

Date: 10 Feb 2011

## **TTC - February 2011 Newsletter**

I hope that 2011 has started well for you. Gong Xi Fa Chai to those of you celebrating Chinese New Year.

In this newsletter I have detailed some of our latest developments such as our updated website, ways that you can save money when you need to make use of your policy, and also some of the improvements that we have in the pipeline.

### **New Website**

It has taken longer than expected, but I am very happy to report that our new website is now up and running. Please visit us at [www.talent-trust.com](http://www.talent-trust.com) for the changes, and we would love to hear your feedback. I hope you will agree that the new website strikes a good balance between being professional, yet friendly and approachable.

### **Details Requested when Emailing Aetna**

If you need to email Aetna regarding your policy, Aetna have requested that you include your name, certificate number, and date of birth so that they can properly identify you. If you are communicating about an ongoing claim please also include your claim number if one has been assigned to you. If you are submitting a new claim please refer to Aetna's guidelines here <http://www.talent-trust.com/claims-and-forms/> to ensure that your claim goes through smoothly.

### **Call Aetna on Skype for Free**

As many of you are aware, we make good use of Skype from our office in Malaysia. One thing that we have realized recently is that we have been able to contact Aetna's US free phone number (+1 866 545 3252) for free using Skype. You do not even need to have any credit on your Skype account. I am not sure if this will work for other Internet phone services, but I know that this is a valuable cost-saving service many of you can use if you need to contact Aetna.

This number is a 24-hour service, and your call will be transferred to the region that is handling calls depending on the time that you call.

### **Use of Digital Cameras or Camera phones**

Another tip that we have that may save you time and money is in the event that you need to submit a claim form or bills, but you do not have access to a scanner. It is possible to use a digital camera or even a camera phone to take a picture of the document and send this to [claims@talent-trust.com](mailto:claims@talent-trust.com). As long as the document is clear and legible it will be fine for processing. Please ensure to adhere to Aetna's guidelines on image sizes to ensure that they do not block up either your or our mail servers.

### **Multi-Lingual Support**

TTC cater to the needs of missionaries from many countries, as such we have begun providing some of our documents in different languages. At the moment we have brochures available in English, German, Spanish and Portuguese for distribution. Some of our policy wordings are also available in English and

Continuation...

Portuguese. We are also in the process of translating our brochure into Korean, and hope to have relevant sections of our website available in Portuguese later in the year.

If you would like copies of any of these documents, please do not hesitate to contact us.

Thank you for all your support and good stewardship of our programs.

Blessings, Nathan Lyon  
TTC ... serving alongside

Please also like our [facebook page](#) "ttcinsurance" to stay in touch with the latest news and information.

