

16. Remitting Group Premiums

Your premium statement will be produced and mailed around the 25th of each month. When submitting the payment, return the top portion of the statement with your payment.

Please do not make any notation (other than the amount paid) on the top portion of your premium statement. If you do, the processing of your payment may be delayed or your notation may be missed.

Your account may be paid:

- through chartered banks and most other Canadian financial institutions (allow 3 business days for processing). For your information your financial institution may offer some or all of the following payment options:
 - Internet Banking
 - Telephone Banking
 - ATM Bill Payments

Please note: your financial institution may apply a fee to process your payment.

- by mail to:

Alberta Health and Wellness
PO Box 2401 Postal Station M
CALGARY AB T2P 5B3

When paying by mail, allow 10 business days for processing and include the top portion of the premium statement.

- in person at the Edmonton or Calgary Alberta Health and Wellness office (addresses are on page 1.1).

Office hours are 8:15 p.m. to 4:30 p.m. Monday to Friday. When paying in person, please present the entire premium statement so your payment can be recorded on the bottom portion of the statement as your receipt.

Payments made at our offices and at any financial institutions are credited to your group's account as of the date stamped on the statement. Payments that are mailed will be credited to your group's account on the date they are received by Alberta Health and Wellness. To ensure your payment is correctly credited to your account, please indicate your group number on the front of your cheque.

For any additional information on payments, if you are located within the Edmonton area, please contact a payment representative at (780) 427-1429. From all other areas within Alberta, call toll-free by dialing 310-0000 then (780) 427-1429 when prompted. Any other administrative inquiries from within the Edmonton area should be directed to our group administrative support staff at (780) 422-1212 or from all other areas within Alberta, call toll-free at 1-800-272-8864.

Please mail documents, correspondence and Remittance Listings For Employee Premium Arrears (see page 19.1 for more information on this) to Alberta Health and Wellness (address is on page 1.1).