



MEMORANDUM

To: CNC Administrative Employees

From: Human Resources

Date: April 16, 2026

Re: Important Information About Your EFAP Premiums Deductions

We would like to inform you of an update regarding a discrepancy in the Employee and Family Assistance Program (EFAP) premium contributions. Please note that this matter affects **Faculty** and **Administrative** employee groups only (**not** applicable to CUPE employees).

As part of a comprehensive internal audit within our review and control processes, all items were fully reviewed to ensure accuracy and compliance within the Personnel Policy and applicable benefit parameters. During this process, it was identified that employees have been contributing 100% of the EFAP premiums since September 16, 2015, instead of the intended 50% cost-sharing arrangement.

We have been actively taking steps to address it in a timely manner which includes reimbursing employees for any overpaid amounts. Refund amounts will vary based on individual contributions and range from \$1.27 to \$326.28. The error has been corrected as of February 1, 2026 and all refunds will be processed up to January 31, 2026.

Affected employees will be contacted directly and informed of any amount owed to them. They will also receive additional detailed information regarding the refund process, including timelines and how payments will be issued.

Current employees will be refunded through Payroll by June 30, 2026, and will see the benefit correction on their pay stub. **No action is required** to initiate the refund process.

If you have any questions, please contact hr@cnc.bc.ca.