



Questions & Answers

Terminated Employees

What do I do if I have questions?

For questions relating to the CCAA proceedings, you can reach the Monitor at 514 856-4155 or by email at aveos@fticonsulting.com. Information with respect to the CCAA proceedings is posted on the Monitor's website at cfcanada.fticonsulting.com/aveos

Will terminated employees be paid for days worked?

The Company's intention is to pay base wages earned prior to the CCAA filing (on March 19, 2012). A further order from the CCAA court is required. We are working as quickly as possible and expect to be in court next week.

Wages earned on or after March 19, 2012, are approved and expected to be paid by March 30 for non-unionized employees and on the company's next regularly scheduled payroll date for unionized employees.

As previously advised, some unionized employees may be eligible to obtain the severance benefit under the Air Canada **Heavy Maintenance Separation Program**. If you believe you may be eligible, please contact the IAMAW directly.

Please continue to visit the website at www.aveos.com for updates on pay issues.

Will employee benefits be affected?

The employee benefits ceased on the day your employment terminated.

Will I be reimbursed for health care expenses submitted prior to my termination?

Yes, you will be reimbursed for benefits claims already submitted, and you will have 90 days in which to submit benefit claims incurred up to and including the day of termination.

What will happen to employees' insurance coverage and pensions?

Employees' insurance coverage ceased effective the date of termination. You may be able to convert certain life insurance plans within 31 days. For more information please contact Sunlife at 1.877.893.9893.

You will stop accruing credited service under the pension plan effective your termination date.

Will employees whose employment has been terminated be reimbursed for any expense monies owed to them?

Aveos will reimburse employees for approved expenses. All employees should submit their claims as soon as possible so that the Chief Restructuring Officer and the Monitor can properly assess the total value of the outstanding claims.

There is a manual process provided to submit your expense claims. Please complete your [expense claim form](#) and submit to 2311 Alfred-Nobel Boulevard, St-Laurent, Quebec H4S 2B6, directly.



When will I receive my record of employment?

Your record of employment will be sent to you as soon as possible. Further detail on the timing will be communicated shortly.

When can I file for Unemployment Insurance?

You do not need to wait for your record of employment to submit your Employment Insurance application. To maximize the duration of benefits you will receive, apply for Employment Insurance benefits **as soon as you stop working**.

Reference code

A reference code was assigned to you in order to streamline the processing of claims. When you begin the online application process, you will be asked to input a reference code. Your reference code is **2406012012566767**. Please input your reference code in your EI application exactly as it appears here.

This reference code will only be in effect from **March 22, 2012 up to April 21, 2012**. Please submit your claim during this period. If you wish to cancel your current claim to begin a new claim (see the “**Reactivating a benefit claim**” section in this document), please get in touch with Service Canada before submitting your claim.

Note: The reference code should only be used if you are applying for **regular** benefits. **Do not use the reference code if any of the following applies to you:**

- The reason for termination from your employment is other than a layoff or shortage of work;
- You are applying for special benefits, i.e. sickness, maternity, parental or compassionate care benefits; or
- You are pregnant and you would like to automatically switch to maternity benefits immediately after collecting regular benefits.

To submit a new claim, visit the Service Canada site at www.servicecanada.gc.ca. On the right-hand side of the page, under the heading “Online Services and Forms,” select “Apply for Employment Insurance Benefits” and follow the instructions.

I am on Group Insurance Disability Plan (GDIP). Do I continue to receive my payments?

You will receive GDIP benefits until your date of termination.

What does the CCAA filing mean for the Company’s pension plans and their assets?

Pension fund assets are held separately from the Company’s assets. They are not subject to claims by the Company’s creditors and can’t be used to satisfy other financial obligations of the Company such as obligations owing to secured creditors or trade creditors.

I am a retiree and currently receiving a pension from the Company. Will there be any impact on the amount of my pension payments?

There is no immediate impact on monthly pension payments to current retirees.



Who can I contact about my pension?

You can obtain further information about your pension by calling by contacting your pension administrator.

For the Aveos Defined Benefit Plan:

Aon Hewitt:
1-877-331-8251
aveos@aon.ca

For the Aveos Defined Contribution Pension Plan:

Manulife:
1-888-727-7760
www.manuvie.ca/PRO

What do I do if I have other questions?

For questions relating to the CCAA proceedings, you can contact the Monitor at:

Phone: 514 856-4155 or 416 649-8099
Fax: 416 649 8101
Email: aveos@fticonsulting.com
Website: cfcanada.fticonsulting.com/aveos

If I have not yet been able to pick up my personal effects and tool box, when can I do so?

The schedule for pick up of toolboxes and personal effects is on the Aveos website at www.aveos.com. After Wednesday March 28, an updated schedule will be available to provide a final collection time.

Where do I get updates on the situation at Aveos?

Please consult the www.aveos.com website for up-to-date information.