



101 Parklane Blvd. Suite 301, Sugarland, TX 77478

Texas Department of Insurance
C/O Life/Health and HMO Filings Intake Section
Mail Code 106-1E
P.O. Box 149104, Austin, TX 78714-9104

AFFIDAVIT

STATE OF TEXAS

COUNTY OF FORT BEND

Before me the undersigned authority, this day personally appeared STEPHEN GRIFFIN, who after being by me duly sworn, on oath deposes and says:

1. This affidavit is to evidence First Continental Life and Accident Insurance Company's (FCL Dental) intent to adhere to the required regulatory prompt payment requirements in accordance with 28 TAC §§21.2804, 21.2806, 21.2807, 21.2808, 21.2809, and 21.2815.
2. This affidavit is to formally advise the Department of a catastrophic event as a direct impact of Hurricane Harvey.
3. This catastrophic event caused interruption of claims processing activities as a dental HMO insurance company licensed in the state of TX from August 25th – 31st, 2017. (See Exhibit 1 &2)
4. The impact of the event caused the inability to pay dental HMO providers timely in some instances. This delay was due to our print vendor's inability to deliver paper to print checks.
5. FCL Dental was notified by UPS on September 9, 2017 of the order status as "undeliverable due to Hurricane Harvey". (See Exhibit 2)

X 

Stephen Griffin
Chief Operating Officer - Corporate Officer

NOTARY ACKNOWLEDGEMENT

STATE OF TEXAS, COUNTY OF FORT BEND:

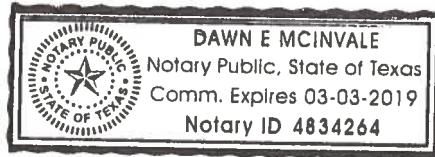
This affidavit was acknowledged before me on this 13 day of September 2017, by Stephen Griffin, corporate officer, who, being first duly sworn on oath according to law, deposes and says that he has read the foregoing affidavit subscribed by him, and matter stated herein are true to the best of his information, knowledge and belief.

X Dawn E McInvale

Notary Public

Title: Notary Public

My Commission expires 03/03/2019



Cc: Eleanor Gillis, Dir. Of Operational and Regulatory Compliance

Enclosure: Attachments

- Exhibit 1- Email notification advising of office closure.
- Exhibit 2- Email notification advising of open office status.
- Exhibit 3- Proof of USP notification.

Eleanor Gillis

From: Eleanor Gillis
Sent: Thursday, August 31, 2017 9:44 AM
To: 'Otuyelu, Nike'; 'Patel, Hemina'; 'Staudt, Kelly'; 'Rodi, Connie'; 'Ruiz, Rossio'; 'Courtney, Meg'; 'Robinson, Elizabeth'; 'Carbajal, Monica'; 'Reynoso, Jamie'; 'McWhorter, Sharon C.'; 'Latin, Shanikka S.'; 'Holfeld, Tanya'
Cc: Stephen Griffin; Kerry Marcus; Kelly McCreight; Danny La; Donna Vogler; Angie Eugene; Dawn McInvale; Andrea Suarez; Bill Eubank; Compliance_Department
Subject: Thank You, We are Open!
Importance: High

Good morning,

I hope this email finds everyone safe and well. We would like to first take this time to thank everyone of our Clients who took the time to call, text, or send emails to check on the FCL Dental family during this difficult, catastrophic time in our community. Your heartfelt kind acts of generosity goes unnoticed and we appreciate your flexibility and continued partnership.

This notification is to inform of today's Corporate office operations. Today is business as usual for all of our operational areas, as we are functioning at maximum capacity. Should experience any delays, or should you have any items that need to be addressed due to our recent office closures, feel free to send directly to me or your usual method of contact and we'll be sure to address quickly as possible.

Thank you again,

Eleanor "Ellie" Gillis

Director of Operational and Regulatory Compliance



101 Parklane Blvd. Suite 301, Sugarland, TX 77478

Direct Phn: 281-276-1033

Fax: 832-532-4068

Email: egillis@fcl dental.com

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Eleanor Gillis

From: Eleanor Gillis
Sent: Friday, August 25, 2017 1:29 PM
To: 'Otuyelu, Nike'; Patel, Hemina; 'Staudt, Kelly'; Rodi, Connie; Ruiz, Rossio; Courtney, Meg; 'Robinson, Elizabeth'; Carbajal, Monica; Reynoso, Jamie; McWhorter, Sharon C.; 'Latin, Shanikka S.'; Holfeld, Tanya
Cc: Stephen Griffin; Dawn McInvale; Kerry Marcus; Bill Eubank; Donna Vogler; 'doug@dinadental.com'; Danny La; Kelly McCreight; Angie Eugene; Andrea Suarez
Subject: FCL / DINA Dental Early Office Closure Notification
Importance: High

Good Afternoon,

This notice is to inform of our Corporate office closure at **3:00 PM CST** due to flash flooding and inclement weather expected to arrive by this afternoon and projected throughout the weekend. We expect this issue from now until further notice from our local Weather Networks. Should the weather result in permanent or additional office closures, we will notify you immediately and make the appropriate transitions.

Feel free to contact me should you have any additional questions or concerns.

Thank you,

Eleanor "Ellie" Gillis

Director of Operational and Regulatory Compliance



101 Parklane Blvd. Suite 301, Sugarland, TX 77478

Direct Phn: 281-276-1033

Fax: 832-532-4068

Email: egillis@fcl dental.com

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Tracking

Package delivery to your home impacted by the hurricane?

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Use UPS My Choice® Premium to make delivery changes free for one month.

(https://wwwapps.ups.com/ppc/ppc.html/preferencePage/mychoicePreference/membership?loc=en_US)

<input type="text" value="Tracking Number"/>	Track	Log In to save this information to your recently tracked shipments New to UPS? Sign up	Other Tracking Options ▼
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1Z4042200315765569

In Transit ⓘ	Out for Delivery	Delivered
Scheduled Delivery: Scheduled delivery information is not available at this time. Please check back later.		Notify me with Updates Change Delivery
Last Location: Departed - Hodgkins, IL, United States, Friday, 09/08/2017		<p>Continue</p> <p>What time will your package be delivered to your home? Get FREE estimated Delivery Windows on most UPS packages.</p> <p>I am already a UPS My Choice® Member.</p>

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Shipping Information

To:
SUGAR LAND, TX US

Service

[UPS Ground](#)

▼ Shipment Progress [What's This? ⓘ](#)

LOCATION	DATE	LOCAL TIME	ACTIVITY
Hodgkins, IL, United States	09/08/2017	10:28 P.M.	Departure Scan
Hodgkins, IL, United States	09/07/2017	2:14 P.M.	Arrival Scan
Hodgkins, IN, United States	09/07/2017	1:19 P.M.	Departure Scan
	09/07/2017	12:47 P.M.	Arrival Scan
Middleburg Heights, OH, United States	09/07/2017	2:22 A.M.	Departure Scan
	09/07/2017	1:34 A.M.	Due to the impact of the hurricane, deliveries are delayed at this time.
Middleburg Heights, OH, United States	09/06/2017	4:19 P.M.	Origin Scan
United States	09/06/2017	10:00 P.M. (ET)	Order Processed: Ready for UPS

▼ Additional Information	
Shipment Category:	Package
Shipped/Billed On:	09/06/2017
Weight:	6.50 lbs









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- [Change Delivery \(/us/en/help-center/sri/tracking/change-delivery.page?\)](/us/en/help-center/sri/tracking/change-delivery.page?)
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COMPANY INFO

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- [Sustainability & Community Involvement !\[\]\(3b2b7ecf3916b9c62166565e1cadb3af_img.jpg\) \(https://sustainability.ups.com\)](https://sustainability.ups.com)

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