

<Today>

<EmployeeName>
<AddressBookAddress1> <AddressBookAddress2>
<AddressBookCity>, <AddressBookState> <AddressBookPostalCode>

Re: A Change in the Disability Administrator for Verizon
Claim Number: <ClaimNumber>

Important information regarding your Long-Term Disability Claim

We're contacting you about changes in the administration of your Long-Term Disability Claim. Starting **January 1, 2018**, Verizon is standardizing, simplifying and improving the claims administration process with a new vendor. We're excited to have Sedgwick, a best-in-class provider of claims administration services with 50 years of experience, join the Verizon team to administer Long-Term Disability claims.

Here's what you need to know

All of your claim information has automatically transferred from MetLife to Sedgwick; however, MetLife will continue to manage your claim and you should contact them as needed through December 31, 2017. Sedgwick will review your claim and will contact you directly with any questions or requests for additional information to help ensure an effective and efficient transition of your claim. Please note, effective January 1, 2018:

- The contact number will remain as 800-638-4228.
- The fax number is changing to 859-264-4384.
- For approved claims, your LTD payment will be sent from Sedgwick using your existing payment information.

Here's what you need to do

Please review the table below and, as soon as possible after January **1, 2018**, complete the actions that correspond with the status of your Long-Term Disability claim. Please return all requested forms to Sedgwick in a timely manner as it is important to help ensure effective claim processing during this transition.

Claim Status	Actions Required
Pending	Return the enclosed Medical Authorization
Approved and an extension is required	Return the enclosed Medical Authorization
Approved and an extension is NOT required	Nothing further is needed at this time

You can help to expedite claim handling during the transition by completing the Medical Authorization form online at www.claimlookup.com/VZ.

We're here to help

At Sedgwick, we're excited to serve you and are committed to supporting you during your time away from work. | Starting **January 1, 2018**, you'll be able to use these enhanced tools for a better claim administration experience.

- Opt into receiving email messages and text claim-alerts
- Access Sedgwick's self-service system, viaOne Express at www.claimlookup.com/VZ to:
 - Obtain your claim information
 - Upload documents
 - Electronically sign medical authorizations
 - Update your email and/or text preferences

Please be sure to include your claim number in all correspondence with Sedgwick to ensure we can provide you with the best service possible. If you have any questions, please contact Sedgwick at 800-638-4228, Monday through Friday, 8:00 a.m. - 9:00 p.m. Eastern Time.

We're here to help and look forward to serving and supporting you starting **January 1** regarding your claim, so please do contact us as needed. Thank you.

Sincerely,

Sedgwick Disability Specialist