Y2K UPDATE

Countdown To Y2K — We're Ready

United American is ready for January 1, 2000. For you and our policyholders it should be business as usual — we've taken steps to help ensure writing, issuing and maintaining policies are Y2K compliant. Another important concern for us was to make sure Agent commissions would still be paid on schedule. Those adjustments have also been accomplished.

While United American is ready, all the rhetoric on the subject of Y2K may have some of your clients concerned. You can give them assurances their insurer has done testing and is confident our Y2K systems are ready. United American is dedicated to all policyholders and the Independent Agency System — we're here for you.

We expect a smooth transition into the new century. The reason is because UA took steps to address the computer concerns starting three years ago.

Step 1. Identification phase of Y2K company wide issues

Step 2. Analysis phase of potential problem areas

Step 3. Dedication of a team of Programmer/Analysts to address these issues

Step 4. Complete the necessary changes identified during the analysis phase.

Step 5. Wrap up the testing phase

Step 6. Reserved time for clean up phase.

Step 7. UA Data Processing and key user personnel will be on-site New Year's weekend to ensure a smooth transition.

The Y2K problem will probably affect every industry in some capacity. There is no guarantee every hospital, other Medicare administrators and pharmacies are Y2K compliant. As a courtesy to clients, here are some hints you can provide to help them prepare for possible medical inconveniences they may face as we enter the new millenium.

- Plan to have a 30 to 60 day supply of all regularly taken medications.
- Order the extra prescriptions by the end of October 1999. Remind your client that this supply is for the first month or two in the year 2000.
- Be sure to observe all expiration dates of all medicines.
- Consider scheduling any elective surgery prior to December 1999 or after February 29, 2000, to ensure all computers and equipment chips are in working order.
- Keep backup paper records of all medical information, receipts from hospitals, doctors, etc.

SOURCE: *CONSUMER REPORTS*, MAY 1999, P. 27