

Who should I contact?

Inquiries about your **milk pick up** should be directed to: Brett Purdy with DFNS @ (902) 324-2472; Alison McDonald with Fisher Transport @ (902) 478-5223; or Kyle Weatherbee with Burghardt Transport @ (902) 266-4641.

Inquiries about your **milk samples** should be directed to Brett Purdy @ (902) 324-2472

Inquiries regarding your **milk volume, milk payments and producer statements** should be directed to: Jordan McCue @ (902) 986-5859

Ensuring your **lease agreement or quota bid/offer was received, inquiries about farm transfer or family succession, or catastrophe applications**, please call: Nancy Tedford @ (902) 394-1657

Inquiries about **producer prices, quota details** and calculations should be directed to: Jordan McCue @ (902) 986-5859

Inquiries regarding a possible **promotion event or donation**, should be directed to: Angela Masters @ (902) 890-5379

Inquiries concerning **DFNS policies** should be directed to: Emma Eisses @ (902) 305-3662

Inquiries regarding **proAction** should be directed to: proAction Coordinators Jennifer Dillman @ (902) 957-4494 or Natasha McKillop @ (902) 890-8348

If you need to speak with your NSDA **Dairy Inspector**, call: Scott MacKenzie @ (902) 890-6637

If you have any dairy stories you would like to share on **social media** please call: Michelle Kempton, DFC @ (902) 877-9355

If you are seeking support, for no cost for up to 3 hours of service per issue, line is open 24 hours a day, call Farm Family Support Line (884)-880-9142

Inquiries regarding your producer **health plan** should be directed to:

Telus Health Client Service Centre (Plan Administrator) (formerly Lifeworks/Morneau Shepell):

The Benefits Administration Team will assist producers with day-to-day administration:

- Premium statement inquiries/billing questions
- Benefit plan coverage and eligibility inquiries
- Adding or terminating coverage
- Adding/removing dependents and beneficiaries

The Client Service Centre can be reached at:

- **Toll-free:** 1.866.432.8427 (9:00 am to 6:30 pm AST, Monday to Friday)
- **Email:** CSC@telushealth.com

Medavie Blue Cross (Health & Dental Plan Members): primary contact for producer inquiries related to health & dental coverage or claims questions. Producers can contact Medavie Blue Cross at:

- Toll Free 1-800-667-4511
- Form Email www.medaviebc.ca/en/customer-service
- Plan member website <https://www.medaviebc.ca/en/members/member-services-site>
- Download the Blue Cross Mobile app

For any questions, concerns or comments, that are not addressed above, your DFNS staff are:

Jo Ann Fewer, General Manager	902-897-7657
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Emma Eisses, Policy Analyst	902-305-3662
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Nancy Tedford, Producer Services Manager	902-394-1657
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Jordan McCue, Finance Officer	902-986-5859
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Brett Purdy, Transportation Manager	902-324-2472
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Debbie Dickson, Financial Coordinator	902-759-8697
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Angela Masters, Communications & Marketing Coordinator	902-890-5379
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