

Message to all clients:

An unexpected technology disruption has affected access to GroupNet for Plan Administrators, GroupNet for Plan Members, GRS Access Sponsor Resource Centre and GRS Access for members, advisors, brokers and consultants. This includes Wayfinder.

We expect that members will call us if they're affected by this disruption. Customer relations specialists are answering member calls because our automated system is down. We expect higher than normal call volumes. As a result there will be longer wait times than usual.

Plan members may experience issues using their pay direct drug (PDD) cards for dental claims, though the PDD cards should still work for drug claims.

All online benefit claims and financial transactions that were made before the disruption have continued.

The disruption occurred as a part of maintenance and at no time was there any unauthorized access to any customer or business data as part of this disruption. Our technology team is working diligently to resolve the situation and restore service.

We apologize for any inconvenience this may cause you, your plan sponsors and their plan members.

If you have any questions about the situation, please do not hesitate to reach out to me by phone or email. I will notify you when service has resumed.

Avnee Patel

National Accounts Executive