

July 23, 2018

Gregory Greggerson
1234 Main St.
ANYTOWN, AR 70007

Dear member:

In order to improve our services, beginning October 1, 2018, we are moving all members to a monthly billing cycle that begins at the first of each month. We will no longer bill members on the 15th of each month.

You can expect the following changes leading up to this transition:

Paper Bills

- Your paper bill due **September 15, 2018**, will be for a pro-rated premium for coverage from September 15 through September 30.
- Your paper bill due **October 1, 2018**, will be for October's full monthly premium.
- Future bills will be due the first of every month.

Automatic Payments

- Your **September 15, 2018**, automatic payment will be for a pro-rated premium for coverage from September 15 through September 30.
- Your **September 26, 2018**, automatic payment will be for October's full monthly premium.
- Future automatic payments will occur on the 26th of each month for coverage the following month.

We apologize for any inconvenience this may cause our members. If you have questions, comments or concerns, please contact our Customer Service Division at 1-800-238-8379.

Sincerely,

Customer Accounts