

<u>Date</u>	<u>Notes</u>
Mar-24	Deductions were stopped for whole life policy that the employee wished to keep. Employee received a bill for \$376.65
May-24	Two employee elected policies at open enrollment for a January 2024 effective date. The employees were billed for these policies starting January 1. The policies were not issued by Allstate. This situation was not resolved until August.
May-24	Additional 43 discrepancies identified, mostly in under deducting cancer policies
Jul-24	Employee received a letter from Allstate seeking unpaid premiums. Taylor Insurance representative indicated that the policy in question, as well as one other, had "mysteriously gone to direct bill after 01.30.2024". We had been deducting for and remitting premiums for this policy throughout 2024.
Jul-24	Employee was under deducted for GAP policy beginning in January. Taylor representative indicated "Enrollment platform failed to capture a new rate".
Oct-24	Employee thought he was signing up for health benefits when he spoke with Taylor Insurance representative. Dropped coverage with Taylor after meeting with Josie and understanding product offerings.