

July 14, 2021

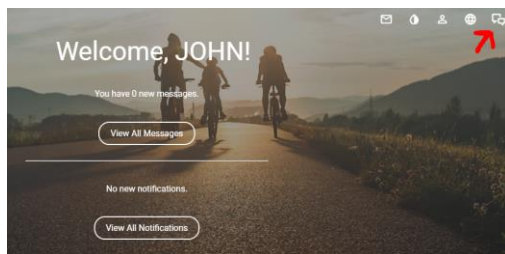
Dear HonorHealth Employees,

AmeriBen has recently been receiving a higher number of customer inquiry calls than anticipated and we are working diligently to increase staffing to fit the need. While this is not the norm, wait times have exceeded 30 minutes at times. We sincerely apologize. Please know that we are working diligently to bring those wait times down as quickly as possible.

We have 56 new customer care representatives currently in training, with staggered start dates. We have employed internal and external methods to find staffing as call centers across the country continue to have difficulty finding quality employees. We will continue to hire throughout 2021 in preparation for 2022.

In addition to placing more people on the phones, we have implemented a new call-back feature that gives you the ability to leave your phone number in a queue instead of staying on hold. You will be called back in the order your call was received, just as though you had waited on hold. If you are unable to answer when we first call back, we will put you back in the queue and try two more times. This option will be live July 19<sup>th</sup>.

We have placed more customer care representatives on our chat lines, as well. The online chat function will allow you to chat with a representative directly, allowing you to avoid the extended hold times. You will find the link to the chat feature in the upper right corner of the main screen after logging into myameriben.com.



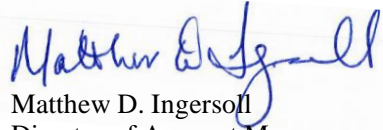
We continue to encourage you to use the tools on [myameriben.com](https://myameriben.com) to quickly access information and functionality you need, including ID cards, claim information, detailed benefit information, explanation of benefits statements and the link to the online chat function.

Thank you for your patience. We truly appreciate your partnership. We commit to you to improve significantly and rapidly.

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Sincerely,

A handwritten signature in blue ink that reads "Matthew D. Ingersoll". The signature is fluid and cursive, with a large initial 'M' and a long, sweeping tail.

Matthew D. Ingersoll  
Director of Account Management