



**SUBJECT: Important News About Your BASIC Benefit Account**

Dear BASIC Participant,

When it comes to benefits, you want them to work the same way every time, without any unwanted surprises. You want one website and one mobile app to keep track of all your accounts. Thankfully, BASIC's new Consumer Driven Accounts system will deliver exactly that! With your upgraded benefit system, you will enjoy the same functionality regardless of whether you are on your desktop, mobile phone, or calling BASIC.

The process of upgrading you to the new Consumer Driven Accounts system has started.

**Please Note:**

- Access to the website and the mobile app will be on hold until the upgrade is complete. Please hold on to your claims until upgrade is complete.
- The upgrade process should be complete within 7-10 days.
- When you receive the Consumer Driven Accounts welcome email, you can begin using your BASIC Card, the website, and our mobile app.

We look forward to upgrading you to the new experience and please contact us with any questions or concerns.

Sincerely,  
Your BASIC CDA Team



800.444.1922



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