



This resource is available to you—agents, brokers and agencies—to provide your clients with information on several important topics, such as avoiding Marketplace scams, protecting personal identifiable information, identifying who may be contacting them, and when and how to contact you. This form is designed to be personalized by an agent, broker or agency before distributing it to clients. Add the relevant contact information into the table below, so your clients will be aware of these important topics.

Protect Yourself From Marketplace Scams

Now that you have health insurance, there are a few key things to do to keep your personal information safe.

Beware of scams and identity theft

You should only provide your data to trusted sources. Scammers use fraudulent tactics to obtain your information—things like your date of birth, Social Security number, and other personally identifiable information. The loss of personally identifiable information and protected health information can result in substantial harm, including identity theft or fraudulent use of your information. Common tactics used by scammers in advertising include:

- Offers of rebates or vacations to get you to share your private information, sign up for coverage, or change your agent or broker.
- Cash or health rewards (such as offers of \$6,400 cash cards that can be used for things such as rent, gas, and groceries).
- Promises of free coverage without checking your eligibility first.

IMPORTANT: Beware if you receive any unsolicited communication asking for personal information, such as:

- A phone call from an unknown person, business or organization
- An unsolicited email
- An online or social media advertisement
- Mail, email or text notice about your health insurance

Please do not provide any sensitive, personal information and, instead, contact [me/our agency].



How we will contact you

may contact you during the year to review your coverage or get additional information to resolve data mismatches with the Marketplace. Here are a few people you should know at our company.

My Contact Information	Agent included on Your Marketplace Application	Other individuals from our company that may contact you about your coverage

*NPN is the agent's or broker's National Producer Number.

Have questions?

It is important that answer your coverage questions as quickly as possible. Some life changes may impact your eligibility for Marketplace eligibility and savings and may result in tax penalties at the end of the year. Please contact , if:

- You have questions about paying your premiums.
- You have questions about coverage (e.g., when and how to enroll or change plans, coverage start and end dates, premiums, benefits, provider network, co-pays, deductibles, cost sharing reductions, benefits for American Indian and Alaskan Native individuals, etc.)
- You have questions about tax credits and other savings, doctors/providers, or prescription drugs.
- You have a life change such as having a baby, getting married, losing health coverage, changing jobs, or if your income changes. These events may qualify you for a Special Enrollment Period to switch plans.
- You have questions about the use of your data and its protection.

You may also reach out to the Marketplace Call Center at 1-800-318-2596 (TTY: 1-855-889-4325), which is available 24 hours a day, 7 days a week (except holidays).