

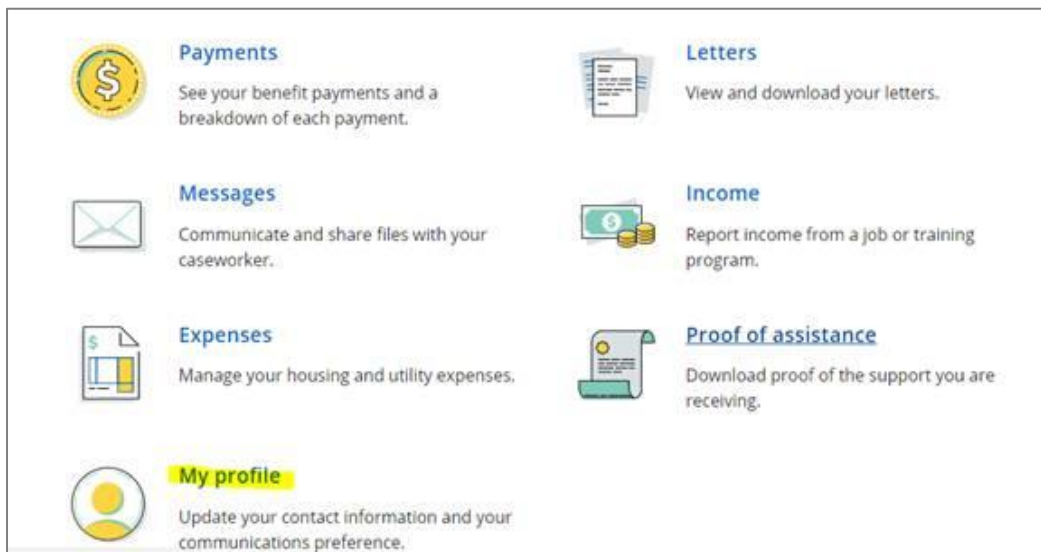
Instructions to opt-out of paperless communications within MyBenefits

As of March 9, 2020, recipients registered for MyBenefits automatically receive paperless communication. This means:

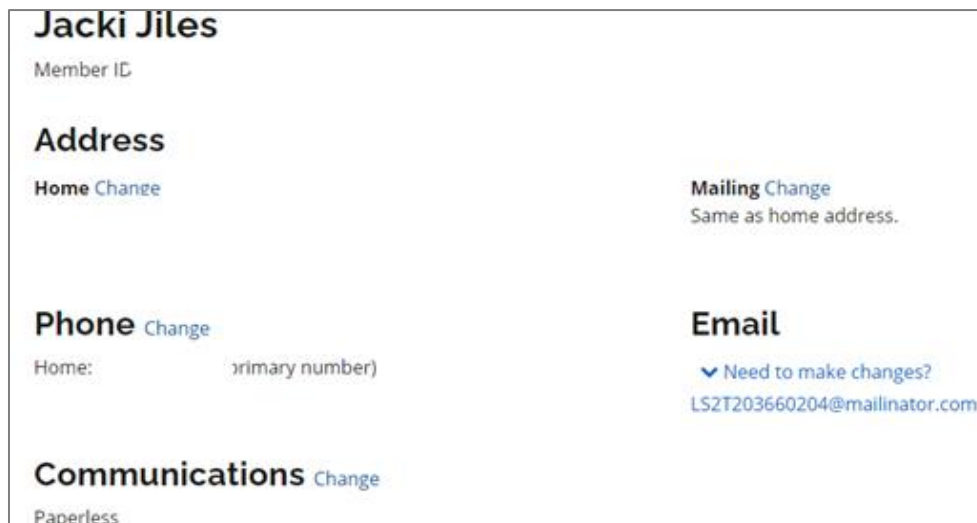
- Existing MyBenefits users were automatically switched to paperless communication.
- New MyBenefits users will automatically be paperless when they register for MyBenefits for the first time.
- All MyBenefits users have the opportunity to 'opt-out' of paperless communication and continue to receive paper copies, if desired. These users must take additional steps to get paper documents by mail (documented below).
- ODSP and Ontario Works clients who are not registered for MyBenefits will continue to receive paper.

If you choose to 'opt-out' of paperless communication, you have the ability to do so from the "My Profile" feature within MyBenefits

Step 1): After logging into MyBenefits, click on MyProfile Icon



Step 2: Navigate to 'Communications' & click 'Change'



Step 3): Click on “Paper mail” Radio Button & “Save”

Home > My profile > Edit communications

Edit communications

My communications preference is:

Paperless: I prefer to view my information online and would like to stop receiving my letters and statement of assistance in the mail.


Paper mail: I prefer to receive my letters and statement of assistance in the mail.

Save Cancel

Step 4): Once completed, you will receive a *Success* message,

Home > My profile

My profile

 **Success**

We have updated your communications preference to paper mail. Please ensure your address is up to date.

Going forward, communications will be delivered via the mailing address within your MyBenefits Profile.