

Plumbers & Pipefitters Medical Fund  
7130 Columbia Gateway Drive, Suite A  
Columbia, MD 21046  
(800) 741-9249  
Website: [www.ourbenefitoffice.com/plumberslocal5/benefits](http://www.ourbenefitoffice.com/plumberslocal5/benefits)

Dear Member:

**Enhanced Member Benefit Website**  
[www.ourbenefitoffice.com/plumberslocal5/benefits](http://www.ourbenefitoffice.com/plumberslocal5/benefits)

The Trustees of the Plumbers & Pipefitters Medical Fund are pleased to announce a new enhanced member benefit website, [www.ourbenefitoffice.com/plumberslocal5/benefits](http://www.ourbenefitoffice.com/plumberslocal5/benefits). This website has been fully updated to provide you with a more effective way to access and manage your benefits.

The website enables you to obtain basic benefit information about the Plan, review answers to frequently asked questions, access your personal benefit information, and communicate with the Benefit Office via e-mail. You can also find helpful links regarding benefits provided by the Plan.

To access your personal benefit information, such as your benefit elections, work history detail, forms, and Plan documents, you need to register as a new user by clicking the *Create an Account* link at the top right-hand corner in the Login box. More detailed instructions are shown on the back of this letter. Once you are registered, you can access your personal benefit information by entering your *Username* and *Password*, so please keep these confidential. **Please note, only one username and password is permitted per email address. If more than one person in your family requires website access, each must use a different email address.**

Every member, spouse, and dependent over the age of 18 will need to create their own login that will give them access to their own Protected Health Information (PHI). Each person that creates their own username and password will not have their PHI available for viewing by any other user.

Please contact the Benefit Office at (800) 741-9249 if you encounter any difficulty logging in, or if you have any questions regarding the Member Benefit website. You can also email the Benefit Office directly by using the "Contact Us" section of the website.

Please visit the enhanced Member Benefit website soon and see all that it has to offer!

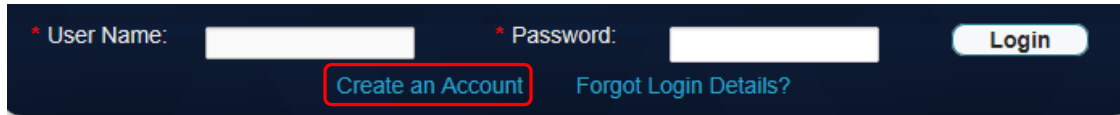
Board of Trustees,

Plumbers & Pipefitters Medical Fund

## HOW TO REGISTER ON THE WEBSITE

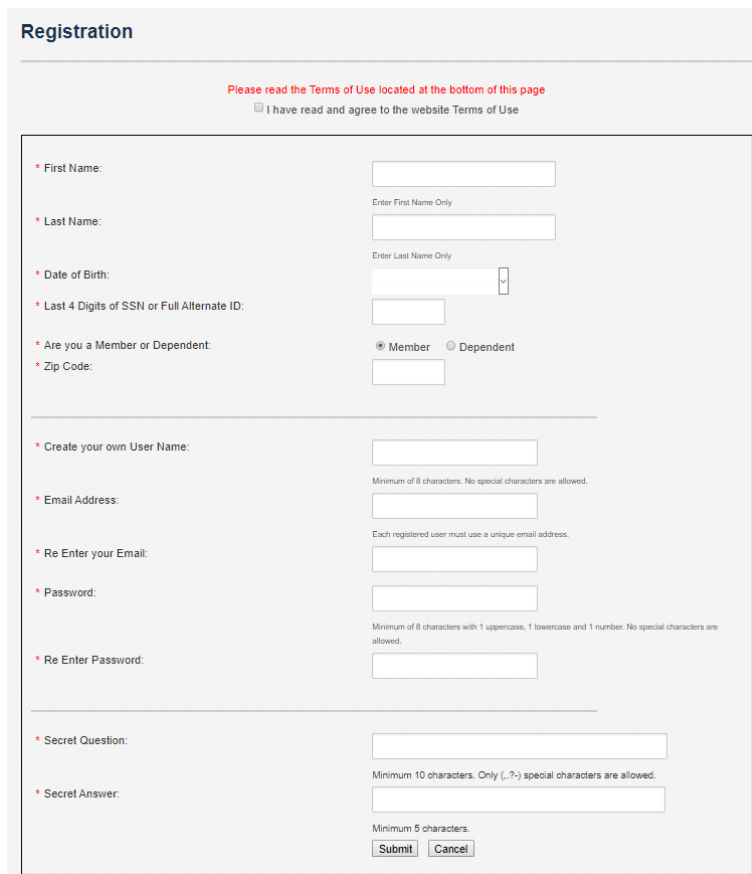
When registering for the first time, please follow these instructions:

- 1) From your computer or mobile device, connect to the website listed on the front page of this letter.
- 2) Locate the Login box in the upper right-hand corner of the screen.
- 3) Click on “Create an Account” to get started.



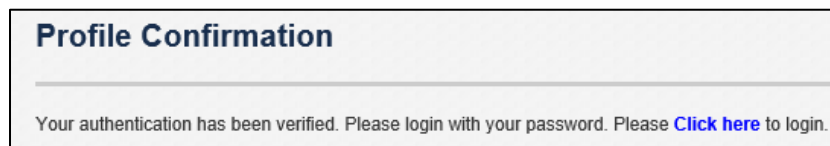
A dark blue navigation bar with white text. On the left, there are two input fields: "\* User Name:" and "\* Password:". To the right is a white "Login" button. Below the "User Name" field is a red-outlined button labeled "Create an Account". To the right of that is a blue link labeled "Forgot Login Details?".

- 4) The Registration Screen will display next. Please enter all information, as all fields are required. Once all information has been entered, please click “Submit” on the bottom of the screen.



A registration form titled "Registration". At the top, it says "Please read the Terms of Use located at the bottom of this page" and has a checkbox "I have read and agree to the website Terms of Use". The form contains several fields: "\* First Name:" (text input), "\* Last Name:" (text input), "\* Date of Birth:" (dropdown menu), "\* Last 4 Digits of SSN or Full Alternate ID:" (text input), "\* Are you a Member or Dependent:" (radio buttons for "Member" and "Dependent"), "\* Zip Code:" (text input), "\* Create your own User Name:" (text input), "\* Email Address:" (text input), "\* Re Enter your Email:" (text input), "\* Password:" (text input), "\* Re Enter Password:" (text input), "\* Secret Question:" (text input), and "\* Secret Answer:" (text input). Below the "Secret Answer" field are "Submit" and "Cancel" buttons. Small text provides instructions for each field, such as "Minimum of 8 characters. No special characters are allowed." for the User Name field.

- 5) After registering you will receive an email notification with a link to confirm your registration. Your email address will also be used in the event you forget your username and password.



A box titled "Profile Confirmation" with a horizontal line. Below the line, the text reads: "Your authentication has been verified. Please login with your password. Please [Click here](#) to login."