

Hello Plan Member!

Thank you for being a valued participant. Our top priority is to continue delivering the exceptional service that our partners and participants have come to expect from us, and find new ways that we can help improve our offerings.

In keeping with our goal of delivering exceptional service to our members, we at Catilize Health are pleased to announce that we have direct deposit service available for members' claim payments. What does this mean?

- Faster reimbursements
- No chance of lost checks
- Improved controls with a safer form of payment

By signing up for this service, all electronic and paper claims you file will be paid by ACH transfer to your bank account. There is no additional cost for you to utilize this service. To sign up, please use the following link to access the secure direct deposit authorization form: <https://catilize.com/participants/>

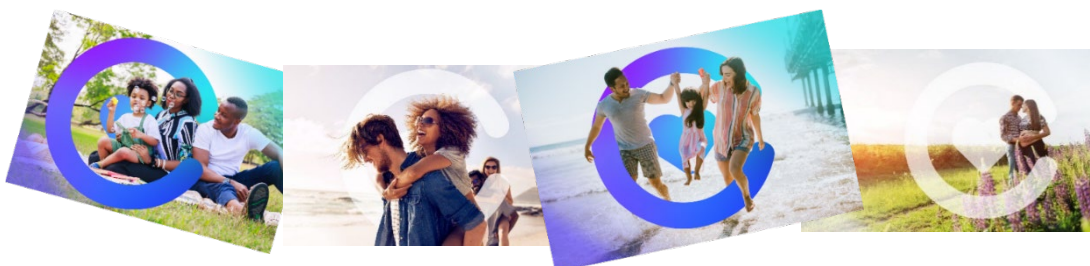
FAQ's

- How is my banking/personal data protected?
 - o Data security is a top priority for us. The link above is for an embedded form, which uses a 256-bit SSL, and RSA 2048 encryption, which is the industry standard for online banking.
- What if I need to update my bank account information?
 - o Simple, just visit the Catilize Participants page again, and fill in the form with your new financial information.
- How long will it take for my direct deposit to set up?
 - o Please allow up to 14 business days for the change to take place.

For more information, or for general plan inquiries, please contact Catilize Health directly and we'll be happy to assist.

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CATILIZE HEALTH

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