

Canada Life statement

The Government of Canada has set the coverage and limitations for its benefits plan, including for gender affirming care. The Government of Canada makes decisions related to its plan, and claims must be adjudicated according to that plan.

Every Canadian should be able to use their chosen name. We deeply regret where information provided by the government, that we were required to use, led to the use of the wrong name. We are working with the government to ensure that files provided to us for administration of the plan accurately reflect member names and pronouns, to prevent similar mistakes in the future.

-- Tim Oracheski, VP Communications for Canada Life