

Dear Member,

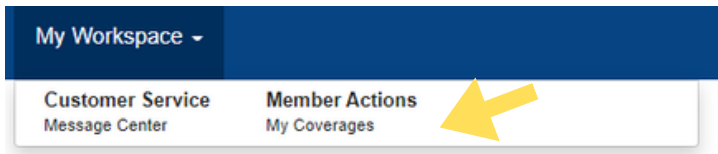
Attached are your new identification card(s) for your benefits plan. Please destroy any previously received ID cards and present the new ID card(s) to each of your providers at the time of service, which will ensure they have the appropriate billing instructions.

The Loomis Company is committed to best-in-class customer service, and we are available to assist you with any questions that you may have. Here are three easy ways to obtain information and ask questions related to your benefits program:



1 24/7 SECURE ONLINE ACCOUNT ACCESS

Log onto www.loomislive.com



- Check claim status
- Print explanation of benefits
- Locate a provider
- Respond to correspondence from The Loomis Company
- Access forms
- Review your benefits
- Check your accumulators
- Contact Customer Service
- Access your Flexible Benefits accounts

2 SECURE MOBILE ACCESS

Go to www.Loomislive.com to access our portal using your mobile device

- Verify eligibility
- Check claim status
- View and/or email your ID card
- Find a network provider
- Contact Customer Service
- Access your Flexible Benefits accounts



3 CONTACT YOUR CUSTOMER SERVICE TEAM

Call the dedicated customer service number located on the back of your ID card. Log into your portal account and use the message center to reach us.



We look forward to assisting you when accessing your benefits. Please do not hesitate to reach out to us if you have any questions or concerns.

Sincerely,

The Loomis Company

Protecting What You Value Most. Your People. Your Assets. Your Future.