

How to file a disability claim

Complete the attached Employer statement and submit to your assigned Disability Management Services Office (DMSO):

- If submitting by mail, fax or email, the Authorized Signature on the Declaration section must be signed
- If submitting through our secure on-line submission process, online certification is acceptable
- Call us at **1-855-755-6729** for assistance, or visit **canadalife.com**

Please ensure all sections of the Employer statement are completed in full. This statement provides us with information we need for our claim assessment.

Employment and coverage information

This information helps confirm your employee's coverage and benefit amount. Please refer to your Admin guide for details on premium requirements while a plan member is disabled.

Tax information

We need your employee's tax information to:

- Calculate take-home pay for a non-taxable benefit
- Deduct the correct taxes for a taxable benefit

The TD-1 personal tax credit or the Quebec TP-1015.3 source deductions will be the same tax credit amounts you use for payroll purposes.

If your group plan is Administrative Services Only (ASO), it is a requirement of Canada Revenue Agency to deduct taxes and to make contributions to CPP/QPP, EI or QPIP. If you have authorized Canada Life to make these contributions on your behalf, we will need to know the year-to-date amounts.

Provide the Employee's social insurance number (SIN) if you pay all or part of the premium for disability coverage.

Job information

We need information about your Employee's physical and cognitive job demands. The information should be completed and signed by the Employee's supervisor. Part 2 is not required if:

- Your Employee has returned to work or will be back to work within 4 weeks.
- You have a prepared job description outlining the physical and/or cognitive demands. Please attach this with the Employer Statement or send it separately.

Your responsibilities

Help promote a safe and timely return to work. Explore accommodations or transitional work opportunities. Transitional work such as temporary accommodations or a gradual increase of hours can help your employees resume work earlier. Resources:

- Workplace Strategies for Mental Health (<https://www.workplacestrategiesformentalhealth.com/>)
- Duty to Accommodate (<https://www.chrc-ccdp.gc.ca/eng/content/employer-obligations>)

Canada Life is here to help you and your employee through the disability claim process. We will work with you to help achieve a safe and healthy return to work for your employee.