

You must contact Air Canada direct for any change of address, phone number, marital status, name, e.g. marriage, or bank account (when pension cheques are direct deposited).

Your spouse or your attorney (when a power of attorney is made) must contact Air Canada direct due to illness or incapacitation for any change of address, phone number, or bank account (when pension cheques are direct deposited).

Your Widow/Widower or your Executor of your Estate must contact Air Canada direct in case of death.

**Air Canada Contact Info**

Insert Employee Number  
For your user ID Record:

**Employee Services Contact Information**

Air Canada's Personnel, Human Resources and Pension and Estates office functions have been outsourced to Hewitt and Associates. These services include, but are not limited to, Address Changes, Pension Questions, Medical and Benefit Questions, Name Changes, Death Advice, and Marital Status Changes.

**Phone service is available Monday to Friday, 8:00 AM to 6:00 PM, EST**

Contact	Canada	U.S.A.
Telephone	1-877-645-5000	1-877-645-5000
Fax	1-866-207-8636	1-866-209-0570
E-mail	<a href="mailto:eServices@aircanada.ca">eServices@aircanada.ca</a>	<a href="mailto:eServicesUS@aircanada.ca">eServicesUS@aircanada.ca</a>
Postal Address	Air Canada Employee Services P.O. Box 7650, Station B Toronto, ON M2K 3B5	Air Canada Employee Services P.O. Box 5693983 Charlotte, NC 28262

Your user ID is your Employee number starting with AC followed by 6 digits. Add preceding zeros, if necessary, e.g. **AC046296**

You can only communicate with Air Canada Human Resources for changes verbally or in writing, not by email. Air Canada can not accept changes by email because of security concerns.

**Note:** When phoning, if you do not have your password, follow the prompts and make your selections until you get this statement: "You will be transferred to an automated system to enter your user ID and Password." Then press \* then 0 (zero), and you will be connected directly with a live agent.

If you have the use of a computer and internet access, you can change only your address and telephone number through the AC Aeronet Portal. See the information on page 2.

If you know of any other AC Retirees or Widows/Widowers of AC Retirees, who are not Pionair Members, you may provide them with a copy of this information page and encourage them to join the Air Canada Pionairs. Remove or blank out your User ID before providing anyone with a copy.

Both the User ID and the Password are required to access your personal information