



BOILERMAKERS' NATIONAL BENEFIT FUNDS (CANADA)

Plan Administration Office
45 McIntosh Drive, Markham, Ontario, L3R 8C7
Telephone Toronto Area: (905)946-2530
Toll Free: 1-800-668-7547 Fax: (905)946-2535
E-mail: questions@boilermakersbenefits.ca Web: boilermakersbenefits.ca

BENEFIT APPEAL PROCESS

INTRODUCTION

You can appeal decisions made by the Boilermakers' National Benefit Trust Funds (Canada) about your entitlement to, or the amount of, a pension or health benefit. This is the process to follow:

1. Contact the Plan Administration Office at (905) 946-2530 or 1-800-668-7547 to discuss your concerns with the Manager who is available weekdays from 9:00 a.m. to 5:00 p.m., (Toronto time), or by email to vtseng@boilermakersbenefits.ca
2. If you are not satisfied, outline your concerns and the basis of your appeal in a letter addressed to the Recording Secretary. Send your letter to the Recording Secretary in care of the Plan Administration Office.
3. If you are not satisfied with the Recording Secretary's response to your letter, you can ask the Board of Trustees to review your letter and provide a written response. Please send this request to the Board of Trustees in care of the Recording Secretary at the Plan Administration Office.

APPEAL DEADLINES

If you wish to appeal a decision you must contact the Manager at the Plan Administration Office no more than 90 days after the initial decision about Plan benefits.

If you are still dissatisfied with the Plan's decision, you must send a letter to the Recording Secretary no more than 30 days after contact with the Manager at the Plan Administration Office.

No more than 60 days after the next-following Board of Trustees Meeting, you will be advised if your appeal was allowed or denied.

CONFIDENTIALITY

All personal information you submit is treated as confidential in accordance with the Plans' Privacy Policy.

BOARD OF TRUSTEES' DECISIONS

If your appeal is allowed, a Plan Administration Office staff member will contact you.

If your appeal is dismissed, a Plan Administration Office staff member will contact you.

COMPLAINTS ABOUT PLAN FEATURES

The Boilermakers' National Health Plan (Canada) and the Boilermakers' National Pension Plan (Canada) are funded by Contributions made under collective agreements. The benefits of the Plans are determined by the Board of Trustees after having taken into consideration available funding and applicable legislation. Plan Administration Staff interpret Plan provisions and legislation, but cannot change the terms of the Plans. Only the Board of Trustees can change the Plans, subject to applicable legislation.

CONTACTS

Ms. Veronica Tseng
Manager
Boilermakers' National Benefit Plans (Canada)
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45 McIntosh Drive, Markham, Ontario L3R 8C7
Telephone: (905) 946-2530 ext. 251
Toll Free: 1-800-668-7547
email: vtseng@boilermakersbenefits.ca

Ms. Susan Bird
Recording Secretary
Boilermakers' National Benefit Plans (Canada)
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