



COVID-19

UPDATE

Due to the recent Government of Canada recommendations around the current COVID-19 pandemic and deploying social distancing measures, our Winnipeg office has closed effective March 17th and will remain closed until further notice.

Essential services will still be offered remotely and communication with Coughlin staff must now be done via email. Phone calls and voicemail messages will not be accepted or returned.

Claims	WinnClaims@coughlin.ca
Pension	PensionRequestsWpg@coughlin.ca
MEBP	PensionRequestsMEBP@coughlin.ca
Administration	WpgAdminRequests@coughlin.ca
General/All Other Inquiries	WinnWebmaster@coughlin.ca

When sending emails to our office, please ensure you include the following information:

- Group/Union Name
- First and Last Name
- Member ID
- Address

Due to the office closure, claims reimbursement cheques will experience delays. If you have not already done so, we highly recommend that you sign up for Pre-Authorized Deposits for claims reimbursement.

This can be done by filling out a form available at www.coughlin.ca that can be returned via email to WinnWebmaster@coughlin.ca, or by logging into your Member Portal and following the listed instructions.

Members who typically self-pay for their health benefits by phone or in office should contact us at WpgAdminRequests@coughlin.ca, or plan to pay by cheque or money order via mail. Please ensure to include your name, member ID and contact information such as mailing address or email address with your payment.

As a directive from the Board of Trustees, given the challenges in workflow resulting from COVID-19, Members who are currently in benefit for the month of March who will fall out of benefit in the month of April due to lack of hours, will be extended April coverage on a loan-basis. When worksites reopen and hours are received by our office, Members who received this benefit will have the loan amount removed from their account. Self-paying members should continue to make payments, if possible. If you have any questions on making a self-payment, please contact our office at WpgAdminRequests@coughlin.ca.