



Happy Holidays from all of us at TEIBAS!

On behalf of the Board of Trustees and the staff here at TEIBAS, we wish you and your family a happy holiday season, and a safe and happy new year. It's a time for all of us to recharge and spend time with our families and friends.

The holiday season gives us the time to think of all the new opportunities the new year can bring. It's also a great time to think about creating good habits and setting new goals. Whether your goals are related to financial wellness, healthy living, making more time for family, friends, community, or work, if you write your goals down you're more likely to start them. A good tip for setting realistic goals is setting 'SMART' goals. **SMART** goals are **S**pecific, **M**easurable, **A**chievable, **R**elevant, and **T**ime-bound.

Did you know? You're more likely to meet your goals if you share them with a friend. If you need some inspiration on setting goals for the new year, check out our New Year's Goal Setting Checklist at the end of this newsletter to get started. Another resource to help you get started on setting your goals is [LifeSpeak](#). [LifeSpeak](#) is your virtual wellness tool guided by top health experts who provide practical resources and strategies that can help support you 24/7, 365 days a year. You can access [LifeSpeak](#) by logging into [myteibas.com](#) or visiting the [LifeSpeak](#) website directly: [353teibas.lifespeak.com](#) and enter the ID: **lifespeak**

We wish you all the success for a bright and happy new year! And remember, **we're here to help!**

Holiday Office Hours				
Mon	Tue	Wed	Thurs	Fri
Dec. 19 7:30 a.m. - 4:30 p.m.	Dec. 20 7:30 a.m. - 4:30 p.m.	Dec. 21 7:30 a.m. - 4:30 p.m.	Dec. 22 7:30 a.m. - 4:30 p.m.	Dec. 23 CLOSED
Dec. 26 CLOSED	Dec. 27 CLOSED	Dec. 28 7:30 a.m. - 4:30 p.m.	Dec. 29 7:30 a.m. - 4:30 p.m.	Dec. 30 7:30 a.m. - 11:30 a.m.
Jan. 02 CLOSED				

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We're here to help!



Financial Wellness Webinar

- Financial Wellness Webinar**
- Presented by Chris Allum, Ontario Securities Commission
Thursday, Feb. 16th @ 7 p.m.

TEIBAS Member Webinars

- Pension & Benefit Webinar**
- Wednesday, Jan. 25th @ 7 p.m.

- Pre-Retirement Webinar**
- Thursday, Jan. 26th @ 7 p.m.

- Pension & Benefit Webinar**
- Wednesday, Feb. 22nd @ 7 p.m.

- Pre-Retirement Webinar**
- Thursday, Feb. 23rd @ 7 p.m.

Email members@teibas.com to register for any of the above webinars.

On behalf of the Board of Trustees and the staff at TEIBAS we wish you and your family a very happy holiday season and all the best in 2023.



Survey Results

Thank you to all the **2,250** members who completed this year’s membership research survey on benefits. Your thoughtful and honest feedback makes a difference, as it helps the IBEW Local 353 Board of Trustees to make prudent decisions on how to serve you better when it comes to your IBEW Local 353 Benefit Plan.

The goal of the survey is to make sure that the benefit plan remains affordable, sustainable and aligns with your expectations and needs. It’s not intended to imply any specific changes will be made to the benefit plan, and the results are not binding on the Board of Trustees.

This is what we heard from you:

- ✓ 80% of you think the current benefit plan design meets your and your family’s needs.
- ✓ 80% of you say the benefit plan is either excellent or good value for the money. Only 2% think it is poor value for the money.
- ✓ 71% of you are satisfied with the way in which benefits are added or changed on the benefit plan. Only 6% are dissatisfied.
- ✓ Approximately 7-in-10 of you have excellent or good knowledge of the IBEW Local 353 Benefit Plan.

- ✓ Members ranked the dental plan as the most important benefit, followed by prescription drugs, vision care, paramedical services, and major medical coverage.

You also gave us feedback on how we at TEIBAS are doing through the satisfaction survey:

- ✓ 86% of you are satisfied with the service you receive from TEIBAS.
- ✓ 69% of members who contacted TEIBAS said their question was answered by a person immediately upon contact. 20% of you had to leave a message for a response back from TEIBAS and received a response.
- ✓ 80% of you stated that your issue was resolved to your satisfaction. Just under 10% had their issue partially resolved.

Although we are generally happy with our overall results, there is room to improve our services to you. TEIBAS will be focussing on improving in areas where we fell short of some members’ expectations. We’re always open to receiving feedback so don’t hesitate to reach out. Send us an email at members@teibas.com or give us a call at **416-637-6789** (toll-free **1-800-267-0602**).

Want to read the full results from the member research survey? Visit myteibas.com and look under the Reports tab to read the survey results.

Watch & Win contest

Watch this month’s video on goal setting to win one of four **\$50** grocery store gift cards. Login to LifeSpeak through myteibas.com as many times as you like – the more you watch, the better your chances of winning!



Are you looking for a family doctor?

Teladoc can help! You can use their Find a Doctor service which may help you to connect to physicians who are accepting new patients in your local area who meet your specific medical needs.

To find a specialist physician, or for questions about medical or mental health conditions, treatment processes, and getting a second opinion on your diagnosis, you can contact Teladoc Health’s Expert Medical Services by calling **1-877-419-2378** or visiting <https://www.teladoc.ca/canadalife/>.



Financial Wellness Corner

Where do I start?



1. Webinars

Learn more about your pension, benefits plans and Group RRSPs at one of our [upcoming webinars](#).



2. Financial Wellness Webinar

Sign up for our upcoming **Financial Wellness Webinar** with Chris Allum from the Ontario Securities Commission on Thursday Feb. 16th at 7:00 p.m. Email members@teibas.com if you would like to attend.



3. Check out Smart Path

Check out Smart Path, **Canada Life's Canadian group retirement and savings plan education website**. Learn about retirement planning, saving, investing, RRSPs, RRIFs and more. Visit Smart Path today: <https://www.smartpathnow.com/>.



4. Visit the Credit Counselling Society

Visit the **Credit Counselling Society's** website to access online courses on budgeting, building your credit and managing debt. You also have access to credit counselling and debt management services available at a reduced rate. For more information, visit the Credit Counselling Society's website at <https://nomoredebts.org/financial-education/online-courses>.



5. Watch and Learn

Watch and learn from [LifeSpeak](#). [LifeSpeak](#) offers a video library on Financial Wellness that focuses on savings, setting financial goals, choosing a financial planner and much more. You can access [LifeSpeak](#) by logging into myteibas.com or visiting the [LifeSpeak](#) website directly: 353teibas.lifespeak.com and enter the ID: **lifespeak**

LifeWorks

Life can be complicated, especially around the holiday season. Get help anytime with all of life's questions, issues and concerns with LifeWorks. Any time, 24/7, 365 days a year. It's support when you need it, for all kinds of issues. If you're feeling stressed about work, family, finances, or need you need some help finding services for life's complications, contact LifeWorks. LifeWorks by Canada Life provides confidential short-term counselling at your fingertips anytime, anywhere, whether online, on the phone, or on their app.

Call the Care Access Centre toll-free at **1-866-289-6749** and indicate that you are a member of the IBEW Local 353. Or visit login.lifeworks.com Username: **canadalife** | Password: **lifeworks**

New Year's Goal Setting Checklist



- Write down 3-5 personal goals you have for yourself for 2023. Team up with a friend or family member to help keep you accountable.
- Sign up for an upcoming TEIBAS or Financial Wellness Webinar.
- Review or start your retirement plan. Reach out to TEIBAS if you have any questions.
- Plan or check your monthly budget. Make sure you tuck away some money for a rainy day or start an emergency fund.
- Review your auto and home insurance and shop around to get the best rates.
- Pick up a new creative or active hobby.
- Download the Canada Life, LifeSpeak, LifeWorks and Teladoc apps on your smart phone.
- Submit outstanding benefit claims to Canada Life.
- Review your Quarterly Contribution Statements and annual pension statement on myteibas.com.



We're here to help!

You asked, we answered! Submit your questions to members@teibas.com.

Q: I read about coordinating of benefits (COB) in the 2022 Member Research Survey, but I don't really know what that means. Can you please explain?

A: When someone is covered by more than one benefit plan, the plans work together (coordinate) to maximize the reimbursement of up to 100% of the claim. For example, if you have a major dental claim that was reimbursed at 75% under our plan, you can submit that same claim along with the explanation of benefits from Canada Life that shows 75% was already paid to your spouse's plan for review. If your spouse's plan covers the dental services being submitted, and the maximum payable has not been met, the remaining 25% may be reimbursed.

If you and your spouse have dependent children there is an order to coordinating claims. You submit claims to the benefit plan of the parent with the earlier birthday in the calendar year (regardless of who's older) first. If it's not reimbursed 100%, you can then submit the unpaid portion of the claim to the other person's plan for reimbursement if eligible. Coordination of benefits allows you to submit any unpaid portion of your claims to your spouse's plan for reimbursement. Your spouse can also submit unpaid portions from their plan to your benefit plan. Coordinating benefits will help you optimize your benefit coverage and keep more money in your pocket. Visit [My Canada Life at Work](#) or myteibas.com and review your benefit booklet to learn more.



IBEW Local 353 Trust Funds Board of Trustees

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This bulletin was prepared on behalf of the Trustees of the Local 353 IBEW Trust Funds. It provides summary information about the Local 353 Health and Welfare Plan and the IBEW 353 Pension Plan (registration number 0598235) in plain language. This publication is not intended to provide advice. If there is any discrepancy between this document and the legal documents that govern the plans, the legal documents will apply. The Trustees expect to maintain these benefit plans indefinitely. However, they reserve the right to change or cancel any or all benefits under the Health and Welfare Plan, the Pension Plan, and the SUB Plan for active and retired members, and their survivors and dependants.



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