



Dear trusted partner,

Please be advised of several important program, service and operational updates:

**PROGRAMS AND SERVICES**

(applicable only to Blue Cross Health® line of products: Complete Health, Guaranteed Acceptance and Assured Access)

- **inConfidence®**  
The inConfidence program will launch a brand-new mobile app and website in the new year, offering your clients a more user-friendly experience for accessing counselling and work-life balance. A client communication will be sent to inform them about the new update.
- **Connected Care**  
Due to an unforeseen implementation delay, the services will now be available as of **February 1, 2026**. Your clients will be notified by **January 1, 2026**.

**YEAR-END DEADLINES**

Please find below our deadlines for administrative processing and advisor contracting for the remainder of 2025.

- Insurance applications (including applications created through Salesforce for the Blue Cross Health product) submitted before December 12, 2025\* will be keyed into the system before 2025 year-end.
  - All policies approved by Underwriting prior to December 12, 2025\* will be issued and a welcome email will be sent to the client before the end of the year.
  - No transfer of policies will take place between December 12, 2025 and January 15, 2026.
  - For the renewal of licences and Errors & Omissions certificates, all requirements must be received before December 15, 2025.
- \*Deadline to submit: 4 p.m.

**HOLIDAY SCHEDULE**

Below is the holiday schedule for Partner and Compensation Support:

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| <p><b>Open</b><br/> <b>8:30 a.m. to 4:30 p.m.</b><br/> December 22, 23, 29 and 30, 2025<br/> January 5, 2026</p> | <p><b>Closed</b><br/> December 24, 25, 26 and 31, 2025<br/> January 1 and 2, 2026</p> |
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If you have any questions, please contact us at:

**Partner and Compensation Support**  
By email: [support.partners@ont.bluecross.ca](mailto:support.partners@ont.bluecross.ca)  
By phone: 1-800-361-2538

Thank you for your continued support.

The Ontario Blue Cross team