



TriPlus Services, Inc. ♦ Third-Party Administrator of
Penn Treaty Network America and American Network Policies
On Behalf of Covering Guaranty Associations
PO Box 7066
Allentown, PA 18105-7066

PHONE: (800) 362-0700
FAX: (610) 965-6962

October 7, 2019

IMPORTANT NOTICE

**YOUR POLICY ADMINISTRATOR CHANGED FROM PENN TREATY TO
TRIPLUS SERVICES, INC. ON OCTOBER 1, 2019**

Dear Policyholder,

As explained in a previous letter, Penn Treaty Network America Insurance Company (“Penn Treaty”) and American Network Insurance Company (“American Network”) were placed in liquidation by order of the Commonwealth Court of Pennsylvania on March 1, 2017. Since that date, your covering guaranty association has engaged Penn Treaty to administer your policy using the existing Penn Treaty computer systems, policy/claims records, and staff.

This letter is to inform you that your covering guaranty association selected TriPlus Services, Inc. (“TriPlus”) to provide administration beginning on October 1, 2019.

You will begin to see the TriPlus logo (above) on future correspondence related to your policy.

WHAT STAYS THE SAME

- **Your policy number.**
- **All policy and claims administration phone numbers and mailing addresses.**
- **The current Penn Treaty administration team has joined TriPlus and will continue to service your policy.**

Policy and Claims Questions and Submissions: To submit information or ask questions about your policy or the claim process:

- Continue to call (800) 362-0700.
- Beginning on November 1, 2019 the customer service hours will be Monday–Friday, 8:30 a.m. – 6:00 p.m. ET.
- Continue to send documents by fax to (610) 965-6962.
- Penn Treaty forms will continue to be used and accepted for a period of time. You will be notified prior to any transition to new forms.
- Continue to send your documents to the same address, with TriPlus as the addressee:
TriPlus Services, Inc.
PO Box 7066
Allentown, PA 18105-7066

Payment of Premiums: The process to pay premiums is the same.

- ***Bank drafts:*** No changes are necessary. Your premiums will continue to be deducted from your bank account. Your statement will show “TriPlus Services” as the entity receiving the premium beginning in October.
- ***Mailed payments:*** Premium payments should be made payable to TriPlus Services, Inc., and continue to be mailed to:
TriPlus Services, Inc.
PO Box 70257
Philadelphia, PA 19176-0257

There will be no interruption in claim and premium payment processing. If you are on claim, your benefits will continue to be paid as long as you remain eligible for benefits according to the provisions of your policy, subject to the applicable guaranty association limit.

About TriPlus Services, Inc.

TriPlus Services, Inc. is highly regarded for its experience in administering insurance policies and will provide you with professional, efficient and courteous service. Please be assured that TriPlus’ involvement in the administration of your policy does not affect any rights you have under your policy and will not result in any interruption of benefits to which you are entitled pursuant to the applicable guaranty association coverage provisions.

Please retain a copy of this letter with your policy for future reference. If you have any questions about this letter, please contact us at (800) 362-0700.

Sincerely,



Peter Lucas
Chief Executive Officer
TriPlus Services, Inc.