

## CAAT ACADEMIC STAFF EMPLOYEE BENEFITS A GUIDE TO CLAIM ISSUES

The Academic Staff Joint Insurance Committee of the Colleges of Applied Arts and Technology (CAAT) is pleased to provide a step-by-step guide to help you deal with questions about your Extended Health Care, Dental Care, Long Term Disability and Life Insurance coverage or claim issues that you feel you may not have received the full benefit to which you are entitled.

Contacting Sun Life's Call Centre for answers may not be the most efficient way of dealing with your concerns. Staff at the Call Centre answer hundreds of calls on numerous plans and therefore, can only have basic knowledge of the CAAT plans. To get detailed answers to your questions it is best to follow these steps.

### STEP 1      Contact your College's Benefits Administrator

**Name:** \_\_\_\_\_  
**Telephone:** \_\_\_\_\_  
**Fax:** \_\_\_\_\_  
**E-mail:** \_\_\_\_\_

### STEP 2      Contact your OPSEU Benefit Counsellor

**Name:** Kim Macpherson  
**Telephone:** 416-443-8888 ext. 5564  
**Toll Free:** 1-800-268-7376 ext. 5564  
**Fax:** 905-712-3009  
**E-mail:** [KMacpherson@opseu.org](mailto:KMacpherson@opseu.org)  
**Address:** 5757 Coopers Avenue,  
 Mississauga, Ontario  
 L4Z 1R9

### STEP 3      Contact your Joint Insurance Committee Representative

**Name:** Frank Turco, Local 613  
**Telephone:** 705-759-2554 ext. 2649  
**E-mail:** [frank.turco@opseu613.org](mailto:frank.turco@opseu613.org)

**Name:** Heather Gardine-Tuck, Local 240  
**Telephone:** 905-575-1212 ext. 4065  
**E-mail:** [heathergiardinetuck@hotmail.com](mailto:heathergiardinetuck@hotmail.com)

**Name:** Liz Seabrook, Local 125  
**Telephone:** 519-542-7751 ext. 3525  
**E-mail:** [liz.seabrook@cogeco.ca](mailto:liz.seabrook@cogeco.ca)

**Name:** Landyn Blais, Local 415  
**Telephone:** 613-727-4723 ext. 7056  
**E-mail:** [lblaisopseu415@gmail.com](mailto:lblaisopseu415@gmail.com)

**STEP 4** Contact Sun Life for general information

**Telephone:** 416-753-4300  
**Toll Free:** 1-800-361-6212  
**Address:** P.O. Box 2010 STN Waterloo  
Waterloo, Ontario  
N2J 0A6  
**Web Site:** [www.sunlife.ca](http://www.sunlife.ca)