



1 TTc December 2016

Dear member,

As we enter this Christmas week, may you know the truth of Emmanuel in your home.

This week I have been conscious of a few of our members with severe medical conditions, and I know that their families would be very appreciative if your prayers were with them this Christmas.

In my last newsletter I wrote about our new service [Doctor Care Anywhere](#). I am pleased to say that over 1,200 of our members have already signed up and the feedback we've had has been tremendous. Comments like *'this is the service I've been waiting for'* are so pleasing to see, it shows that [Doctor Care Anywhere](#) really helps support you with your mission.

I have used the service myself, and was very impressed that I was able to get an appointment within a couple of hours, then the video call was excellent quality, and the doctor that I spoke to was very helpful, and gave me lots of his time. He even did some research on the problem that I had, and send me almost a full page write up on things that I could look at that could help me. I know that this will be my first port of call for non-emergency medical things going forward.

Some of you have contacted me to say you have had problems getting set up. I have spoken to the Aetna team and we have identified the issue. To register use [this link](#) only, with your voucher code to activate the Doctor Care Anywhere service. So if you haven't yet signed up just use the link, it

only takes a few minutes, and you'll have access to the service. Remember when prompted for a voucher code, you'll use your 16-character Talent Trust Certificate Number (minus the last 2 digits, e.g. "TTe-ANo-91-00005") and the service will be free for you. During registration you'll have an opportunity to invite your eligible family members to the service.

If you continue to have any problems, please just let me know and I will get you set up.

A number of people have also asked if using the service will impact your No Claims Bonus, and I am happy to confirm that it will not. The service is completely free, and it will not affect your policy in any way.

Aetna have also forwarded me a few quotes from others who have used the service which I would like to share:

- *"I was very impressed with my appointment and the help I received. I can see how this service will be a tremendous help to us, living where English-speaking doctors can be hard to access."*
- *"Very happy to have access to this service, it isn't something that others are offering."*
- *"This was the first time I used an online doctor and she was VERY helpful! I appreciated being able to speak to an English doctor and right from my home."*

The [Doctor Care Anywhere](#) service has been so well received by those who have used it and I hope that you will find time to register and test it out.



Merry Christmas

We value all your support and appreciate your good stewardship of our programs, and we love to hear from you. If you have any feedback, thoughts, or ideas that you feel we could improve on, please do let us know.

Finally, if you know anyone else who could benefit from the services that we offer please do let them know about us. Remember that your friends will receive US\$100 off their second year's premium if they include your name when they enroll. <http://www.talent-trust.com/members/other-benefits/referral/>

Blessings, Nathan Lyon
TTC ... serving alongside



Saw Ai, Elaine, Nathania, Michael, Charlie, June, Nathan, Ruth, Khim, Pansy, Nancy, Kimie

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