

Groupline

News and updates for advisors
and plan sponsors



SPECIALTY PRODUCTS

20-12

Help your plan members with financial stress

Financial stress can impact anyone. From the recent grad who sees their loan amount piling up, to individuals wondering how they'll ever be able to get out of debt. For many, it's stressful to even think about, and avoidance can keep this stress in the back of their minds.

Credit counselling

To help your plan members improve their financial wellness, we've partnered with the award-winning, not-for-profits Credit Counselling Society (CCS), and the Credit Counselling Services Atlantic Canada (CCS Atlantic Canada).

These organizations can help members:

- Manage their expenses
- Understand how habits can cost them money
- Set goals for their finances

How it works

Members can connect with accredited counselors by phone, in person or through online chat. Through confidential conversations, they'll get information and guidance to help them make informed decisions about their finances.

The CCS and CCS Atlantic Canada also offer in-office workshops and interactive webinars to help participants learn about the cost of credit, budgeting and spending. Plan sponsors can pay \$250 to book a session. Considering the COVID-19 pandemic, effective immediately, this fee is waived until June 30, 2020.

Members get an impactful conversation, for free

During a call with a counselor, members get:

- A budget
- Financial advice based on their situation
- Tips to bring their budget in line with their goals
- An action plan
- Referrals to other services, if needed
- Follow-up appointments and reviews

Fees

If a member needs help with debt repayment and settlement, they can enter a debt management program (DMP). It's available for a reduced fee of \$25, plus a monthly fee, paid by the member.

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Effective immediately, Canada Life is extending these services to members free of charge until June 30, 2020. The table below illustrates a snapshot of the negotiated fees.

	Regular credit counselling fees	Reduced fees for Canada Life plan sponsors/members	Fees for Canada Life plan sponsors/members (until June 30, 2020)
CCS counselling fee	Free	Free	Free
CCS Atlantic Canada Counselling fee	\$25	Waived	Waived
DMP set-up fee	\$75	\$25	Waived
DMP monthly fee	10% of deposit up to a maximum of \$75	10% of deposit up to a maximum of \$75	Waived
Private workshops for plan sponsors	\$500	\$250	Waived

Counselors can help with any size of debt

Whether it's \$2,000 or \$200,000, no amount of debt is too low or high to get information and create a plan.

Help is a phone call away

Members can call 1-888-527-8999 to speak with a counselor. If they live in Quebec or an Atlantic province, they can call CCS Atlantic Canada at 1-888-753-2227.

You can offer this service to your members before they get their next paycheque. Ask your Canada Life representative how.

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