

Reinstating An Employee

If an employee has been re-hired after having been previously terminated from your benefits plan, they will need to be reinstated to the group benefits plan.

A new Enrolment Form must be completed.

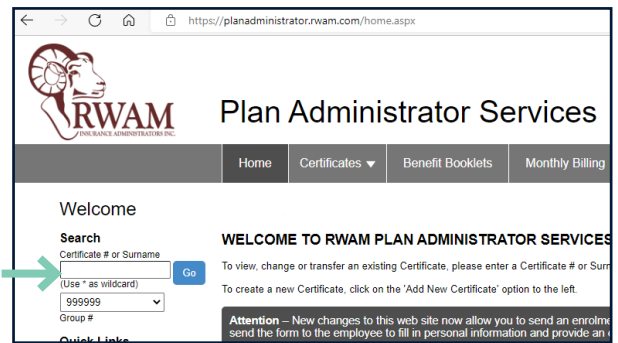
When reinstating coverage please be sure to choose the "reinstatement" function, not the "add" function. The employee's previous certificate number should be used for reinstatement.

If more than six months have passed since termination, the applicable waiting period will apply.



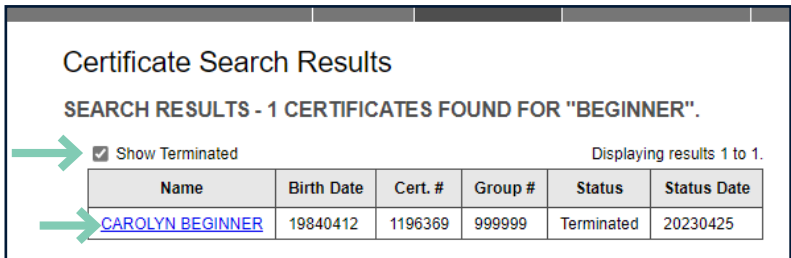
A re-hired employee qualifies for reinstatement effective on their rehire date if they are re-hired within six months of the original termination date, and the reinstatement is processed within 31 days of their re-hire date.

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



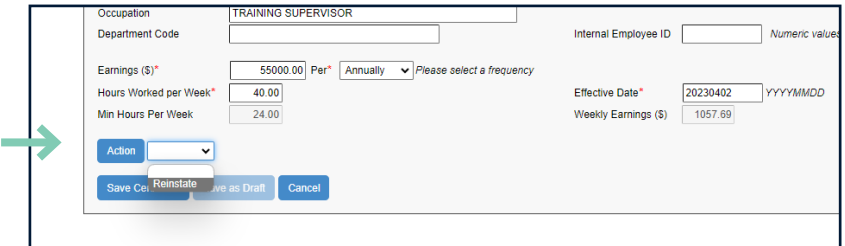
STEP 1

- Using the search bar on the left side of the screen, enter the terminated employee's certificate number or last name and click "Go."
- Click "Show Terminated."
- Click on the employee's name to open their certificate.



Step 2

- In the drop down menu labeled "Action," select "Reinstatement."



Step 3

- Complete the Reinstatement Checklist
- If the re-hire date is outside 6 months, the waiting period is automatically applied. You will see an option to waive the waiting period when you type in the rehire date.
- Update earnings, pay frequency and hours worked per week. Weekly earnings will be automatically calculated based on the information provided.

NOTE: If the re-hire date is within 6 months of termination and the reinstatement is processed within 31 days of the re-hire date, the waiting period will not apply.

Name: CAROLYN BEGINNER Certificate #: 1196369 Status:
 Group: 999999 - THE ABC COMPANY INC. Division: 2 - ABC TESTING GROUP INC. Class:

REINSTATEMENT CHECKLIST

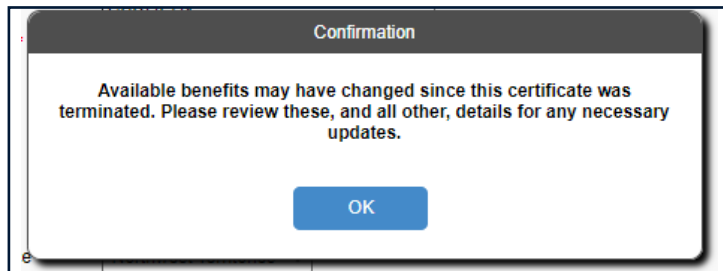
1. Enter Date of Re-Hire * YYYYMMDD
 • Must be on or after the current Status Date: 20230425
2. Update:
 - Earnings (\$) *
 - Pay Frequency *
 - Hours Worked Per Week *
 - Weekly Earnings (\$)

Step 4

- Click "Save Certificate" to submit these changes.
- If you have been successful, you will see a notification stating your certificate was saved successfully.



NOTE: You will see a notification that available benefits may have changed since this certificate was terminated. It is your responsibility as a Plan Administrator to ensure all Plan Members have access to available benefits should they choose. Click OK.



Step 5

- Review the certificate information and update any information that has changed, such as email or occupation.

Step 6

- Now you can issue the employee a new Enrolment Form to ensure their details are up to date and accurate. This can be done using a hard copy Enrolment Form or by utilizing the "Send to Sign" function.

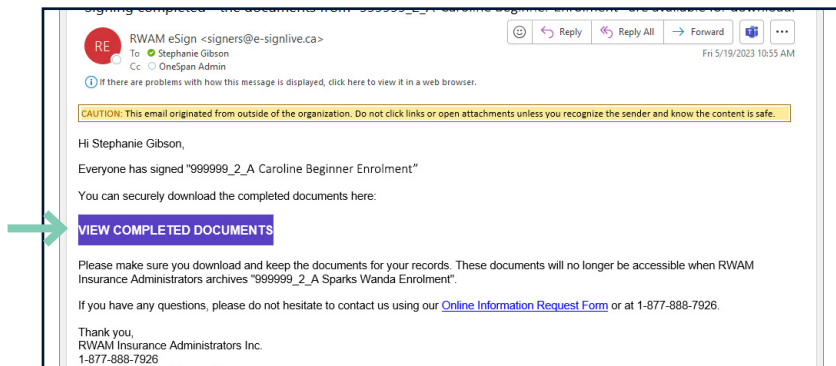
NOTE: If you already have a new completed Enrolment Form, continue the enrolment process by updating each tab in certificate information. Once completed, select "Save Certificate" to finalize the enrolment process.

Step 7

- If you click Send to utilize the "Send to Sign" function, you will see a popup asking you to confirm your intentions.
- Click "Reinstatement" then "Yes" to proceed.
- The employee will be sent a digital Enrolment Form for completion and signing.

Step 8

- Once the employee has completed and signed their digital Enrolment Form, you will receive a notification email. Click the link in the email to download the Enrolment Form and ensure you retain a copy for your records, as it may be required in the event of a life insurance claim.



Step 9

- Return to the RWAM Plan Administrator Services website homepage.
- Using the search function, search for your employee and click "Go."
- Click on the employee's name to return to their certificate.

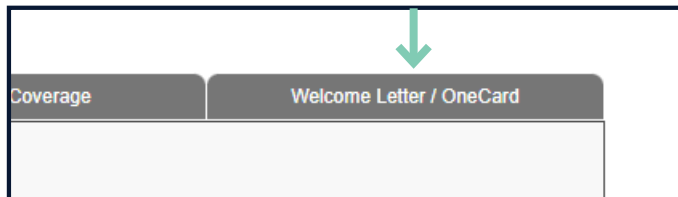
Name	Birth Date	Cert. #	Group #	Status	Status Date
CAROLYN BEGINNER	19840412	1196369	999999	Active	20230701

Step 10

- Using the completed Enrolment Form, update the certificate information in each tab.
- You will not see a “Next” button; you will have to manually click through each tab to update all the employee details.
- Once complete click “Save Certificate.”

Step 11

- Click the tab “Welcome Letter/OneCard” to send the employee a digital Welcome Letter and RWAM OneCard to officially welcome them back to the group benefits plan.



NOTE: You now have several options available to you. Select the option that best suits your needs. You can return to this page at any time to send a Welcome Letter or RWAM OneCard, or even order a plastic RWAM OneCard, should you need to.