



<December XX, 2016>

[Member Name]  
[ADDRESS1] [ADDRESS2]  
[CITY], [STATE] [ZIP]

Subscriber ID: [Subscriber ID]

Dear [FIRST NAME] [LAST NAME],

This letter is to let you know that your January billing statement will reflect some historical adjustments to past months' premiums. We have experienced ongoing system issues that have recently been corrected. **The adjustments may have resulted in an additional amount due for the month of December. We apologize for any inconvenience this may cause you.**

The ongoing system issues resulted in us billing you incorrectly for a period of time. Your January bill may be longer and contain more information than usual. This is because it includes billing adjustments for past months and, in some cases, for previous years.

**We value your membership and sincerely regret this error. Therefore, we will not hold you responsible for paying for any corrections that resulted in underpayment for months prior to December 2016.** However, your January bill may include an additional charge for adjustments to the December premium.

If you have questions or concerns, please call Blue Shield's Customer Service at **(888) 256-3650** during business hours, Monday through Saturday, 8 a.m. to 8 p.m.

Sincerely,

Blue Shield of California

**No-cost language services.** You can get an interpreter. You can get documents read to you and some sent to you in your language. For help, call us at (855) 836-9705.

**Servicios de idiomas sin costo.** Puede obtener un intérprete; asimismo, pueden leerle documentos y enviarle algunos en español. Para solicitar ayuda, llámenos al (855) 836-9705.

Blue Shield of California complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Blue Shield of California cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

Blue Shield of California 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。

Link to [Blueshieldca.com/NondiscriminationPolicy](http://Blueshieldca.com/NondiscriminationPolicy)

**Blue Shield of California**  
50 Beale Street, San Francisco, CA 94105

[blueshieldca.com](http://blueshieldca.com)