



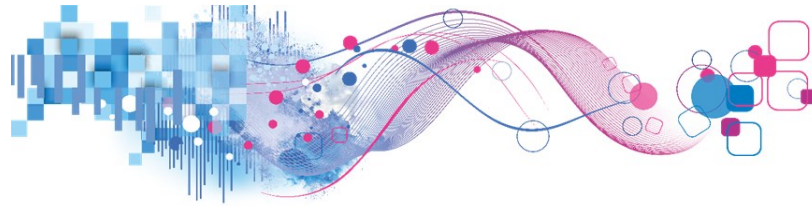
Experian Health is pleased to announce that we will be merging our customer facing Customer Portal and Communities Portal onto a single platform the evening of 04/13/17. This will enable both our clients and our internal staff to more effectively manage support cases in a single Support Case Tracking Portal.

Existing Customer Portal Clients Change Overview

- Customer's historical cases will be available in the new interface. You will not lose any continuity in the management of your open cases.
- You will receive a new login for the support tool. Your username will be your email address and you will be required to create a unique password when you receive your login credential email.
- The Support links within our products will redirect users to the new Client Support Portal.
- You will be notified of training classes and materials once they become available.
- Tickets from all Experian Health products will be available in the Client Support Portal
- The case submission process will be modified to accommodate the selection of all Experian Health products.

Existing Community Portal Clients Change Overview

- A new Report tab will be provided to generate Excel exports of the list of cases.
- The Case List Views will be streamlined to review Open and Closed cases only.
- The case submission process will be modified to accommodate the selection of all Experian Health products.



FAQS:

Below are some FAQs which we will also post inside the product home pages and the Client Support Portal, so that you may understand some of the other changes that will occur as part of this migration. If you have any questions or concerns about this imminent migration please reach out to either Experian Health Client Support or your Account Manager.

We thank you for your continued business and are excited to enhance our ability to support you through this improved service.

What will the Support Tracking Portal look like?

You can review the new Home Screen, Opening a Case, Viewing open cases, and running a Report at [Communities Case Flow](#).

How will I access the system?

Simply by clicking on the Support Link in your Experian Health Product. How you access the support portal will not change. Access is also available through a direct link in the event the applications are not available at <https://experianhealth.force.com/support>.

Will my current username and password change?

Your username will be the same but your password will change if you are migrating from the Customer Portal. The customer portal will automatically send you an email with the password reset steps. It is possible that your email systems will filter our emails out. You should check your spam buckets. If necessary it is very simple for us to resend the credentials, simply contact Experian Health Client Support and we will resend your credentials.

How do I find the cases I had in the old support tool?

The client Support Portal enables you to filter your cases, there is a “View My Open Cases” or “View All Cases” button on the home page which will take you to your open cases. If you are not seeing all of your cases please contact customer.support@experianhealth.com.



What do I do if I believe a case is missing?

Contact Experian Health Client Support - We are expecting a learning curve for our clients so it may just be a case of showing you how to navigate in the new support portal. However, if you cannot find the case you are looking for, you should know we are migrating all cases over so it may just require us to fix a permission on that case.