

From: Karen Giles [karen.giles@meritain.com]
Sent: Tuesday, November 13, 2012 11:23 AM
Subject: Egyptian Trust UPDATED AND CORRECTED Communication Guide 11-12
Attachments: Communication Guide 11-13-12.pdf



This email is being sent to all of the Superintendents, Board of Managers Members and Bookkeepers we have on file for the Egyptian Trust. If you received this email in error please forward to the appropriate party and contact Krista Gotto at the Metro East Service Office of Meritain Health to update the contact information.

UPDATED AND CORRECTED COMMUNICATION GUIDE 11-13-12

Dear Participating Employer Group ~

Attached is an update Communication Guide. Please note the left side of the sheet contains the phone numbers and websites you are to share with your covered members. Most times the members will be able to get their questions answered by contacting the Customer Service Dept. for the appropriate product.

The right side of the sheet contains the EMPLOYER (YOUR) contacts. These are YOUR contacts who will work directly with you when you have any administrative questions, concerns that require escalation, or YOU need information about the program or product in question. We respectfully request you do not give out these contact names and phone numbers to your employees and that you route employees to the phone numbers and websites on the left of the page.

With the life insurance open enrollment now going on, several members have contacted your contacts, Jeff, Matt, Krista, and myself with questions about the open enrollment. We request that you contact Jeff and/or Matt with questions your members may have about the open enrollment that you are unable to answer. By doing so, we can be much more effective in keeping our finger on the pulse of the group and making sure you have all the information you need to share with your members. Thank you and have a great week.

Karen
