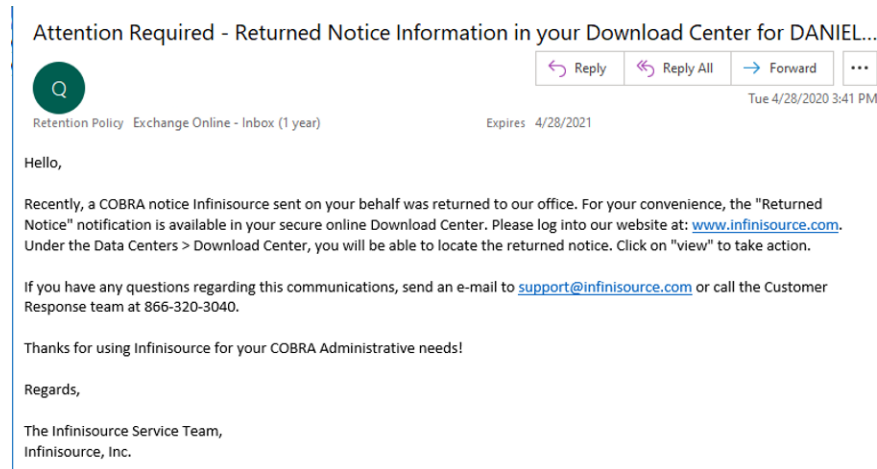


The COBRA law requires that COBRA notices be sent to the last known address. Infinisource mails all notices to the addresses provided by you or updated by participants. There are instances when the mailed notice is returned to Infinisource as undeliverable.

When a notice is returned, Infinisource will notify you of the returned notice. The request will come to you through the COBRA Online Portal within your Download Center. You will receive an email of the request and must then take action to notify Infinisource on what next steps should be taken.

An email will be sent to you regarding a returned notice.



You then review the Returned Notice Notification within your Download Center. To view the information, click on "View" next to the description for the Returned Notice Notification.

Size	Downloaded	Description
b		Returned Notice Notification (NE, DANIEL SMITH)
b		Returned Notice Notification (NE, DANIEL SMITH)

New Enrollee Information

The COBRA law required that COBRA notices be sent to the last known address. We have received a notice re:

- **Re-notify at the same address:** If the address show below is the last known address and you would like to re-notify.
- **Re-notify with a new address:** If the address shown below is incorrect and you would like to re-notify with a new address.
- **Do not re-notify:** If the address show below is the last known address and you do not wish to mail another notice.

Notice Information

Name: DANIEL SMITH()
Code: NE
Printed: 1/3/2020
Mailed: 1/7/2020
Address 1: 718 THAT STREET City, State, Zip Code: BYRON CENTER, MI 49315

[Re-notify at the Same Address](#) [Re-notify with a New Address](#) [Do Not Re-notify](#)

Infinisource will request you to tell us what action to take:

- Re-notify with the same address
- Re-notify with a new address
- Do not re-notify

Re-Notify with the Same Address

When you click on the “Re-notify with the Same Address” you will be taken to a page to view the address, when the notice was Due, Mailed and Printed. You can also “Open the Notice” on this page. If you wish to have Infinisource re-notify the employee (or participant) at the same address, click on “Send”.

The screenshot shows the 'Returned Notice Management' interface. Under 'Notice Data', it lists: First Name: DANIEL, Last Name: SMITH, Due: 1/14/2020, Printed: 1/3/2020, Mailed: 1/7/2020, Notice Type: NE, and Returned: 4/27/2020. There is an 'Open Notice' button highlighted with a red box. Under the 'Address' section, the address is pre-filled: Address 1: 718 THAT STREET, Address 2: (empty), City: BYRON CENTER, Country: USA, State: MI, Zip Code: 49315. A red arrow points to the 'Send' button at the bottom right.

Re-Notify with a New Address

When you click on the “Re-notify with a New Address” you will be taken to a page to view the address in which we sent the notice. You can enter the new address on this page for us to resend the notice. You can also view when the notice was Due, Mailed and Printed. You can also “Open the Notice” on this page. If you wish to have Infinisource re-notify the employee (or participant) at the same address, click on “Send”.

The screenshot shows the 'Returned Notice Management' interface. Under 'Notice Data', it lists: First Name: DANIEL, Last Name: SMITH, Due: 1/14/2020, Printed: 1/3/2020, Mailed: 1/7/2020, Notice Type: NE, and Returned: 4/27/2020. There is an 'Open Notice' button highlighted with a red box. Under the 'Previous Address' section, the address is pre-filled: Address 1: 718 THAT STREET, Address 2: (empty), City: BYRON CENTER, Country: USA, State: MI, Zip Code: 49315. Under the 'Actual Address' section, there is a red arrow pointing to the 'Address 1' field, which contains the text 'Enter the new address here' in a red box. The 'Address 2' field is empty. The 'City', 'Country', 'State', and 'Zip Code' fields are also pre-filled. A red arrow points to the 'Send' button at the bottom right.

Do Not Re-Notify

When you click on the “Do Not Re-Notify” you will be taken to a page to view when the notice was Due, Mailed and Printed. You can also “Open the Notice” on this page. Once you click on the “Do Not Re-Notify” there is no additional steps to take.

The screenshot shows the 'Returned Notice Management' interface. Under 'Notice Data', it lists: First Name: DANIEL, Last Name: SMITH, Due: 1/14/2020, Printed: 1/3/2020, Mailed: 1/7/2020, Notice Type: NE, and Returned: 4/27/2020. There is an 'Open Notice' button at the bottom right.

If you have any questions regarding a returned notice, please feel free to reach out to our Customer Support Team at 866-320-3040 or via email at crmail@infinisource.com.