

August 2, 2011

## Potential Fraud Identified

### Background

We have been informed by our group benefits provider, Sun Life, that there are eight health care clinics/facilities located in Brampton, Mississauga and Toronto that are allegedly committing fraud. We understand that this suspected fraud might affect some of you if you have received services or treatment at any of these health care facilities.

### How it affects you

It is believed that the suspect who operates all eight facilities may have convinced some of you to provide payment directly to him or to his facilities for services you received, or to permit him to change your information in our records. This means that you would not be reimbursed for services you received from these, or in some circumstances, from other health care facilities from which you filed claims. We also understand that claims for services which were never provided may have been submitted to Sun Life in the name of some employees and without their knowledge.

If it has been determined that this alleged fraud has affected you, you will already have been contacted by Sun Life for your support in their investigation and we thank you for your continued cooperation.

### What is being done

We and Sun Life have a strict zero tolerance policy for fraud and take immediate steps to uncover and stop any situations of health care fraud and abuse. Sun Life's Investigative Services Unit and law enforcement are investigating this matter.

As a result, Sun Life has advised us that it will not reimburse you for any services incurred on or after August 8, 2011 from any of the following eight health care facilities:

- Sarwarmed Medical and Health Clinic (Brampton)
- Conestoga Foot Clinic Inc. (Brampton)
- Dynamic Footcare & Therapy Inc./Happy Feet are Healthy Feet! (Brampton)
- Malton Foot and Ortho Clinic (Mississauga)
- Gore Health Centre (Brampton)
- Dynamic Optical (Brampton)
- Woodbine Foot and Orthotics Clinic Inc. (Toronto)
- Castlemore Optical Inc. (Brampton)

# URGENT - PLAN MEMBER COMMUNICATION

## Next Steps

Sun Life's Investigative Services Unit is investigating this matter in more depth. Sun Life will give us more information about this issue as it becomes available. It is possible that Sun Life could contact you if you've received any services from the health care facilities above. We would appreciate your support in the investigation.

## Questions?

If you have any questions, please contact the Customer Care Centre at 1-800-361-6212.