

October 27, 2023

## Canoe to Host a Group Benefits Feedback Session at the RMA 2023 Fall Convention & Tradeshow

The Canoe Benefits Program, a part of the RMA Business Services offerings, has grown rapidly in recent years, delivering increased value to members throughout Alberta and across the country.

Our team at Canoe continually strive to provide our members with the best programs possible. We share concerns that some within our membership have experienced a level of service with the Benefits Program below what we strive for. We are committed to further strengthening the program, including through a significant increase in dedicated customer service representatives both at the broker and carrier level.

To identify areas for further improvement and develop solutions, we invite you to share your feedback directly with Duane Gladden, CEO of the RMA Group of Companies, and Jeff Nichol, Director of Benefits, on Wednesday, November 8, 2023, from 12:00 to 1:00 pm.

The feedback session will take place in Room D1 at the Edmonton Convention Centre, which is located within Hall D, just off the main area where the lunch buffet will be located.

We value your input and look forward to hearing from you. You are welcome to drop by anytime during the lunch hour without an appointment.

If you would like to schedule a private meeting with Duane and Jeff to discuss specific concerns about the Benefits Program, please contact Senior Business Services Coordinator, Miranda Andersen, as soon as possible.

**Duane Gladden**

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