



Edward W. Sparrow Hospital Association MNA Employees Health Reimbursement Arrangement Account



TO: ALL PARTICIPANTS OF THE
EDWARD W. SPARROW HOSPITAL ASSOCIATION MNA EMPLOYEES'
HEALTH REIMBURSEMENT ARRANGEMENT ACCOUNT

RE: CUSTOMIZED WEB SITE AND ACCESS TO BENEFIT INFORMATION

Dear Participants:

The Trustees of the Sparrow Hospital Association MNA Employees' Health Reimbursement Arrangement Account are pleased to announce that you may access your fringe benefit fund information via the Internet. You may log on to the customized web site at <http://www.sparrowmnahra.org> or scan the QR Code to the right to view and print Fund-related documents and forms and obtain other useful information. You may continue to obtain paper copies of all plan documents from the Fund Office and the Local Union.



In order to realize the best compatibility with our programming, we recommend that you download the latest version of the Adobe Acrobat Viewer, at no charge, by visiting the Adobe web site at the following link: <https://get.adobe.com/reader>

Prior to obtaining the Acrobat Reader, we also recommend confirming that you are using latest version of the Microsoft Edge, Mozilla Firefox, Google Chrome or Apple Safari web browser, whichever you prefer, to provide the best browsing experience.

In cooperation with TIC International Corporation, the Fund Administrator, you may also view your own personal account information via a secured Benefit Inquiry Site. The Benefit Inquiry Site will permit you to verify that the Fund has accurate personal information about you and your family. In addition, you can check the Fund's records for up-to-date information regarding employer contributions made in your behalf.

The reverse side of this document explains the procedures you will follow to access and log on to the Benefit Inquiry Site and to obtain a secured password.

We hope that you find this new service easy to use and beneficial when you need to inquire about your current benefit status or to access fund information. Should you have any questions related to web site access, please do not hesitate to contact Greg Smith (gsmith@tici.com, 517-327-2148) or Jamie Kline (jkline@tici.com, 517-327-2149) in the Lansing Fund Office. However, if you have specific questions related to your benefits, please contact the Medical Claims Department at the Fund Office, 517-321-7502.

Sincerely,

BOARD OF TRUSTEES
EDWARD W. SPARROW HOSPITAL ASSOCIATION MNA EMPLOYEES'
HEALTH REIMBURSEMENT ARRANGEMENT ACCOUNT

(continued from reverse side)

Below are your instructions for creating your own Benefit Inquiry Site (BIS) account, for viewing your benefit information for the Edward W. Sparrow Hospital Association MNA Employees' Health Reimbursement Arrangement Account:

- Begin by logging in to the customized web site at **<http://www.sparrowmnahra.org>**
- Either Click on the Health Care Reimbursement menu and choose Current Benefit Status in the available hyperlinks, which will open either a new web browser window or tab; or click your cursor into the "ID" field of the "Benefit Inquiry" frame on the homepage of the site and then proceed to the next step.
- In the ID field, type your Social Security Number, using no hyphens or spaces.
- In the Password field, type **7M3D6YB**. (This is a generic password used only the first time you log in).
- Click on the Login Button.

This will bring you to the Benefit Inquiry Site (BIS) Participant Sign-Up Screen

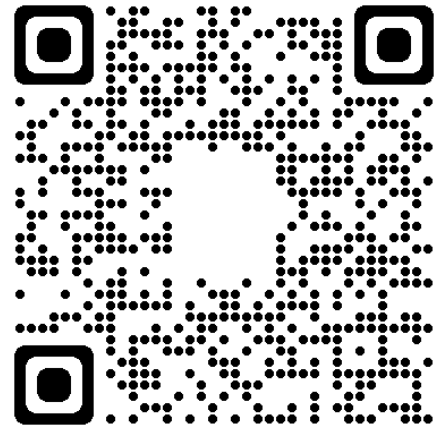
- Provide all of the requested information, which will include the creation of a password hint question and answer (in case you require future password recovery) as well as a permanent password. The permanent password requirements are noted on the page.
- Click the Sign Up button to complete the process
- Future logins will utilize your Social Security Number as the ID, along with your newly created permanent password

Note: In the event that you forget your password and happen to enter one that is incorrect, a Forgot Password link should appear along the left side of the login screen. If it does not, you can either navigate to the following URL:

https://www.tici.com/lu/part_sign_up/forgot_pass.asp

Or, scan the QR code to the right with your mobile phone to navigate there directly. →

You will be asked for your first and last names, Social Security Number and mother's maiden name. After clicking the Submit button, the secret question you entered when setting up your BIS account will appear. If you enter the answer exactly as you typed it during account setup, your password will be displayed on the next screen.



If you have any difficulties either creating your account or logging in, please do not hesitate to contact Greg Smith (gsmith@tici.com, 517-327-2148) or Jamie Kline (jkline@tici.com, 517-327-2149) in the Lansing Fund Office. However, if you have specific questions related to your benefits, please contact the Medical Claims department at the Fund Office, 517-321-7502.