



February 24, 2026

After further review, the previously announced transition to mandatory receipt uploads for all claims within GreenShield+ has been **deferred** and there is no new implementation date at this time.

GreenShield remains committed to ensuring new process changes support a positive experience for our members.

We've decided to pause the upcoming change to the receipt upload process to ensure we continue delivering the best possible service experience. Recently, call volumes have been higher than usual and while solutions are being implemented and we are seeing steady improvement, introducing a new requirement right now could increase that volume and make it harder for you to contact us quickly when you need to.

What This Means for You:

- There will be no change to the claims submission process at this time.
- Any previous messaging from GreenShield that referenced the upcoming requirement should be considered paused.
- We have removed messages about this initiative from all GreenShield owned channels.

Thank you for your understanding.

Sincerely,
GreenShield