



980 Jolly Road  
MailStop U11E  
Blue Bell, PA 19422

February 5, 2015

Dear SPIN Employees,

We sincerely apologize for the issues you have experienced over the past couple of days with your Aetna medical and prescription coverage. These issues were caused by a system error on our side as we attempted to update our database and are not a reflection on SPIN. We also want to apologize for any misinformation that was communicated through our 800 customer service number. Again we would like to stress the fact that the interruption in service was not in any way caused by an action from SPIN.

We have been diligently partnering with the SPIN Human Resources team and the Corporate Officers at SPIN to resolve this issue for you.

As of today's date, all members are showing active in Aetna's system. If you are seeking **medical care**, at this time your providers will be able to view your confirmed coverage.

However, for most SPIN employees, the **prescription** coverage will take until February 6<sup>th</sup> before pharmacies are able to confirm your active coverage.

If you have difficulty filling a prescription, please call or email a member of the SPIN Benefits team. Your HR team will contact us and we will update your information urgently so you can fill your prescription today.

If you experience any problems accessing coverage, you can also contact Aetna Member Services at 1-800-962-6842.

Again, we apologize for the inconvenience this has caused you. Aetna sincerely appreciates your patience as we continue to work to completely correct this issue on your behalf.

Sincerely,

*William Farmer*

Aetna, Inc.