Updating
Employee Earnings

As the Plan Administrator, you are responsible of the prompt reporting and updating of each employee's insurable income to RWAM, so that benefit coverage is kept current and, if applicable, increased to the maximum allowable. RWAM will notify you of members who become eligible for additional coverage as a result of their new wage.

> The employer is responsible for the **prompt reporting and updating** of each employee's insurable income to RWAM so that **benefit coverage is current** to avoid any discrepancies in the event of a Life or Disability claim.

NOTE: Any employee whose hours have increased, and who was NOT previously insured because they did not meet minimum hours requirement should be treated as a new employee and be provided with an Enrolment Form to apply for coverage. Refer to planadministrator.rwam.com/resources for tutorials on how to add an employee.

NOTE: An employee whose hours have decreased and dropped below minimum hours requirement will no longer be eligible for coverage. RWAM must be notified immediately to arrange termination of coverage. Refer to planadministrator.rwam.com/resources for tutorials on how to terminate an employee's coverage.

To begin, log into your Plan Administrator Account at: https://planadministrator.rwam.com

STEP 1

- Using the search bar on the left side of the screen, enter the employee's certificate number or last name.
- Click Go.

STEP 2

- Click on the employee's name.
  - This will take you to their plan details / certificate information.

STEP 3

- On the Certificate Information page, click on the Employee Information tab.

STEP 4

- Edit the Earnings ($) field with the new earning details for your employee.

STEP 5

- Update the Effective Date to reflect the date of change for the new earnings details.

- RWAM requires:
  - the effective date of the change in earnings.
  - the new earnings rate (excluding any bonuses, overtime pay, dividends, expense allowances or other extra compensation).
  - any increase or decrease in earnings due to a change in hours worked per week or for any other reason.

STEP 6

- Once completed, click Save Certificate.
  - There is no need to Send Form for Signing.

Congratulations!

You have successfully completed updating an employee's earnings in the Plan Administrator Services website.

RWAM
INSURANCE ADMINISTRATORS INC.