

To: Insured Members of a Reliance Standard Life Insurance Company BasicAdvantage Program

From: Reliance Standard Life Insurance Company

RE: Changes to Your Summary Plan Description

Thank you for choosing to enroll in a Reliance Standard Life Insurance Company BasicAdvantage Program! Your enrollment in the BasicAdvantage Plan provides you access to several non-insurance programs. An explanation of the non-insurance benefits is found in the Summary Plan Description issued to you.

You are receiving this notice to advise you of changes to the Non-Insurance Benefits portion of the Summary Plan Description. Effective on the date your group program renews (as indicated on Page 2 of the Summary Plan Description), the 24-Hour Nurse Helpline, Online Wellness Improvement and the Vitamins & Nutritional Supplements Plans are no longer available.

They are being replaced with the Broadreach Medical Resources Telemedicine and Teletherapy plan. The section on the reverse side of this page amends the Non-Insurance Benefits portion of the Summary Plan Description:

Please call RSL Specialty Products Administration at 1-866-375-0775 if you have any questions. Representatives are available Monday through Friday, 8:30 AM to 5:30 PM Eastern Time.

Este folleto contiene un resumen en inglés de su Programa de Beneficios de Grupo. Si usted tiene dificultad en entender cualquier parte de esta folleto, llame al número gratuito 1-866-375-0775. Nuestros representantes de consulta están disponibles de 8:30 a.m. a 5:30 p.m., lunes a viernes (hora del Este).

Please keep this notice with your Summary Plan Description.

What does membership in the Broadreach Medical Resources (BMR) Telemedicine and Teletherapy plan give me?

Membership in the BMR Telehealth and Teletherapy plan is a separate benefit that you receive when you are enrolled in the BasicAdvantage Total Coverage. This benefit offers you the ability to talk or video chat with a doctor or licensed therapist and counsellor from the comfort and privacy of your own home or office. The service is not insurance and no referrals or approvals are ever needed to access plan benefits.

The benefits include:

- 24/7/365 Toll-free, confidential availability to talk or video chat access with licensed healthcare providers;
- On-line scheduling of 50-minute behavioral health sessions with licensed therapists, social workers and counselors;
- Medical diagnosis and personalized treatment for common illnesses and injuries;
- Lab test results reviewed;
- Medically necessary e-prescriptions (where permitted) delivered to a pharmacy of your choice;

To use this benefit, you may:

- Call toll-free 1-833-936-9633;
- Visit and login to RSL.YourBMRBenefits.com and enter the Group Validation Code (GVC): RSL2020;
- Use the free Apple iOS app which may be downloaded from the app store or use your camera to scan the QR Code and enter the Group Validation Code (GVC): RSL2020; or



- If you are using an Android device, go to the Google Play store and search 'Broadreach Medical Resources' or use your camera to scan the QR Code and enter the Group Validation Code (GVC): RSL2020.



If you need assistance with enrollment, validation or have general App and web usage questions related to the BMR Telemedicine and Teletherapy plan, please call 866-718-2375 or email care@bmr-inc.com.

What do Telemedicine and Teletherapy services cost?

Telehealth services are available after a \$30 per-consultation fee has been paid. Teletherapy services are available after a \$69 per-consultation fee has been paid. Credit card payment is required in order to access these benefits.