

How to Access the Trust's Service Center



CALL US: 1-877-325-7265, Option 1
(7:30 a.m. to 8:00 p.m. CST, M-F)



EMAIL US: thetrust@marshpm.com
(response within 48 hours, weekdays)



Mailing Address:

Insurance Trust for Delta Retirees Service Center
P.O. Box 14464
Des Moines, IA 50306-3464



ONLINE: www.insurancetrust4deltaretirees.com and click
on the My Account link in the top right corner.

Who we are....

The Insurance Trust for Delta Retirees Service Center is operated by Marsh U.S. Consumer, a service of Seabury and Smith, Inc. The Trust contracts with Marsh to administer eligibility, enrollment, and premium billing and other general administration for the Trust's benefit plans.

Marsh is a wholly owned subsidiary of **Marsh & McLennan Companies**. Marsh is a global leader in the insurance and risk management industry. For more information about Marsh, visit www.marsh.com.



Insurance Trust for Delta Retirees Service Center

1-877-325-7265, Option 1

Monday through Friday,
7:30 am to 8:00 pm
Central Time

For eligibility,
enrollment,
premium payment
and billing info,
and much
more!



How Can We Help You?

The Trust's Service Center can be reached at **1-877-325-7265**, Option 1 from 7:30 a.m. to 8 p.m. CST, Monday through Friday.

Contact the Service Center when you need assistance on any of these topics:

- Eligibility
- Enrollment status
- Premium rates or subsidy information
- Premium billing statements/payments
- Signing up for automatic electronic premium payments
- Mailing, phone, or email address changes
- The Trust's Hardship Plan or the Low Income Subsidy (LIS)
- Marriage or enrollment change requests
- Notification of death

Using My Account

What is My Account?

My Account is a self-service tool that gives you 24-hour online access to the most current status of your eligibility, coverage, premium payments, and much more. "My Account" is easily accessed from the Home Page of the Trust's website, insurancetrust4deltaretirees.com.

What Can I Do at "My Account"?

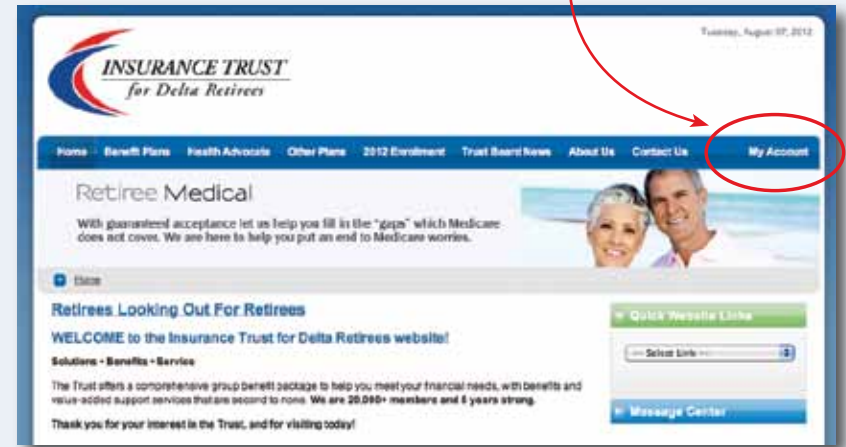
- Immediate access to information on your Trust plan eligibility, enrollment status, or payment status
- Self-service updating of your mailing or email address or phone number
- View and print your most current premium payment status or sign up for automatic on-line payments (EFT)
- Links to your insurance carrier's Member Websites, for Medical, Prescription Drug, Dental or Vision
- Request duplicate plan documents
- Answers to Frequently Asked Questions ("FAQ's") at your fingertips
- Available when you need it – 24 hours a day, 7 days a week

Helpful Hints When Using My Account:

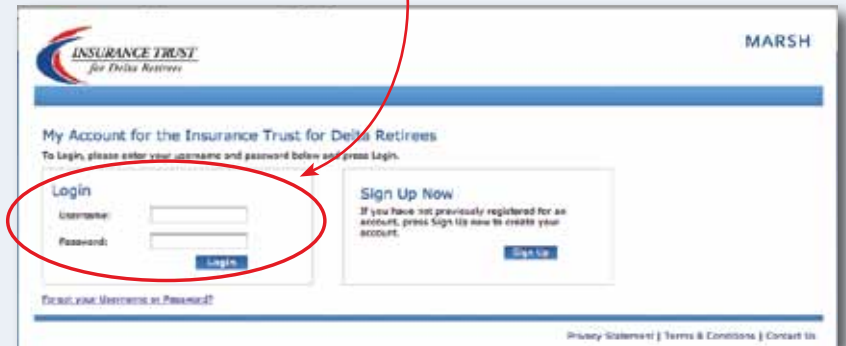
- You will be logged out of the system if there is no activity on your screen for 10 minutes. This prevents unauthorized access if a user leaves the computer unattended without logging out. You will need to log in again when you are ready to go back to the site.
- Once you have logged out, you must close and re-open your internet browser to log in again. As always, if you have questions, please call the Retiree Service Center at **1-877-325-7265**, Option 1 for assistance.

Easy to Access

1. Log on to: www.insurancetrust4deltaretirees.com
2. Click on the My Account link on the top right side of the screen



3. Enter your Username and Password



If You Are a First-time User:

- Click on "Sign Up".
- Fill in all the requested information and click "Next".
- The system will confirm your information.
- You will be asked to create a Password.
 - Please keep this Password safe as you will need it each time you access My Account.
- Your Password can be re-set by clicking the "Forgot Your Username or Password?" link on the Login Screen.