



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](http://www.insulators16benefits.org)

**Enhanced Member Benefit Website**  
**[www.insulators16benefits.org](http://www.insulators16benefits.org)**

Dear Member:

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](http://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](mailto: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!

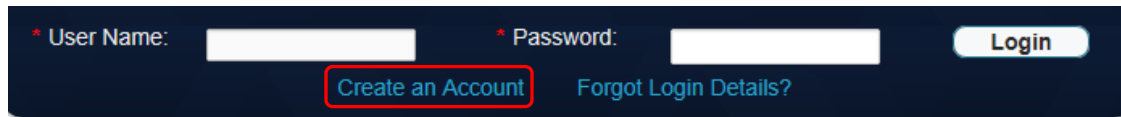
Board of Trustees,

Heat & Frost Insulators of Northern California Local 16 Trust Funds

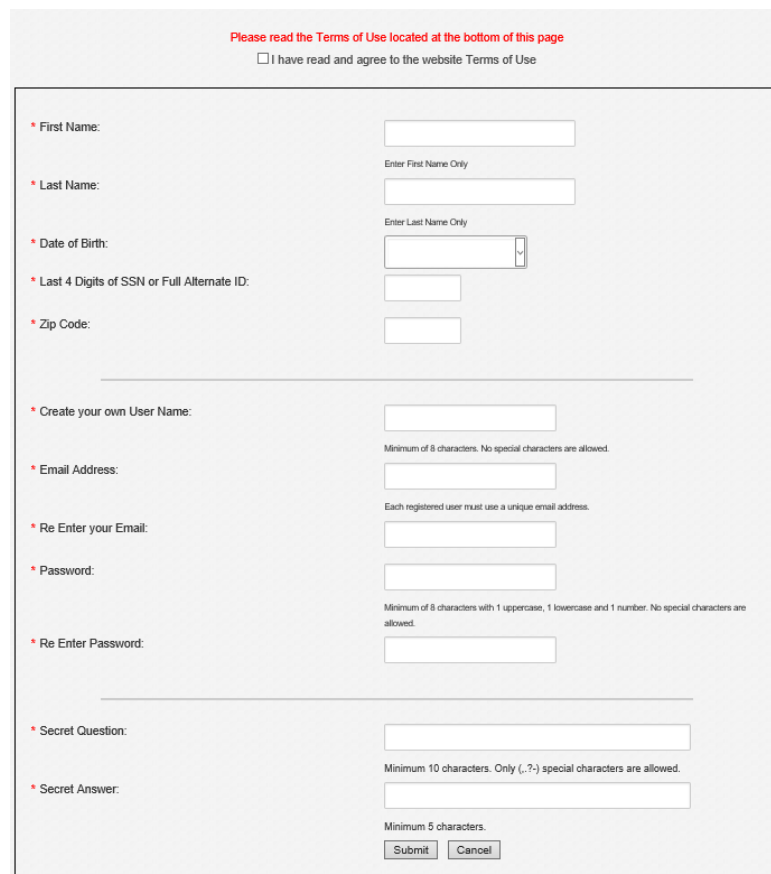
## HOW TO REGISTER ON THE WEBSITE

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

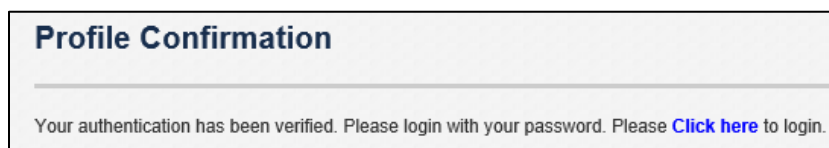
- 1) From your computer or mobile device, connect to the website listed on the front page of this letter.
- 2) Locate the Login box in the upper right-hand corner of the screen.
- 3) Click on “Create an Account” to get started.

A dark blue header bar with white text. On the left, it says '\* User Name:' followed by a white input field. To the right, it says '\* Password:' followed by another white input field. Further right is a white button with the text 'Login'. Below the password field, there is a red-outlined button with the text 'Create an Account' and a blue link that says '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.

A light gray registration form. At the top, it says 'Please read the Terms of Use located at the bottom of this page' in red, followed by a checkbox and the text 'I have read and agree to the website Terms of Use'. Below this are several input fields: '\* First Name:', '\* Last Name:', '\* Date of Birth:', '\* Last 4 Digits of SSN or Full Alternate ID:', and '\* Zip Code:'. Each has a corresponding input field. Below these is a horizontal line. Then, '\* Create your own User Name:' with a note 'Minimum of 8 characters. No special characters are allowed.', '\* Email Address:' with a note 'Each registered user must use a unique email address.', '\* Re Enter your Email:', '\* Password:' with a note 'Minimum of 8 characters with 1 uppercase, 1 lowercase and 1 number. No special characters are allowed.', and '\* Re Enter Password:'. Below these is another horizontal line. Then, '\* Secret Question:' and '\* Secret Answer:' with a note 'Minimum 10 characters. Only (.,?,-) special characters are allowed.' and 'Minimum 5 characters.' respectively. 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.

A white box with a black border. At the top, it says 'Profile Confirmation' in bold. Below it is a horizontal line. At the bottom, it says 'Your authentication has been verified. Please login with your password. Please [Click here](#) to login.'