



Aetna Senior Supplemental Insurance

## In this eBulletin:

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### Important update about paper sales materials

Exciting news! We're transitioning to a new catalog system for our paper sales materials, which will make it even easier to access what you need. As we prepare for this transition, here are a few important updates:

- Catalog will be **temporarily unavailable** from **Friday, July 31 at 2:30 p.m. CT** until **Monday, August 3 at 8 a.m. CT**.
  - Be sure to plan accordingly and order any materials you may need in advance.
- If you use the current address book feature, it will not transfer to the new system. **Save any addresses you need** from the current system **before Friday, July 31 at 3pm CT**.

[Access current paper sales materials catalog](#)

We'll share a preview of the new catalog and more later this week.

## Reminder: Policy and ID card mailings

We are continuing to mail all policies directly to policyholders. The "Mail to Agent" option on Aetna Quote & Enroll has been temporarily suspended. All applications default to "Mail to Policyholder" until further notice. This temporary policy change is to support the current social distancing guidelines, by stopping the hand delivery of policies by agents.

Member ID cards are mailed separately from policies and are delivered 7 - 10 business days after the application is processed. We are currently only mailing ID cards directly to members. They can also download a copy of their ID card on the member website at **[aetnaseniorproducts.com](https://aetnaseniorproducts.com)**.

We appreciate your flexibility and patience for the well-being of our members.

\* Aetna Senior Supplemental Insurance includes products underwritten by: Accendo Insurance Company (ACC), part of the CVS Health® family of companies and Aetna affiliate; Aetna Health and Life Insurance Company (AHLIC); Aetna Health Insurance Company (AHIC), American Continental Insurance Company (ACI); Continental Life Insurance Company of Brentwood, Tennessee (CLI)

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