



December 15, 2019

To our loyal members,

As we reflect on three years as a company, our team remains truly grateful for all of our members and our partners as we continue to try and change the landscape of health care - with a goal of greater access, affordability and transparency.

Our program has gone through a number of changes over the past couple of years and we believe that the greatest version of our membership is on the horizon. We are striving to make 2020 a year of increased value for our members and look forward to continuing to expand our membership, or low cost network of providers and our list of discounted services.

As we approach the end of 2019, we wanted to take the opportunity to reach out to each one of our members to alert you to some changes to the program:

- **Locations change: As of January 1, 2020, ClearChoiceMD will no longer be accepting Member Medical.** We were recently contacted by their administration and they do not wish to continue to accept our discounted rates for services at their facilities. We thank them for their partnership over the last 3 years and are saddened by their decision to no longer accept our memberships. **ExpressMED locations will not be impacted. Your membership will still be accepted at ExpressMED locations. To find the location near you, visit expressmedboac.com.**
- New technology - We are working with developers on a new membership platform that will be more interactive and will have an app to help you navigate to the closest participating providers.
- We will be launching our telemedicine services for General Health and Behavioral Health in Q1

If any of these changes impacts you directly and you wish to cancel your membership, you may do so with no penalty. We will honor that promise through the end of January 2020 and then will resume normal cancellation policies. Should you wish to cancel your membership, please email nlane@membermedical.com or call (603) 782-7174. If our offices are closed, the phone will ring through to a cell phone and we will be able to assist you as quickly as possible.

If you have any questions, please feel free to call (603) 782-7174 and our team will be happy to assist you. We thank you for your support and look forward to continuing to serve you.

Sincerely yours,

Nicole Lane
Chief Operating Officer