

**producer** ALERT**Beat the freeze: Renew IFP customers before Dec. 15**

Open enrollment is underway and we know how busy you are. We're strongly encouraging you to renew your IFP customers before Dec. 15, 2018. The Member and Broker Renewal Tool will be unavailable weekends in December and the first weekend in January due to unavoidable system maintenance. It is crucial that you renew your IFP clients **before Dec. 15, 2018.**

**New enrollments will process normally.** This maintenance affects IFP renewals only. This schedule lists the downtime dates and times:

<b>System downtime schedule</b>
Friday, Dec. 7, 9 pm <b>until</b> Sunday, Dec. 9, 12 p.m.
Friday, Dec. 14, 7 p.m. <b>until</b> Sunday, Dec. 16, Midnight
Friday, Dec. 21, 7 p.m. <b>until</b> Sunday, Dec. 23, 8 a.m.
Friday, Dec. 28, 7 p.m. <b>until</b> Sunday, Dec. 30, 8 a.m.
Friday, Jan. 4, 9 p.m. <b>until</b> Jan. 6, 8 a.m.

**Important note for IFP renewals with 1/1/2019 effective dates:**

- Keep in mind that we will renew your customers automatically if they continue to pay their premium
- Any plan changes made from 12/16/18 to 1/15/19 will trigger an **effective date of 2/1/18**

To ensure your clients have the plan and effective date they want for 2019, we highly encourage you to use our online Broker Renewal Tool and submit renewals before Dec. 15. Please also encourage your customers to renew using the Member Renewal Tool before Dec. 15. If they try to renew during the downtime, they will get a pop-up message that the system is not available and they will not be able to submit their renewal on time.

We apologize for any inconvenience.



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