



WE ASKED YOU ANSWERED

Many thanks to everyone who participated in our health benefits communication survey this spring! We had an excellent response rate and you've given us valuable insight into how we can communicate better—and help you get the most from your benefits plan.

It turns out e-bulletins like this are your #1 preferred communication tool—at least for active members. Retirees still prefer the human touch and rely more on the benefits team at the union office.

Here are four other key findings—and what we plan to do about each of them:

- 1. You want better online and electronic tools.** You also want mobile-friendly communication. This was especially important for members under age 45. We'll continue to move in this direction.
- 2. We need to make it easier for you to find what you're looking for.** And we need to use plain, clear, concise language. Stay tuned for a significant overhaul of our material.
- 3. There's confusion around who manages the plan.** Most of you think it's the union, but the plan is separate from the union and is run entirely by trustees who are elected by the membership. We'll be working to make this clearer in future communications.
- 4. Dental is among the top-ranked benefits across all age groups.** When asked about plan improvements, top choices were higher dental and paramedical limits and expanded drug coverage. On July 1, 2017 we'll introduce a new Healthcare Spending Account that will help address these requests—and we'll keep this feedback in mind when in a position to make future plan improvements.

Congratulations, again, to the two survey respondents who won iPads! Megan Lavergne and Jonathan Watson were selected at random by Eckler Ltd., the company that conducted the survey.

