

Benefits Key Contacts



YOUFLEX RESOURCES

	CONTACT INFORMATION	PROVIDES ACCESS TO:
HR Service Centre	Call: 1-800-295-3348 , Monday to Friday 8 a.m. to 7:30 p.m. AT Email: hrrservicecentre@sobeys.com	<ul style="list-style-type: none"> Checking eligibility status Help enrolling in the plan Help with questions about deductions for coverage
People Portal	peopleportal.sobeys.com	<ul style="list-style-type: none"> YouFlex website
YouFlex Website	Log on to the People Portal (peopleportal.sobeys.com)	<ul style="list-style-type: none"> Claim forms and other forms Benefits enrolment Making coverage changes if you have a qualifying Life Event
Your YouFlex Resource	sobeysbenefitsresource.com	<ul style="list-style-type: none"> Information about the YouFlex benefit plan

RETIREMENT

	CONTACT INFORMATION	PROVIDES ACCESS TO:
HR Service Centre	Call: 1-800-295-3348 , Monday to Friday 8 a.m. to 7:30 p.m. AT Email: hrrservicecentre@sobeys.com	Assistance with pension and retiree benefits related enquiries
Company Pension Plan (Manulife Financial)	1-866-430-2156 , 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. Email: sobeys@manulife.com Log on to the People Portal (peopleportal.sobeys.com) select the “ Pay, Pension and Benefits (youflex) ” tile under “ My Info ” and then the “ Retirement Savings Balance ” tile under “Your Information” on the Total Compensation website.	Information regarding your plan, contributions and account balance

BENEFITS INFORMATION

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

GOVERNMENT RESOURCES

	CALL	WEBSITE
Quebec Pension Plan (QPP)	1-800-463-5185 (TTY: 1-800-603-3540) Quebec region: 1-418-643-5185 Montreal region: 1-514-873-2433	www.rrq.gouv.qc.ca/en Find general information about Quebec Pension Plan (QPP), including contributions, retirement pension, survivor's benefits and disability.
Canada Pension Plan (CPP)	1-800-277-9914 (TTY: 1-800-255-4786)	www.esdc.gc.ca/en/cpp/index.page Find general information about the Canada Pension Plan (CPP), including retirement pension, disability benefits, death benefit, children's benefits and survivor's pension.
Quebec Parental Insurance Plan (QPIP)	1-888-610-7727	www.rqap.gouv.qc.ca/en/home Find general information about the plan, obtaining your ID, applying for benefits and accessing your file once registered.
Employment Insurance	1-800-206-7218 (TTY: 1-800-529-3742)	www.servicecanada.gc.ca Find information about regular benefits, maternity and parental benefits and sickness benefits.