



Subject: GreenShield Service Update

As a valued GreenShield plan member, we are pleased to advise that the GreenShield contact centre will reopen on Monday, April 22. Please note that we anticipate call volume may be higher than usual at this time.

Tools to support you everyday

As always, GreenShield's fully operational online services and phone response system continue to be available to support you every day:

- **Online services:** Online services include web and mobile. For support checking your coverage online, please visit our **self-service page**.
- **Self-Service Interactive Voice Response (IVR) Phone System:** GreenShield's self-serve phone system continues to be available. Here you can:
 - **Check eligibility for all the following benefits:** Chiropractic Treatment, Custom Foot Orthotics, Dental Recall Exam, Eye Exam, Massage Therapy, Physiotherapy Treatment, Prescription Contacts/Glasses.
 - **Get information on:** Eligible amount per visit/claim; Copay/deductible amounts (if applicable); Maximums for specified benefit; Benefit start date; Used to date amount.

Better Health For All

As Canada's only non-profit health and benefit provider, GreenShield is on a mission to enable better health for all. Our earnings are reinvested, and services redeployed through our social impact efforts with GreenShield Cares, to bring culturally appropriate health care to equity-seeking communities. With a goal of generating \$75 million of social impact investments to improve the lives of at least 1 million Canadians by 2025, we are proud to support Canadians from every walk of life on their journey to better health.

Thank you for your continuing support of GreenShield and our social mission of better health for all.