
March 20, 2020

Grandeur Group Benefits Inc.

Grandeur is here for all our members during COVID-19

Dear Members:

With COVID-19 top-of-mind, I wanted to reach out directly to inform you that Grandeur Group Benefits is ready to assist with your Group Benefits needs. To best support your needs, I want to ensure all claims submissions are easy, convenient and available to you at all times and from anywhere.

Our Client Services team is here to assist you. As well, our 24/7 eClaims submission allows you to confidently submit claims from the comfort and convenience of your home. eClaims submission is available through our eProfile tool which is available via desktop or by simply downloading our Grandeur Group Benefits App.

As part of our business continuity plan, we have suggested that wherever possible, employees work from home. Our Client Services team is working reduced hours from 10:00am – 3:00pm, Monday – Friday available by email at Service@GrandeurBenefits.com with a 24 hour response time. We are here to help you with your needs.

We do not anticipate any interruptions to our overall business, turnaround times and service level agreements. .

I want to assure you that we have taken numerous precautions to keep our internal teams and colleagues safe, including deeper cleanings and alcohol-based sanitizers available within our offices when handling claims and performing day-to-day activities. Your well-being and the safety of our employees is our top priority. In partnership with our advisors, we continue to monitor the situation closely to ensure the health and safety of our employees.

Thank you for your business and for placing your trust in Grandeur Group Benefits. During this challenging and difficult time, we are working hard to provide you with the confidence you need and deserve in your Group Benefits provider.

For more information on COVID-19, visit the Government of Canada Website:
<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

Should you have any questions or concerns, please let us know.

Thank you and have an excellent day,

Dennis Parker | EVP, Operations