

Northern California Tile Industry Trust Funds

Health & Welfare • Vacation & Holiday • Defined Benefit Pension • Defined Contribution Pension



November 1, 2016

To: All Participants of the Northern California Tile Industries Trust Funds

Dear Participant:

The Board of Trustees is pleased to announce that it has selected BeneSys Administrators as the new Third Party Administrator, **effective December 1, 2016**. Please be assured that, although your Benefits Administrator will change, **your benefits (including health care coverage) will remain the same.**

RETIREES: THIS CHANGE WILL NOT AFFECT YOUR PENSION BENEFITS IN ANY WAY.

Effective December 1, 2016, the new physical addresses for the Trust Fund Office is:

**Northern California Tile Industries Trust Funds
c/o BeneSys Administrators
7180 Koll Center Parkway, Suite 200
Pleasanton, CA 94566
Hours of Operation: Monday-Friday, 8:00 a.m. to 5:00 p.m.**

Who is BeneSys Administrators?

BeneSys Administrators has been providing benefit services to Employee Benefit Plans for over 30 years. BeneSys utilizes the very latest in computer technology so their staff has the tools needed to provide the very best service possible to you and your family. BeneSys' Member Service team is motivated to help you through any eligibility or claim issue that may arise.

The First Few Months

Typically, over the first few months after taking over a benefit plan, the new administrator will be researching, auditing, and cleaning up Participant issues, such as catching up on claims processing, addressing eligibility issues, etc. In other words, the new administrator will be in "clean up" mode. Please bear with the Trust Fund Office during this time. Many issues require some research time, but you can rest assured, any issue you may have will be addressed.

ID Cards – Blue Shield of California PPO and Aetna Dental

Participants enrolled in Blue Shield of California PPO and/or Aetna Dental will receive new ID card(s) in the mail prior to December 1, 2016 from HealthNow Administrative Services. You will not receive new cards or if you are enrolled in Kaiser or United Healthcare, as those cards have not changed. If you do not receive your new ID card(s), please contact the Trust Fund Office at (888) 208-0250. Please present your new ID card to your medical providers and pharmacies after December 1, 2016.

7180 Koll Center Parkway, Suite 200 Pleasanton, CA 94566
P.O. Box 1607 San Ramon, CA 94583
Phone 925.208.9995 • Toll Free 888.208.0250 • Facsimile 925.462-0108
www.bac3tilebenefits.org • staff@bac3tilebenefits.org

New Products and Services

Also during the first few months, you will be receiving announcements on NEW services that will make it easier for you to access your benefit information and understand your benefits. Here are a few examples:

- **New Participant Website - Available December 1, 2016**

Updated “Frequently Asked Questions” Section – this section may already have your question and an answer readily available to you.

Benefits in Brief Section (Healthcare) – this section gives you a summary of your plan benefits.

Contact Us – this section allows you to email us your question or issue any time of the day or night and we will respond to you the next business day.

Your Benefit Information – Approximately January 15, 2016, all Northern California Tile Industry Trust Funds Participants will be able to access information about the Plan’s benefits, reported contributions, and eligibility information via the New Participant Website. You will receive a separate notice with information about, and instructions on how to access the new Participant Website.

There are No Changes in Benefits

This is solely a change in the service provider for plan administration. This will not cause any changes in the benefits that ACTIVE or RETIREE participants receive from the Northern California Tile Industry Trust Funds. Contact information for your benefits will change, and those are described below:

Mailing Address

**Northern California Tile Industries Trust Funds
c/o BeneSys Administrators
P.O. Box 1607
San Ramon, CA 94583**

Lockbox for Mailing of Self-Payments

**Northern California Tile Industry Trust Funds
P.O. Box 45026
San Francisco, CA 94145-0026**

Contact by Phone and Email:

Phone: 925.208.9995 • Toll Free: 888.208.0250 • Facsimile: 925.362.8564

Email: staff@bac3tilebenefits.org

**PLEASE BE SURE TO OPEN AND READ ALL ANNOUNCEMENTS
FROM THE TRUST FUND OFFICE**

BeneSys Administrators, has expressed their happiness to be working with you and your Board of Trustees and look forward to serving you in a professional and timely manner.

Sincerely,
The Board of Trustees