

Free Translation Services for American Fidelity Health Benefits

No Cost Language Services: You can get an interpreter and get documents read to you in your language. For help, call us at the number listed on your ID card or 1-800-662-1113. For more help, call the CA Dept. of Insurance at 1-800-927-4357. English

Servicios de idiomas sin costo: Puede obtener un intérprete y que le lean los documentos en español. Para obtener ayuda, llámenos al número que figura en su tarjeta de identificación o al 1-800-662-1113. Para obtener más ayuda, llame al Departamento de Seguros de CA al 1-800-927-4357. Spanish.

خدمات ترجمة بدون تكلفة. يمكنك الحصول على مترجم وقراءة الوثائق لك باللغة العربية. للحصول على المساعدة، اتصل بنا على الرقم المبين على بطاقة عضويتك أو على الرقم 1-800-600-1113 . للحصول على المزيد من المعلومات، اتصل بإدارة التأمين لولاية كاليفورنيا على الرقم 1-800-927-4357 Arabic.

Անվճար Լեզվական Օգնություններ: Դուք կարող եք թարգման ձեռք բերել և փաստաթղթերը ընթերցել տալ ձեզ համար հայերեն լեզվով: Օգնության համար մեզ զանգահարեք ձեր ինքնության (ID) տոմսի վրա նշված կամ 1-800-662-1113 համարով: Լրացուցիչ օգնության համար 1-800-927-4357 համարով զանգահարեք Կալիֆոռնիայի Ապահովագրության Բաժանմունք: Armenian

免費語言服務。 您可獲得口譯員服務，用中文把文件唸給您聽。欲取得協助，請致電您的保險卡所列的電話號碼，或撥打 1-800-662-1113 與我們聯絡。欲取得其他協助，請致電 1-800-927-4357 與加州保險部聯絡。 Chinese

निःशुल्क भाषा संबंधी सेवाएं। आपको एक अनुवादक मिल सकता है जो दस्तावेज़ों को आपकी भाषा में पढ़ सकता है। मदद के लिए, अपनी ID कार्ड पर सूचीबद्ध नंबर या 1-822-662-1113 पर हमें कॉल करें। अधिक मदद के लिए, California Department of Insurance (कैलिफ़ोर्निया के बीमा विभाग) को 1-800-927-4357 पर कॉल करें। Hindi

Tsis Muaj Kev Xam Nqi Dab Tsi Rau Cov Kev Pab Cuam Txhais Lus. Koj tuaj yeem tau txais ib tus kws txhais lus thiab cov ntaub ntawv ua hom lus uas koj nyeem tau. Rau kev pab, hu rau peb ntawm tus nab npawb xov tooj muaj nyob ntawm koj daim npav ID los sis 1-822-662-1113. Rau kev pab ntxiv hu rau California Department of Insurance (California Chav Hauj Lwm ntsig txog Kev Tuav Pov Hwm) ntawm 1-800-927-4357. Hmong

無料の言語サービス 日本語で通訳をご提供し、書類をお読みします。サービスをご希望の方は、IDカード記載の番号または 1-800-662-1113 までお問い合わせください。更なるお問い合わせは、カリフォルニア州保険庁、1-800-927-4357までご連絡ください。 Japanese

សេវាកម្មភាសាឥតគិតថ្លៃ ។ អ្នកអាចទទួលបានអ្នកបកប្រែភាសា និងអានឯកសារជូនអ្នកជា ភាសាខ្មែរ ។ សម្រាប់ជំនួយ សូមទូរស័ព្ទមកយើងខ្ញុំតាមលេខដែលមានបង្ហាញលើប័ណ្ណសំគាល់ខ្លួនរបស់អ្នក ឬលេខ 1-800-662-1113 ។ សម្រាប់ជំនួយបន្ថែមទៀត សូមទូរស័ព្ទទៅក្រសួងធានារ៉ាប់រងរដ្ឋកាលីហ្វ័រញ៉ាតាមលេខ 1-800-927-4357 Khmer

무료 통역 서비스. 귀하는 한국어 통역 서비스를 받으실 수 있으며 한국어로 서류를 낭독해주는 서비스를 받으실 수 있습니다. 도움이 필요하신 분은 귀하의 ID 카드에 나와있는 안내 전화: 1-800-662-1113 번으로 문의해 주십시오. 보다 자세한 사항을 문의하실 분은 캘리포니아 주 보험국, 안내 전화 1-800-927-4357번으로 연락해 주십시오. Korean

خدمات مجاني مربوط به زبان . میتوانید از خدمات یک مترجم شفاهی استفاده کنید و بگویند مدارک به زبان فارسی برایتان خوانده شوند. برای دریافت کمک، با ما از طریق شماره تلفنی که روی کارت شناسایی شما قید شده است و یا این شماره 1-800-662-1113 تماس بگیرید. برای دریافت کمک بیشتر، به CA Dept. of Insurance (اداره بیمه کالیفرنیا) به شماره 1-800-927-4357 تلفن کنید. Persian

ਮੁਫਤ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ: ਤੁਸੀਂ ਦੁਬਾਰਾ ਦੀਆਂ ਸੇਵਾਵਾਂ ਹਾਸਲ ਕਰ ਸਕਦੇ ਹੋ ਅਤੇ ਦਸਤਾਵੇਜ਼ਾਂ ਨੂੰ ਪੰਜਾਬੀ ਵਿੱਚ ਸੁਣ ਸਕਦੇ ਹੋ। ਕੁਝ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਪੰਜਾਬੀ ਵਿੱਚ ਭੇਜੇ ਜਾ ਸਕਦੇ ਹਨ। ਮਦਦ ਲਈ, ਤੁਹਾਡੇ ਆਈਡੀ (ID) ਕਾਰਡ 'ਤੇ ਦਿੱਤੇ ਨੰਬਰ 'ਤੇ ਜਾਂ 1-800-662-1113 'ਤੇ ਸਾਨੂੰ ਫ਼ੋਨ ਕਰੋ। ਵਧੇਰੇ ਮਦਦ ਲਈ ਕੈਲੀਫ਼ੋਰਨੀਆ ਡਿਪਾਰਟਮੈਂਟ ਆਫ਼ ਇਨਸ਼ੂਰੈਂਸ ਨੂੰ 1-800-927-4357 'ਤੇ ਫ਼ੋਨ ਕਰੋ। Punjabi

Бесплатные услуги перевода. Вы можете воспользоваться услугами переводчика, и ваши документы прочтут для вас на русском языке. Если вам требуется помощь, звоните нам по номеру, указанному на вашей идентификационной карте, или 1-800-662-1113. Если вам требуется дополнительная помощь, звоните в Департамент страхования штата Калифорния (Department of Insurance) по телефону 1-800-927-4357. Russian

Walang Gastos na mga Serbisyo sa Wika. Makakakuha ka ng interpreter o tagasalin at maipababasa mo sa Tagalog ang mga dokumento. Para makakuha ng tulong, tawagan kami sa numerong nakalista sa iyong ID card o sa 1-800-662-1113. Para sa karagdagang tulong, tawagan ang CA Dept. of Insurance sa 1-800-927-4357 Tagalog

ไม่มีค่าใช้จ่ายในการให้บริการด้านภาษา คุณสามารถขอล่ามแปลภาษาและเอกสารในภาษาของคุณได้ หากต้องการความช่วยเหลือติดต่อเราได้ตามหมายเลขที่ระบุในบัตร ID หรือ 1-800-662-1113 สำหรับความช่วยเหลือเพิ่มเติม ติดต่อ The California Department of Insurance (แผนกประกันของรัฐแคลิฟอร์เนีย) ที่ 1-800-927-4357 Thai

Các Dịch Vụ Trợ Giúp Ngôn Ngữ Miễn Phí. Quý vị có thể được nhận dịch vụ thông dịch và được người khác đọc giúp các tài liệu bằng tiếng Việt. Để được giúp đỡ, hãy gọi cho chúng tôi tại số điện thoại ghi trên thẻ hội viên của quý vị hoặc 1-800-662-1113 . Để được trợ giúp thêm, xin gọi Sở Bảo Hiểm California tại số 1-800-927-4357. Vietnamese.

Nondiscrimination Notice and Access to Communication Services

Discrimination is against the law

American Fidelity Assurance Company complies with applicable state laws and federal civil rights laws, and does not discriminate on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability. American Fidelity does not exclude or deny covered health care benefits to people or treat them differently or deny because of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age or disability.

American Fidelity provides free services to help you communicate with us. You may request appropriate auxiliary aids and services, including qualified interpreters for individuals with disabilities, when those aids and services are necessary to ensure an equal opportunity to participate for individuals with disabilities. Or, you can ask for an interpreter, at no charge. To ask for help, please call the toll-free number 1-800-662-1113.

If you believe that American Fidelity has failed to provide these services or discriminated in another way on the basis of race, color, national origin, political affiliation or belief, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability, you can file a grievance in person or by mail, fax, or email with American Fidelity at:

In person: 9000 Cameron Parkway, Oklahoma City, OK 73114 **Mail:** P.O. Box 25523 Oklahoma City, OK 73125 **Phone:** (800) 662-1113 (TTY: 711) **Fax:** (800) 651-1751

Email: AccountServices@americanfidelity.com.

You must send the complaint within 180 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again. If you need help with your complaint, please call (800) 662-1113, Monday through Friday, 7 a.m. to 7 p.m.

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:

Mail: U.S. Dept. of Health and Human Services
200 Independence Avenue, SW Room 509F, HHH Building
Washington, D.C. 20201

Phone: Toll-free 1-800-368-1019, 800-537-7697 (TDD)

Email: OCRMail@hhs.gov

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

Online: [Complaint Portal Assistance](https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf) at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

Complaint forms are available at [Office of Civil Rights](https://www2.ed.gov/about/offices/list/ocr/complaintintro.html) at <https://www2.ed.gov/about/offices/list/ocr/complaintintro.html>

Communication Services

Auxiliary aids and services are available, including qualified interpreters for individuals with disabilities and information in alternate formats, free of charge and in a timely manner, when those aids and services are necessary to ensure an equal opportunity to participate for individuals with disabilities.