

Clarica Life Insurance Company
Disability Claims Department
227 King St S
PO Box 1690 STN Waterloo
Waterloo ON N2J 4Z3
Tel.: (519) 888-2214 (Local Calls) or 1-800-948-1048 (Toll Free)
Fax: (519) 888-3918



CLARICA

March 20, 2002

JOSEPH MCAVOY
5012 VARSITY DR NW
CALGARY AB T3A 1A5

Dear Mr. McAvoy:

RE: Policy: 90002

Certificate: 000 503 997

How Does CPP Affect Your Benefits?

Thank you for advising us that you have been awarded Canada Pension Plan (CPP) benefits in the amount of \$892.65, effective June 1, 2001. Please send us a copy of your Notice of Entitlement for our files.

What Is The Amount Of The Overpayment?

Since CPP benefits reduce your Long Term Disability (LTD) benefits, we have decreased your payments of \$2,122.33 by \$892.65 to \$1,229.68 effective August 29, 2001. From August 29, 2001 to February 28, 2002, an overpayment of \$5,442.29 has resulted.

What Is The Status Of Your Overpayment?

The CPP Office has advised in their letter that they will reimburse us directly for \$6,302.11, which is more than the overpayment amount by \$859.82. A payment for this amount will be sent to you when the refund payment is received.

What Will Happen With Your Benefits?

Your payments will resume in the adjusted amount of \$1,229.68 beginning with your March 31, 2002 payment.

How Can We Help You?

If there is anything about this letter which you don't understand, please let us know. Our qualified claims staff are available to answer your questions from 8:30 a.m. to 5:00 p.m. and can be reached by calling (519) 888-2214 or 1-800-229-7089. They will be happy to answer questions on claims decisions, benefit levels, payment status and most other inquiries about your disability claim.

Please have your group plan and certificate number available so that we can ensure a prompt response.

Sincerely,

Cyndy Haydl
Payment Specialist
Disability Claims Department

Handwritten notes: 11-24-02, 1102, 888-2214

Handwritten notes: 7002, 191, 102

C: Nortel Networks Limited