators.ca</p>		<p>The Co-operators 1920 College Avenue Regina, Saskatchewan S4P 1C4 Toll-free 1.800.667.8164 www.cooperators.ca</p>	
MENU OF SERVICES	YOUR CONTACT PERSON	MENU OF SERVICES	CONTACT
<p>?? Overall account management</p> <p>?? Financial matters with the Federation including quotes, renewals, funding, alternate costings</p> <p>?? Escalated issues</p> <p>?? Life claims inquiries</p>	<p>Jane Clayton Group Bus. Dev. Mgr. Ext. 3 jane_clayton@cooperators.ca</p>	<p>CUSTOMER SERVICE CALL CENTRE</p> <p>?? All disability claim inquiries</p>	<p>Call the toll free number 1.800.667.8164 and follow the instructions of the auto attendant</p>
<p>?? Service issues</p> <p>?? Status of plan changes/new business implementation</p> <p>??</p>	<p>Karen Roche Senior Service Representative Ext. 2 karen_roche@cooperators.ca</p>	<p>RECORDS AND BILLINGS</p> <p>?? Enrollment/Change Form processing</p> <p>?? Monthly billing issues</p> <p>?? Replacement ID cards</p>	<p>Your dedicated Records & Billings Agent Danna Lansue (Green Shield) ext. 247 Tel. 519.739.1133 or Toll-free 1.800.265.5615 Fax 519.739.0688</p>
<p>?? Distribution of combined Co-operators/Green Shield benefit booklets</p> <p>?? Contract and amendment documentation</p>	<p>Karen Roche Senior Service Representative Ext. 2 karen_roche@cooperators.ca</p>	<p>FORM SUPPLY</p> <p>?? Obtain forms</p>	<p>Fax/mail The Co-operators re-order form from Yellow Administration folder to: 1.800.347.6801 or visit our website: www.cooperators.ca</p>
LIFE INSURANCE CONVERSION			
<p>?? Obtain application forms, rates, questions on coverage, etc.</p>	<p>Call Jane Clayton at 1.888.954.7687, ext. 3, or email at: Jane_clayton@cooperators.ca</p>		