



Heat and Frost Insulators of Northern California
Local 16 Trust Fund
P.O. Box 2684
San Ramon, CA 94583
Phone: 925-398-7042 Toll Free: 844-685-6409
www.insulators16benefits.org

Dear Member:

Enhanced Member Benefit Website
www.insulators16benefits.org

The Trustees of the Heat & Frost Insulators of Northern California Local 16 are pleased to announce a new enhanced member benefit website, **www.insulators16benefits.org**. This website has been fully updated to provide you with a more effective way to access and manage your benefits.

The website enables you to obtain basic benefit information about the Plan, review answers to frequently asked questions, access your personal benefit information, and communicate with the Trust Fund Office via e-mail. You can also find links to Anthem Blue Cross, Kaiser Permanente, Delta Dental, United Concordia, VSP, Elixir Rx, and more.

To access your personal benefit information, such as your benefit elections, work history detail, forms, and Plan documents, you need to register as a new user by clicking the *Create an Account* link at the top right hand corner in the Login box. More detailed instructions are shown on the back of this letter. Once you are registered, you can access your personal benefit information by entering your **User Name** and **Password**, so please keep these confidential.

Every member, spouse, and dependent over the age of 18 will receive their own login that will give them access to their own Protected Health Information (PHI). Each person that receives their own username and password will not have their PHI available for viewing by any other user.

Please contact the Trust Fund Office at (844) 685-6409 if you encounter any difficulty retrieving your User Name and Password, or if you have any questions regarding the Member Benefit website. You can also email the Trust Fund Office directly at staff@insulators16benefits.org or by using the “**Contact Us**” section of the website.

Please visit the enhanced Member Benefit website soon and see all that it has to offer!

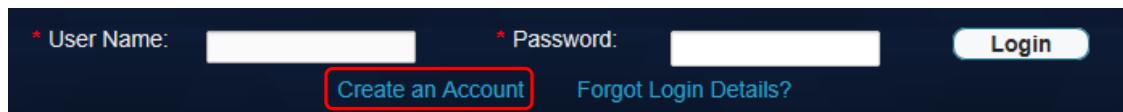
Board of Trustees,

Heat & Frost Insulators of Northern California Local 16 Trust Funds

HOW TO REGISTER ON THE WEBSITE

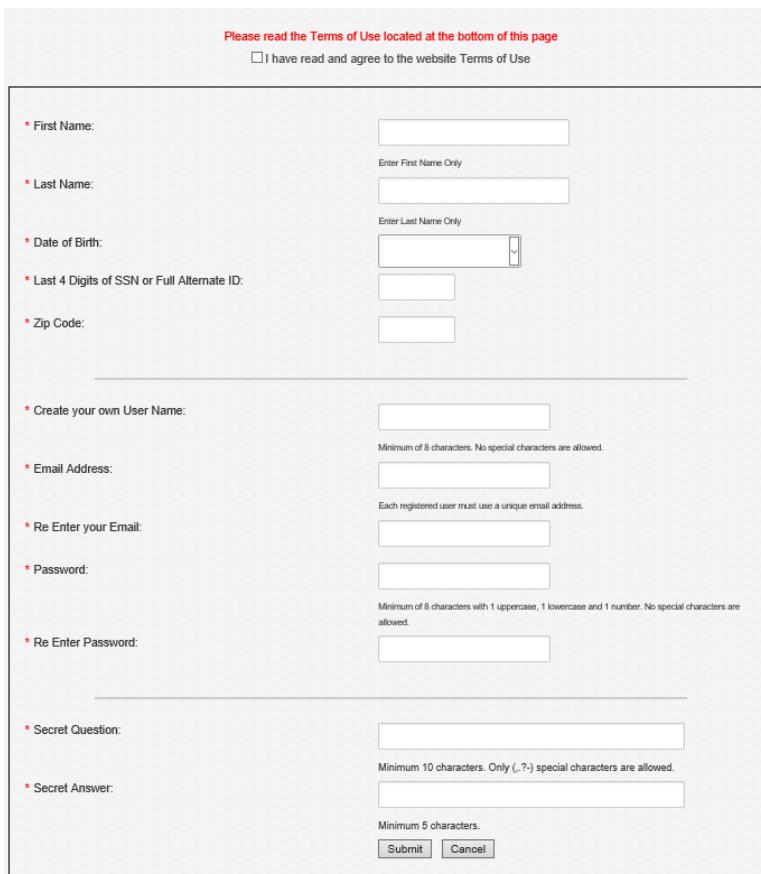
When registering for the first time, please follow these instructions:

- 1) From your computer or mobile device, connect to the website listed on the front page of this letter.
- 2) Locate the Login box in the upper right-hand corner of the screen.
- 3) Click on “Create an Account” to get started.



The image shows a dark-themed login interface. At the top, there are fields for "User Name" and "Password", and a "Login" button. Below these are two links: "Create an Account" (which is highlighted with a red box) and "Forgot Login Details?".

- 4) The Registration Screen will display next. Please enter all information, as all fields are required. Once all information has been entered, please click “Submit” on the bottom of the screen.

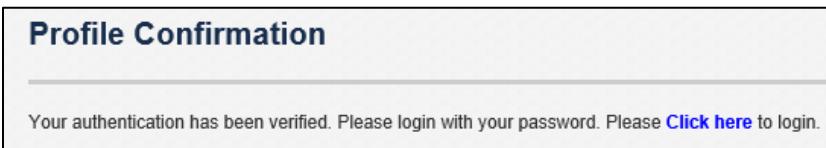


The registration form contains the following fields and instructions:

- Personal Information:**
 - * First Name: [Input field] Enter First Name Only
 - * Last Name: [Input field] Enter Last Name Only
 - * Date of Birth: [Input field]
 - * Last 4 Digits of SSN or Full Alternate ID: [Input field]
 - * Zip Code: [Input field]
- Account Information:**
 - * Create your own User Name: [Input field] Minimum of 8 characters. No special characters are allowed.
 - * Email Address: [Input field] Each registered user must use a unique email address.
 - * Re Enter your Email: [Input field]
 - * Password: [Input field] Minimum of 8 characters with 1 uppercase, 1 lowercase and 1 number. No special characters are allowed.
 - * Re Enter Password: [Input field]
- Security Questions:**
 - * Secret Question: [Input field] Minimum 10 characters. Only (.-?) special characters are allowed.
 - * Secret Answer: [Input field] Minimum 5 characters.

At the bottom are "Submit" and "Cancel" buttons.

- 5) After registering you will receive an email notification with a link to confirm your registration. Your email address will also be used in the event you forget your user name and password.



The confirmation screen displays the following message:

Profile Confirmation

Your authentication has been verified. Please login with your password. Please [Click here](#) to login.