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National Automatic Sprinkler Industry

To the Business Manager and Participants of the National Automatic Sprinkler Industry Welfare Fund,

We regret to inform you that the two most recent member communications, the “NASI Welcome Checklist” & the “NASI Home Delivery” mailings sent on 12/09/2023 & 12/19/2023 respectively, experienced a significant accuracy failure. This failure resulted in approximately 17,000 members receiving letters not addressed to them. To be clear, these pieces contained general information; therefore, **no protected health information was included in either of these communications.** This accuracy failure was the result of a manual intervention of the mail-merge data file that misaligned the name/address combination. **Please be assured that this will not reoccur in any other functional areas, such as eligibility, prescription drug fulfillment, invoicing for medication, or any other communications from OptumRx.**

We apologize for this inconvenience to you and your membership. We are taking full responsibility for this situation and are working closely with the union print vendor on remediation & next steps. The following immediate action is being taken:

- Both co-branded communication pieces are being accurately re-published to 100% of impacted members. One of the communication pieces will include a \$20 credit to the Optum Store for each impacted member to use at their discretion.
- Approximately 8,000 members with email addresses on file will receive a co-branded apology email with co-branded communication pieces included.
- A co-branded “Apology Banner” is being posted on the NASI member website and mobile app.

Additionally, we are working to strengthen our internal controls as part of our relentless pursuit of flawless execution. Please note that the core system setup associated with your membership’s benefits & eligibility going live on 01/01/24 was **not** impacted in any way by this situation. Moreover, the benefit and eligibility set up has been extensively tested to ensure 100% accuracy.

We value our new relationship with National Automatic Sprinkler Industry and are committed to ensuring quality service for the Fund and your membership going forward.

Respectfully submitted,

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