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January 3, 2024

Mr. Richard Davis, President  
Transport Workers Union, Local 100  
195 Montague Street  
Brooklyn, NY 11201

Dear Mr. Davis:

There was an error in the full file load of the most recent eligibility file for all Dentcare clients which caused members to be inappropriately terminated. It is being remediated tonight and files will be reloaded, and operations will return to normal in the morning. There will be a deployment of a stop-gap process to prevent recurrence of the same issue. There are no claims impact expected.

We apologize for any inconvenience this may have caused to you and your membership.

Very truly yours,

A handwritten signature in black ink that reads "Valerie Signola". The signature is fluid and cursive, with a long horizontal stroke at the end.

Chief Financial Officer/General Manager

