



Premier Access Insurance Company complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Premier Access Insurance Company does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Premier Access Insurance Company:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, call 1-877-541-5415.

If you believe that Premier Access Insurance Company has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Jennifer Felice, Grievance Coordinator. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Jennifer Felice, Grievance Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
 200 Independence Avenue, SW  
 Room 509F, HHH Building  
 Washington, D.C. 20201  
 1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Mailing Address: ATTN: Civil Rights Coordinator Premier Access Insurance Company Complaints/Grievance Department P.O. Box 255039 Sacramento, CA 95865-5039	Telephone Number: 1-877-541-5415 from 8am to 7pm TTD/TTY: 1-888-346-3162
	Fax Number: 1-916-646-9000
	Email: <a href="mailto:grievancedept@premierlife.com">grievancedept@premierlife.com</a>

<p><b>English</b> ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-877-541-5415 (TTY: 1-888-346-3162).</p>	<p><b>Spanish</b> ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-541-5415 (TTY: 1-888-346-3162).</p>
<p><b>Chinese</b> 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-877-541-5415 (TTY : 1-888-346-3162)。</p>	<p><b>Vietnamese</b> CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-541-5415 (TTY: 1-888-346-3162).</p>
<p><b>Korean</b> 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-541-5415 (TTY: 1-888-346-3162)번으로 전화해 주십시오.</p>	<p><b>Tagalog</b> PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-541-5415 (TTY: 1-888-346-3162).</p>
<p><b>Farsi</b> توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-877-541-5415 (TTY: 1-888-346-3162) تماس بگیرید.</p>	<p><b>Arabic</b> ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 877-854-4242-1 (رقم هاتف الصم والبكم: 1-888-346-3162).</p>
<p><b>Haitian-Creole</b> ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-877-541-5415 (TTY: 1-888-346-3162).</p>	<p><b>Polish</b> UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-854-4242 (TTY: 1-800-735-2929).</p>
<p><b>French</b> ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-541-5415 (ATS : 1-888-346-3162)</p>	<p><b>Italian</b> ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-877-541-5415 (TTY: 1-888-346-3162).</p>
<p><b>Russian</b> ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-541-5415 (телетайп: 1-888-346-3162).</p>	<p><b>Armenian</b> ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Ձանգահարեք 1-877-541-5415 (TTY (հեռատիպ) 1-888-346-3162):</p>
<p><b>German</b> ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877-541-5415 (TTY: 1-888-346-3162).</p>	<p><b>Portuguese</b> ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-877-541-5415 (TTY: 1-888-346-3162).</p>