



Dear Comrade, Sister, Brother:

You are in receipt of this letter because you are a *Government Services Union (GSU)* member, your disability claim has been denied and our *National Office* has received a request to assist you with your appeal.

This letter will inform you of how we can assist you.

We will however, require documents ensuring we are able to register a disability case management file on your behalf. These documents include:

- An electronic / printed copy of correspondence received from your insurance provider validating your claim has been denied and;
- A signed authorisation allowing a GSU National Union Representative to correspond on your behalf with your insurance provider. The authorization form will also allow our *National Office* to receive a printed / electronic copy of your insurance file.

Once the aforementioned documents are received, the GSU will register a file at the *National Office* and request from your insurance provider a copy of your insurance file for our review and analysis. Regrettably, and depending on your insurance provider, the delay to receive a copy of your file may be six (6) six weeks or more.

Upon receipt of the file, the assigned National Union Representative will review the file and provide their recommendations. More authorisations may be required to liaise with various contacts such as health care professional-s, Departmental contacts and others.

Throughout the process, you may be asked to request information from your existing health care professional-s, asked to complete a referral-s, attend an appointment-s with a medical specialist-s and complete various forms, as required.

For your information, there are three (3) levels of appeal within the *Sun Life* appeal process that must be pursued in order and only one (1) level for the *Industrial Alliance* appeal process. The GSU will assist you throughout either process with the objective of resolving the claim and reversing the denial of same.

For the entire duration of the process, the GSU will maintain a copy of your medical documentation. Upon the closure of your file, this medical documentation **will be securely destroyed** unless you request to receive it by regular post Charge on Delivery (CDO), or retrieve it in person from the GSU's *National Office*, 233 Gilmour Street, Ottawa ON K2P 0P2.

In Solidarity,

Neola Sanders  
Administrative Assistant to the National Union Representatives