As employees have begun to receive their DEV packets from Mercer, there are a few issues we would like to address.

Issues and Responses:
- Security Concerns regarding employee SSN on the site
  - Be aware that the Mercer site is secure and the SSN and birth date information is protected.
  - In addition, we have determined there isn't a need for the SSN to appear so we have had the SSN field removed.
- We have at least one report where a currently covered dependent is missing on the dependent list received by the employee.
  - For dependents that are currently covered but are missing from the list, instruct the employee to add the dependent's name to the list and submit the appropriate documentation for them.
- We have reports of some employees with dependents being listed more than once on their dependent list.
  - Employees should NOT mark "remove from coverage" for duplicate dependents. Instead they should write "Duplicate" next the record and send in the appropriate documentation for that dependent.
- Some employees have reported having trouble copying a document. Some states have security measures in place to keep documents from being photo-copied or scanned.
  - Employees should try to dial back the contrast on the copier
    - If the "void" watermark shows up on the copy that is OK, the document just needs to be readable
  - Employees can take a photo of the document with their cell phone or a digital camera to get a copy, the document just needs to be readable

**If employees have questions, please contact the Mercer DEV Service Center at 800-893-3540 from June 11 - July 17.**