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Hello Laura,

I'm writing in response to your letter to President and CEO, Jeffrey Lang, dated June 24, 2025.

We're pleased we've now reached a fair and reasonable agreement with the Ontario Compensation Employees Union (OCEU).

To ensure people continued to receive the care they needed, we updated some of the services we provided throughout the labour disruption. This included temporarily adjusting our auto-allowance parameters effective June 8, 2025, so people received the access they needed to health care and income replacement benefits as soon as possible. We're working hard to get back to our usual service timelines, processes and practices now, including discontinuing the temporarily adjusted auto-allowance parameters.

We understand the importance of transparency along with fair adjudication and are committed to addressing any concerns with claim allowances now that the labour disruption has ended. If you don't agree with the decision we made about a claim, you can submit an Intent to Object form to the claim file or speak with the case manager about your concerns.

We have identified and assigned those claims that were auto allowed from June 8, 2025, with a reconsideration request to a designated team of eligibility case managers for priority decision making. Any new reconsideration requests related to June 8, 2025, auto allowance changes will continue to be prioritized.

We appreciate your understanding and value our partnership and your support.

Thank you,

Cathy Wright

Cathy Wright, Vice President, Case Management