

Discrimination is Against the Law

Aptia365 complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Aptia365 does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Aptia365:

- **Provides free aids and services to people with disabilities to communicate effectively with us, such as:**
 - **Telecommunications Relay Service (711, also referred to as TTY)**
 - **Written information in large print format**
- **Provides free language services to people whose primary language is English, such as qualified interpreters.**

Whenever you need assistance, please call us toll free at 1-888-434-1144. For the deaf or hard of hearing, please dial 711 for Telecommunications Relay Service.

If you believe that Aptia365 has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Chad Nicholl, Compliance Officer, Aptia, 125 High St, 7th floor, Boston, MA 02110, 1-469-708-4999, chad.nicholl@aptia-group.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Chad Nicholl is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>