

Procedure for Contacting the Retired Workers' Chapter (RWC) For Assistance

Occasionally members may need to contact the RWC for assistance with Extended Health Benefits issues, other concerns, or questions. Initially, member issues are dealt with by the RWC representatives and **not by the PWU**. PWU staff may become involved later if necessary.

Some contact information for the RWC is on our website [About – PWU – Retired Workers' Chapter](#). You can contact us by phone or email.

If you are uncertain who you should contact, follow these steps:

1. Contact us by email rwc@pwu.ca, or call and leave a message **1-800-958-8798**. If you get the receptionist at the PWU ask to be put through to Katie Lack and leave her a message. She will direct your concern to the appropriate RWC Executive member.
2. Provide us with your name and contact information and the basics of your concern.
3. Indicate which Pension Plan or which EHB plan you are a member of or which Company you retired from.
4. Your concern will be forwarded to the RWC representative that addresses your specific concern. You will be contacted within 2 days.
5. If your concern is related to **Extended Health Benefits** issues and if you are able, please follow the following process before contacting the RWC.
 - i. Get the reason for the denial in writing.
 - ii. Speak with the insurance company to see if they are missing any information that you can provide. Make note of the date/time that you, or they, called and ask for the name/employee number of the customer service rep that you spoke to.
 - iii. Retain copies of any correspondence and any notes that you have taken.
 - iv. Call or write the company you retired from to see if they agree with the denial by the insurance company.

If taking these steps **does not** lead to a satisfactory conclusion and you still feel that you are being denied a legitimate claim, the RWC is willing to try and resolve the claim for you.

If you wish to seek out this assistance you can contact the RWC as indicated above.