



GLOBAL PACIFIC
FINANCIAL SERVICES LTD.

Customer Service Individual Service 2013 Year-End Closures

Submitted by Josh on November 18, 2013 - 12:12pm

2013 Year-End Deadlines and Closures

Customer Service Individual Insurance 2013 Year-End Deadlines and Closures

As the end of the calendar year is fast approaching we are pleased to provide information regarding the 2013

year-end deadlines and modified hours of operation of our Client Contact Centres as noted below:

LIFE AND HEALTH INSURANCE PRODUCTS

The final processing day for 2013 transactions is **December 20**. Please note the following specific deadlines:

New Business:

? All applications must be received by **December 18** in order for the sales to be included as 2013 business.

? We will do our best to process for 2013 approvals received from Underwriting and all outstanding settlement

requirements received after **December 18**.

Direct Withdrawals:

? Pre-authorized debits for 2013 cannot be stopped after **December 16**.

Disbursements:

? All cheques/electronic fund deposits processed after **December 20** will be dated 2014.

CLIENT CONTACT CENTRES

The individual life and health contact centres will be available as follows:

Client Contact Centre ? Holiday hours ? Toronto

ALL TIMES EASTERN STANDARD TIME

December 24: Essential services 9 a.m. ? 1 p.m.

December 25 ? 26: **CLOSED**

December 27: 8 a.m. ? 5 p.m.

December 30: 8 a.m. ? 7 p.m.

December 31: Essential services 9 a.m. to 1 p.m.

January 1: **CLOSED**

January 2: 8 a.m. to 7 p.m.

Client Contact Centre ? Montréal

December 24: Essential services 9 a.m. to 1 p.m.

December 25 ? 26: **CLOSED**

December 27: 8 a.m. to 5 p.m.

December 30: 8 a.m. to 5 p.m.

December 31: Essential services 9 a.m. to 1 p.m.

January 1 ? 2: **CLOSED**

January 3: 8 a.m. to 5 p.m.

We hope that this information is useful and will avoid any delays related to the reporting of sales. For any questions regarding this communication, please call the Client Contact Centre.

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