



August 22, 2016

I wanted to follow up on the email sent last week in regards to your new web portal, www.yourbenportal.com. Within 2 days of sending my email we had thousands already registered and signed in and we had more than 10,000 page hits! This was not expected and is phenomenal.

Some of you have sent in great suggestions which are all being tracked for future development. Please be sure to keep them coming. This system is for you and your feedback is required for it to be the most helpful it can be.

We received a couple of questions over the past week which I will address below.

Can we have more than one person with access at the employer level?

- Each user is validated through our system and we can grant access to more than one person. If you have multiple Group Contacts or HR Users on file with us, each contact will be able to gain full access to the employer portal.

If we receive a request from a member who is not listed as a group contact, he or she will not be validated with access to the employer group.

How do I see my billing statements?

- The date range you select in the portal drives the data that is shown. If you just adjust the date range, you will see all the data pertaining to your group for that timeframe.

Do my employees need to register for the Concierge Service™ again?

- No. The Web Portal is a completely different system than the Concierge Service™ and as such, your members do not need to do anything with their Concierge enrollment. You can however see in the new portal if a member is enrolled in the Concierge Service™ by visiting the member's dashboard. The member's dashboard can be accessed through the employer page by simply clicking on the member's name.

We are getting close to rolling out the enrollment module for all of you, and we are still cleaning up and updating all the documents. Additionally, we are working to develop the headers for your report exports.

As I previously mentioned, if you select a Schedule of Benefits or an SPD that doesn't contain the updated document, just let us know and we'll get it pulled through for you.

Our Customer Service team has been trained in the portal and its capabilities, and they are standing by ready to help you. You may email the team with any questions you have at customerservice@benelect.com or feel free to call, (888) 886-7973. I have also attached a user guide for the Employer, the Member and the Broker in case you would like reference material.

Thank you all for your incredible patience over the past year while we worked to build this new portal for you. Watch for more to come!