



BIG PROBLEMS WITH HEALTH BENEFITS

Transit promised that there would be **no loss of coverage and no inconvenience to members with the change** to the new health benefit companies. Instead, some members or dependents have been mistakenly dropped from coverage without explanation. Others are having problems getting services paid for which had previously been covered.

Local 100 is fighting to make sure management addresses these problems. We have attempted to deal with issues on a case-by-case basis. We have increased Member Services staffing for this purpose.

However, this is not enough. Transit must fix the underlying problems, not just take care of individual issues that we bring to them.

We have met with management to pressure them to meet their responsibilities. But Transit has refused to cooperate. Therefore, we are grieving the issue and will go to arbitration, if necessary. We need your help.



www.twulocal100.org

ACT NOW!

Local 100 is asking EVERY MEMBER who is having a problem with their health benefits to first contact TA Employee Benefits to try to get the problem resolved.

- **Contact Employee Benefits:**
Phone: (347) 643-8550 | Fax (347) 643-8409
- **For Mail or Walk-In:**
180 Livingston St., 6th Fl., Brooklyn, NY 11201

If you are *still* having problems, immediately let the union know by one of these means:

- Call TWU Local 100 Recording Secretary Benita Johnson at 212-873-6000 ext 2074 or 2126;
- **Contact Member Services**
Phone: 347-643-8062 | Fax: 347-643-8063
Email: memberservices@twulocal100.org
- Visit www.twulocal100.org/problems and fill out the form. Someone will call you to follow up.
- Fill out the form on the back of this flyer and either mail it to the Union or fax it to 646-998-7151. Please include any documentation to show what you are talking about.

Issues about our health coverage are going to arbitration. Now is the best time to get unresolved issues addressed and change the way the health benefits transition is managed.

**DON'T WAIT! IF YOU HAVE A PROBLEM,
CONTACT US RIGHT AWAY!**