



GMS INSURANCE

*Employee Benefits
Group Retirement Plans
Pension Plans
Life Insurance
Corporate Buy-Sell
Funding Arrangements*

**September 2013
Volume 15 Issue 5**

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2013 Survey Results

Earlier this year we asked you, our clients, to participate in a short survey. We were interested to know how we are doing on a variety of factors and to find out how we can expand our services to better meet your needs and preferences. Thank you to everyone who took some time to complete the survey.

We were very impressed by the response rate and overwhelmingly encouraged by your feedback.

GMS received a rating of “excellent” (75-85%) or “good” (15-24%) by 98-100% of respondents in the areas of issue resolution, communication, knowledge, professionalism, renewal package contents, and response times. We have an expectation of our team members to participate in continuing education initiatives. The survey results tell us that this practice is proving a benefit to you. We will continue to develop this program so that we may keep you informed of new products, procedures, and legislative changes that may impact your benefit plans and your business.

We also asked for your feedback about your insurance carrier. The insurance companies received overall favourable reviews with 57-60% listing their services as “excellent” and 34-39% as “good”. We would prefer to see a higher proportion ranked as “excellent”

and will continue to work with our partners to encourage positive change.

Survey results have been shared with your sales and service team. Your preferences, expectations and comments will be noted and addressed with you.

We cannot stress enough how valuable your candid feedback is to us and we hope that you feel comfortable enough in our relationship to provide such feedback at any time.

As promised, we drew a name from all the survey respondents to an Apple iPad. Thank you to Robert Holroyd of Engineering Link Inc., our winner, for your participation.

Read about us in Profit Magazine

As our survey has shown, everyone at GMS works diligently to make GMS Insurance a success. That hard work has not only been rewarded by your positive reviews but has also been recognized by Profit Magazine. We are both pleased and proud to have been



included in the magazine's Top 500 Fastest Growing Companies in Canada. GMS Insurance ranked 28th in our sector in Canada.

The magazine has highlighted our use of both modern technology and traditional tried and true methods as factors that influenced our growth as a company.

We are honoured and humbled by both the survey results and the magazine's recognition.

Mississauga Office Has Moved

Notices have already been sent out but we wanted to take this opportunity to remind you that our Mississauga office has been relocated to 6200 Dixie Road. We haven't left the neighbourhood – we're just up the street from our previous office - but this new space was necessary due to our growth.

Please update your records to reflect our new address:

6200 Dixie Road, Suite 201
Mississauga, ON L5T 2E1

Our phone and fax numbers remain unchanged:

Local Phone: 905-670-4515
Toll Free: 1-877-685-2515
Fax: 905-670-4146

Note that if your account is serviced out of our Mississauga office and you use our Cost Plus program, those claims should be addressed to our new address.

Claim forms have been updated. If you have not received a new version, contact your GMS associate and we will be sure to get you a copy.

If your account is serviced out of our Kitchener location, this does not impact you and no action needs to be taken.

Back to Class

Most group insurance plans will extend coverage to dependent children until their 21st or 22nd birthday (depending on the terms of the particular policy). However, if the child is attending school on a full time basis, coverage can be extended to age 25 or 26 (again, depending on the terms of the policy). Coverage is typically extended in one-year increments meaning that employee records need to be updated at the *start of each school year*.

Employees can contact the insurance companies directly to update this information or you can do it as the plan administrator. Typically employees will need to provide something that shows the

child has been enrolled on a full-time basis. A letter from the school, a tuition receipt, or a course calendar (showing a full time course load) is usually all that is required to update the record.

However if the child is studying outside of Canada there are a few extra requirements: name and location of the school, start and end dates of the program, and confirmation that provincial coverage has been extended for the duration of the study period.

It is important that employee records are current and up-to-date so as to avoid any gap in coverage or unexpected declined claims.

Quiz Corner

Put your mental mettle to the test and a \$50 prize in your pocket!

In the store, small peaches were eight cents each and large peaches were 13 cents each. I bought some of each spending \$1.00 total. How many small and how many large peaches did I buy?

Answers can be sent to: info@gmsinsurance.com or by fax to 905-670-4146. We will draw a winner from the correct answers and announce the winner in the next newsletter.

Our May Quiz Whiz was Alex Pasut who knew the correct answer. Congratulations!