



2060 East Ninth Street  
Cleveland, OH 44115-1355  
MedMutual.com

[First Name] [Last Name]  
[Company Name]  
[Address Line 1]  
[Address Line 2]  
[City], [ST] [ZIP Code]

[Month DD, 2016]

Dear [First Name],

Due to the ongoing financial challenges of the Affordable Care Act (ACA), Medical Mutual has made the difficult decision to no longer offer individual health insurance products in the area where you live beginning January 1, 2017.

Please note, your current Medical Mutual coverage remains active through December 31, 2016. You will need to shop for a new plan once Open Enrollment begins on November 1, 2016. In order for your new coverage to be in effect on January 1, 2017, and avoid any coverage gaps, you must select and enroll in a new plan from a new health insurance company by December 31, 2016.

We will send you a formal notice in October confirming your plan discontinuation, but because this is an important item related to your health, we wanted to advise you ahead of time of our decision. If you have questions, please contact your insurance agent or call us at 1-800-242-1936 for assistance.

Throughout 2017, Medical Mutual will continue to explore options that will allow us to serve you again in the future with high-quality, yet affordable, health insurance plans. In the meantime, again, thank you for being a Medical Mutual member. It has been a pleasure serving you.

Sincerely,

A handwritten signature in black ink that reads "H Thiltgen".

Heather Thiltgen  
Senior Vice President, Personal Health Insurance