



Dear [NAME],

On July 9<sup>th</sup>, Independence Blue Cross (Independence) sent a letter to you entitled “Important: Improved broker access to the employer portal.” This letter included several potential errors, including identification of the incorrect broker as your broker of record and/or indicating that broker does not have access to your employer portal at [ibxpress.com](http://ibxpress.com). This has led to confusion and understandable concern regarding access to your account information. We are deeply sorry for the inconvenience this has caused and want to assure you that **this is purely an issue with the mailing and your broker of record is properly reflected in our systems as noted in the corrected letter below.**

**We want to assure you that Independence has not altered the current access rights for any brokers as a result of this mailing. If your broker already has access to the employer portal on your behalf, this will not change and you can disregard both the original letter and the corrected letter that has been included herein.**

**If your broker does not currently have access to the portal,** please complete the following corrected form to grant or opt out from that access. We have adjusted the response dates requested in the original letter.

If you have any questions, please contact your broker, [Producing Broker], or your Independence Account Executive, [Rep Name]. Again, please accept our sincere apology for incorrect information in the earlier letter and any related issues this has generated.



July 2015

[NAME]  
[TITLE]  
[BUSINESS NAME]  
[STREET ADDRESS]  
[CITY], [STATE] [ZIP]

## **CORRECTED: Improved broker access to the employer portal**

Dear [NAME],

We are writing with an important update about access to our employer portal at [ibxpress.com](http://ibxpress.com). Independence Blue Cross (Independence) is planning to allow your broker, **[Producing Broker]**, to log in to your account at [ibxpress.com](http://ibxpress.com), effective August 31, 2015. This will enable more timely access to information and increased ease of administration. If your broker already has access to the portal, please disregard this letter.

Using our employer portal helps make your benefits administration quicker, easier, more accurate, and more convenient. With access to your account, your broker will be able to assist you with account management, such as updating enrollment information for your employees and their covered dependents. Please note that your broker will also be able to view your billing information and invoice payment history.

**Please read the enclosed form carefully, and complete, sign, and fax your response to Independence by August 21, 2015.** If we do not receive this written permission from you, your broker's access to your employer portal account (unless previously authorized) will be removed at a future date, and all electronic administrative changes to your benefits will be your responsibility as an employer, or require that you submit manual requests to your broker or Independence.

As always, we are committed to providing new capabilities to help make your benefits administration more flexible and efficient. If you have any questions about this request or our employer portal, please contact your broker or Independence account executive.

We look forward to continuing to serve you and your employees for many years to come.

Sincerely,

<INSERT SIGNATURE>

Jill Michal

Vice President, Sales Services and Client Experience