



TriPlus Services, Inc. ♦ Third-Party Administrator for
American Independent Network Insurance Company of New York
PO Box 7066
Allentown, PA 18105-7066

PHONE: (800) 362-0700
FAX: (610) 965-6962

October 1, 2019

IMPORTANT NOTICE
REGARDING YOUR AMERICAN INDEPENDENT NETWORK
LONG-TERM CARE INSURANCE POLICY

Dear Policyholder,

We prepared this letter to inform you that we have contracted with TriPlus Services, Inc. (“TriPlus”) to provide policy administration services for all American Independent Network Insurance Company of New York (“American Independent Network”) policyholders effective October 1, 2019. The current American Independent Network administration team has also joined TriPlus and will continue to service your long-term care policy. We are confident the high quality service you have become accustomed to will continue with TriPlus.

You will begin to see the TriPlus logo on future correspondence related to your policy. TriPlus Services, Inc. is highly regarded for its experience in administering insurance policies, and will provide you with professional, efficient and courteous service.

Your policy number and customer service phone numbers will remain the same.

- Continue to call 800-362-0700 to submit information or ask questions about your policy or the claim process.
- Continue to send claim documents by fax to 610-965-6962.
- Customer service hours are Monday-Friday, 8:30 a.m. – 6 p.m. ET.
- American Independent Network claim forms will continue to be used and accepted.

- Continue to send your documents to the same address, with TriPlus as the addressee:
TriPlus Services, Inc.
PO Box 7066
Allentown, PA 18105-7066

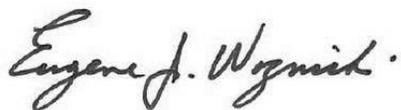
There will be no interruption in claim and premium payment processing. If you are on claim, your benefits will continue to be paid as long as you remain eligible for benefits according to the provisions of your policy.

The process to pay premiums is the same. Please be aware that the mailing address for premium payments has changed, as noted below.

- **Bank drafts:** No changes are necessary. Your premiums will continue to be deducted from your bank account. Your statement will show “TriPlus Services” as the entity receiving the premium beginning in October.
- **Mailed payments:** Note: There is a new mailing address for mailed premium payments. Checks should be made payable to American Independent Network Insurance Company of New York, and mailed to the following address:
TriPlus Services, Inc.
PO Box 7066
Allentown, PA 18105-7066

A copy of this letter should be kept with your policy for future reference. If you have any questions about this letter, please do not hesitate to contact Customer Service at 800-362-0700.

Sincerely,



Eugene Woznicki
Chairman