

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: Kim Dunn
Telephone: 807 475 6178
Fax: 807 473 3705
E-mail: dunn@confederationc.on.ca

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
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

Name: Heather Gardine-Tuck, Local 240
Telephone: 905-575-1212 ext. 4065
E-mail: heathergiardinetuck@hotmail.com

Name: Audrey Taves, Local 562
Telephone: 416-675-6622 ext. 4608
E-mail: audreytaves8@gmail.com

Name: Liz Seabrook, Local 125
Telephone: 519-542-7751 ext. 3525
E-mail: lseabrook1@cogeco.ca

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