



# Enrollment Website Security Changes

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Dear Marketing Agent,

Protecting consumer information and preventing unauthorized access to Adroit Health Group (AHG) websites and systems is key to enhancing the company's network security. AHG's new Agent Login Security Policy, effective August 21, requires that sales agents use their assigned usernames and passwords when enrolling consumers in the A1 Healthcare website.

## Process To Obtain Agent Usernames and Passwords

On August 14, Agent Services will provide each Agency Manager or designated point of contact with a secure Excel file containing each Agent's unique username and password. Instructions will be provided as well on how to access the secure file. Agency Managers should provide their Agents with their username and password prior to August 21. When an Agent logs in for the first time on August 21 (or later), the Agent will be prompted immediately to enter their user name and password. It is the Agent's responsibility to safeguard this information and not disclose it to anyone.

## Contact Information

Thank you for sharing our commitment to regulatory compliance and the protection of our customer's personal information. Both are critically important to protecting the consumers we serve. We value your loyalty to AHG and appreciate your ongoing support as a valued partner.

For more information regarding this bulletin, please contact the Compliance Department at [Compliance@adroithealthgroup.com](mailto:Compliance@adroithealthgroup.com) or Agent Services at [Agentservices@adriothealthgroup.com](mailto:Agentservices@adriothealthgroup.com).

Thanks,  
Adroit Health Group