

# ANSWERS TO FREQUENTLY ASKED QUESTIONS

## HOW WILL I KNOW WHEN THE NEW MYTASC IS READY?

If we have your email address on file, we'll send you a notification as soon as your account is ready in the New MyTASC. At that same time, we'll mail you a letter with your passcode, and once you receive that, you'll be able to go online and sign up.

We'll also put an announcement on the automated IVR line (888-272-8748) once you can access the New MyTASC.

## HOW DO I KNOW WHETHER YOU HAVE MY EMAIL ADDRESS ON FILE?

If we have your email address on file, we'll be using it to communicate with you about the migration, so check your inbox!

Before we turn off access to the current system, you also can go to your account there. If you see an email address on file, that's the one we'll move to your account in the New MyTASC, and the one you'll use to sign up. *(If necessary, update it!)*

Otherwise, if it's after the current system has been turned off, watch for your passcode letter to arrive, then try signing up with the email address(es) you might have used. If we recognize yours, you'll be able to sign up with it. If not, use your passcode.

## WHAT IF I DON'T HAVE MY PASSCODE LETTER?

Don't worry! Call us and one of our Customer Care Specialists will generate a new passcode for you.

## WILL RECURRING PAYMENTS I ALREADY SET UP IN THE CURRENT SYSTEM CARRY OVER?

No. For financial security reasons, you will need to re-enter your bank information and re-establish any recurring payments once you can access your account in the New MyTASC. Fortunately, that only takes a few minutes.

## CAN I MAKE MY PAYMENTS ON ANOTHER DAY BESIDES THE 1st OF THE MONTH?

Yes! You can easily make a one-time payment on the website or using the mobile app with your bank account or credit card whenever you want. *(Be sure to pay attention to due dates and grace periods!)*

If you want to set-it-and-forget-it with recurring ACH payments, the pull date will be changing in the New MyTASC to the 1st of each month to align more closely with standard banking practices.

## CAN I STILL DO EVERYTHING OFFLINE?

Of course. If you prefer to mail payments, talk to a real live person, or even use a fax machine, we'll work with you.

But we think you're going to love the new features available to make managing your continuation coverage easier—check 'em out!



### 24/7 MANAGEMENT

Manage your continuation coverage anytime, anywhere including plan elections, dates, payments and more!



### PAY YOUR WAY

Use your credit/debit card for premium payments, set up auto-pay or print coupons—all "on the go" with the app!



### TWO-WAY COMMUNICATION

Securely send and receive (and send, and receive!) info via support request from your online account.