

Date: 18 Dec 2014

TTC - Christmas 2014 Newsletter

Merry Christmas!

May the truth of Emmanuel be at the center of this time for you and your loved ones.

Service Levels

2014 has been a good year from the majority of reports we received regarding the levels of service that our members have been receiving from Aetna since the major changes they undertook at the end of last year. We look forward to that long continuing. This said; if this has not been your experience with Aetna this year; please do let me know so that we can resolve that for you.

Check Payments

We have recently been advised by our bank that they have stopped their bulk check processing facility. This is as a result of moves within the banking industry to eventually phase out the use of paper checks completely. Unfortunately this has meant that the charges associated with us now receiving a paper check has gone up from approximately US\$13 to US\$45 per check. In the past we have subsidized about US\$8 each time we have received a check from a member, but unfortunately we are now unable to cover this large increase. As a result, we are advising members who currently pay by check to look at alternative methods of paying their premiums, as we will need to ask all those still paying by check to cover this cost.

Please contact us if you would like to discuss alternative methods of paying your premium.

TTC Videos

The final versions of all our TTC videos are now available online, with 3 main "story" videos and 8 "Skype" style videos. You can view these either on our main [website](#) or on our [Facebook](#) page. Please do share these with your friends, and remember that if your friends also join TTC you will be eligible for our [referral program](#).

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.

Blessings, Nathan Lyon
TTC ... serving alongside

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