

June 2, 2026

## **UPDATE: CANADA LIFE DISABILITY MANAGEMENT SERVICES MAILING ADDRESS CHANGE**

Please be advised that the mailing addresses for Canada Life Disability Management Services offices have changed.

Canada Life has centralized incoming paper mail for disability claims to a single Winnipeg processing location. As a result, HBT forms that reference the Calgary, Langley, or Vancouver Disability Management Services offices have been updated accordingly.

### **Important Mailing Instructions**

Effective immediately, all correspondence and documents must be sent electronically to the correct Disability Management Services Office as follows:

- Calgary Disability Management Services: [calgary.dms@canadalife.com](mailto:calgary.dms@canadalife.com)
- Langley Disability Management Services: [langley.dms@canadalife.com](mailto:langley.dms@canadalife.com)
- Vancouver Disability Management Services: [vancouver.dms@canadalife.com](mailto:vancouver.dms@canadalife.com)

If this is not possible, documentation may be submitted by mail and should be directed to:

- The Canada Life Assurance Company  
PO Box 1055  
Winnipeg, MB R3C 2X4

Mail sent to the previous regional mailing addresses will continue to be accepted during the transition period; however, using the updated Winnipeg address going forward is encouraged to help avoid processing delays.

### **Updated HBT Forms**

Updated versions of applicable HBT forms are now available on the HBT website. To ensure that you are using the most up-to-date version of forms, please continue to access all forms from HBT's website: <https://hbt.ca/forms-guides/>.

*Please forward this communication to all departments within your organization that may require and rely on this information.*

### **Questions**

If you have any questions, please contact the HBT Benefits Team at (604) 736-2087 or [BenefitsTeam@hbt.ca](mailto:BenefitsTeam@hbt.ca).