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 **NEW BUSINESS AND UNDERWRITING**

BREAKING NEWS

JULY 31: DEADLINE TO REQUEST A REASSESSMENT OF A CONTRACT AFFECTED BY COVID-19

We expect Dynacare and ExamOne to be overwhelmed with requests for paramedical examinations from every insurance company, which could lead to substantial delays. That's why we're changing our deadlines for reassessing insurance applications and contracts affected by COVID-19.

We are no longer asking to receive all medical requirements by August 22 (2 months after paramedical services resume). Instead, we are setting a deadline for submitting reassessment requests.

You will have until 11:59 p.m. on July 31, 2020, to send your completed request for reassessment to nbcstin@dfs.ca.

How can I be sure that my reassessment request is complete?

In your email:

- Include the policy or application number.
- **Confirm your client's insurability criteria.**
If their situation has changed and the contract is already in force, you should attach a [new application](#) to the email.
- **Confirm the desired coverage.**
If your client wants to change their original application, you should attach a new illustration to the email.

Dynacare is resuming in-home visits

Starting today, Dynacare will only be scheduling appointments for in-home visits with proposed insureds. They will no longer set up appointments at collection centres.

If a proposed insured has already scheduled an appointment with a collection centre, it will go ahead as planned. We won't reimburse any travel or accommodation expenses.

Questions?

Call our Customer Contact Centre: 1-800-278-0669.

COVID-19

Business Continuity Plan 

All the information related to COVID-19 is gathered in a [dedicated section](#) on Webi.