

Who To Call

Service Provider	Contact Number/ Web Address	Service Hours	Access Code(s) Required	Common Reasons to Call
Kinectrics Pension Information Centre	1-866-898-8517	Weekdays 8:30 am to 5:00 pm	1. Employee Number 2. PIN Number	To ask questions about your Kinectrics Pension Plan benefits To update your personal pension information (e.g. changing your address, changing your direct deposit bank account)
Canada Life London Benefit Payment Office 255 Dufferin Ave., London, Ontario N6A 4K1 https://www.canadalife.com/	1-800-957-9777 https://www.canadalife.com/	Weekdays 8:30 am to 4:30 pm	1. Employee Number 2. Kinectrics Contract (Plan) Number: 51597	Contact Canada Life (formerly Great West Life) 1. For general information about health and dental claims. 2. To follow up on the status of your health and dental claims. 3. To find out if a specific expense will be covered by the plan. 4. To keep track of your own claims history
GroupNet at Canada Life provides you with easy access to your Kinectrics health and dental information whenever you want.	Navigate to the link below to access GroupNet at Canada Life https://my.canadalife.com/sign-in	24 hours	1. Employee Number 2. Kinectrics Contract (Plan) Number: 51597	1. submit claims online 2. direct deposit of reimbursements 3. view your claim status and Explanation of Benefits for the past 24 months 4. check your eligibility for new glasses or contacts 5. complete and print personalized claim forms
Kinectrics Human Resources Department	416-207-6000 ext. 5757	Weekdays 8:30 am to 4:30 pm	Employee Number	To ask questions about your group benefits - health, dental and life insurance To update your personal information (e.g. adding dependents, changing beneficiaries)