

# Benefits Key Contacts

## Youflex Resources

Contact Information		Provides Access to:
<b>HR Service Centre</b>	<b>Call: 1-800-295-3348</b> , Monday to Friday 8 a.m. to 7:30 p.m. AT <b>Email: <a href="mailto:hrrservicecentre@sobeys.com">hrrservicecentre@sobeys.com</a></b>	<ul style="list-style-type: none"> <li>• Checking eligibility status</li> <li>• Help enrolling in the plan</li> <li>• Help with questions about deductions for coverage</li> </ul>
<b>People Portal</b>	<a href="http://peopleportal.sobeys.com">peopleportal.sobeys.com</a>	<ul style="list-style-type: none"> <li>• YouFlex website</li> </ul>
<b>YouFlex Website</b>	<b>Log on to the People Portal (<a href="http://peopleportal.sobeys.com">peopleportal.sobeys.com</a>)</b> Select the “ <b>Total Rewards</b> ” tile under “ <b>Organizational Updates</b> ” and select “ <b>Access your YouFlex benefits</b> ” under “ <b>Quick Links</b> ”	<ul style="list-style-type: none"> <li>• Claim forms and other forms</li> <li>• Benefits enrolment</li> <li>• Making coverage changes if you have a qualifying Life Event</li> </ul>
<b>Your YouFlex Resource</b>	<a href="http://sobeysbenefitsresource.com">sobeysbenefitsresource.com</a>	<ul style="list-style-type: none"> <li>• Information about the YouFlex benefit plan</li> </ul>

## Benefits Information

	Policy Number	Contact Information	Provides Access to:
<b>Medavie Blue Cross</b> <ul style="list-style-type: none"> <li>• Health Care (including prescription drugs)</li> <li>• Dental Care</li> <li>• Medical Second Opinion</li> <li>• Critical Illness Insurance</li> <li>• Life Insurance</li> <li>• Accidental Death and Dismemberment (AD&amp;D) Insurance</li> <li>• Short Term Disability (STD) <i>(for full-time employees only)</i></li> <li>• Long Term Disability (LTD) <i>(for full-time employees only)</i></li> <li>• Health Care Spending Account balance</li> <li>• Travel Benefit (World Wide Travel Assistance)</li> </ul>	Policy # 91911	<b>Access the site directly through the YouFlex website—no password required after you register.</b> Register with your ID and Policy Number (found on your Medavie Blue Cross ID card).  <b>Download the app: Medavie Blue Cross Mobile</b> <b>1-888-691-8898</b> 8 a.m. to 8 p.m. AT for Ontario, Quebec and Atlantic provinces 8:30 a.m. to 4:30 p.m. local time for BC, AB, SK and MB	<ul style="list-style-type: none"> <li>• Review details of your health and dental coverages</li> <li>• Submit claims online</li> <li>• Check your Health Care Spending Account balance</li> <li>• Review your health and dental claims history</li> <li>• Get information about medical emergencies outside your province and Canada</li> </ul>
<b>LifeWorks Employee and Family Assistance Program (EFAP)</b>		<a href="http://workhealthlife.com">workhealthlife.com</a> <b>1-844-880-9142 (EN)</b> <b>1-844-880-9143 (FR)</b> <b>Download the app: My EAP</b>	<ul style="list-style-type: none"> <li>• Access to confidential counselling and support services</li> <li>• Immediate and confidential assistance for work, health or life concerns</li> </ul>
<b>Virtual Health Care by Dialogue</b>		<a href="https://dialogue.co/sobeys">https://dialogue.co/sobeys</a> <b>Download the app: Dialogue</b>	<ul style="list-style-type: none"> <li>• Access to nurse practitioners through live chat</li> <li>• Video consultations with physicians</li> <li>• Prescriptions issued and renewed</li> <li>• Referrals to specialists</li> <li>• Fast and convenient service</li> </ul>

## Retirement

Contact Information		Provides Access to:
<b>HR Service Centre</b>	<b>Call: 1-800-295-3348</b> , Monday to Friday 8 a.m. to 7:30 p.m. AT <b>Email: <a href="mailto:hrrservicecentre@sobeys.com">hrrservicecentre@sobeys.com</a></b>	Assistance with pension and retiree benefits related enquiries
<b>Company Pension Plan (Manulife Financial)</b>	<b>1-866-430-2156</b> , Monday to Friday, 8 a.m. to 8 p.m. AT You will need your nine-digit Manulife Customer Number—find it on page one of your quarterly statement. <b>Email: <a href="mailto:sobeys@manulife.com">sobeys@manulife.com</a></b>  <b>Log on to the People Portal (<a href="http://peopleportal.sobeys.com">peopleportal.sobeys.com</a>)</b> select the “ <b>Total Rewards</b> ” tile under “ <b>Organizational Updates</b> ” and then the “ <b>Retirement Savings</b> ” card on the Total Rewards website.	Information regarding your plan, contributions and account balance

## Government Resources

	Call	Website
<b>Quebec Pension Plan (QPP)</b>	<b>1-800-463-5185</b> (TTY: 1-800-603-3540) Quebec region: <b>1-418-643-5185</b> Montreal region: <b>1-514-873-2433</b>	<a href="http://www.rrq.gouv.qc.ca/en">www.rrq.gouv.qc.ca/en</a> Find general information about Quebec Pension Plan (QPP), including contributions, retirement pension, survivor’s benefits and disability.
<b>Canada Pension Plan (CPP)</b>	<b>1-800-277-9914</b> (TTY: 1-800-255-4786)	<a href="https://www.canada.ca/en/services/benefits/publicpensions/cpp.html">https://www.canada.ca/en/services/benefits/publicpensions/cpp.html</a> Find general information about the Canada Pension Plan (CPP), including retirement pension, disability benefits, death benefit, children’s benefits and survivor’s pension.
<b>Quebec Parental Insurance Plan (QPIP)</b>	<b>1-888-610-7727</b>	<a href="http://www.rqap.gouv.qc.ca/en/home">www.rqap.gouv.qc.ca/en/home</a> Find general information about the plan, obtaining your ID, applying for benefits and accessing your file once registered.
<b>Employment Insurance</b>	<b>1-800-206-7218</b> (TTY: 1-800-529-3742)	<a href="http://www.servicecanada.gc.ca">www.servicecanada.gc.ca</a> Find information about regular benefits, maternity and parental benefits and sickness benefits.

