

		Roles				
Activities / Steps		Staff Member	President of Staff Association/ Union	FICSA	Fortuna	
Administration	Administer the master agreement between FORTUNA and FICSA			✓		
Request	Complete Legal Insurance Claim Form	✓				
	Through the claim form, identify informal options already exhausted (OMB, SA Representative, HR Officer/Director, Medical Service, Counsellor, ...)	✓				
	Submit the request through the SA President/Chair.	✓				
	<i>In exceptional cases, i.e., conflict of interest with the President/Chair, the staff member can submit the claim directly to a Vice-President/Chair. If there is still conflict of interest which can be demonstrated/explained, the staff member might submit the claim directly to FORTUNA. FORTUNA will discuss the case confidentially and anonymously with the FICSA President/General Secretary to assess if the case should be received without review by a delegate of the SA.</i>	<i>Exceptionally when need is demonstrated</i>				
	Review and confirm staff member is a SA member and is subscribed to FORTUNA		✓			
Review	Initial review and confirm merit of the case and it is not frivolous		✓		✓	
	President/Chair signs form and submits to FORTUNA (5 days turn-around-time)		✓			
	File the case in FICSA's records (confidentially)			✓		
	Approve or Reject the request by the staff member (5 days turn-around-time)				✓	
	Send back to the SA President/Chair or to the delegate				✓	
Approve	Convey the approval or rejection to the staff member (without delay)		✓			
	The case will be processed if accepted				✓	