



August 6, 2013

Introducing the New Frontier Online Benefits Service Center

Dear Employee,

We are very excited to announce a new, enhanced Employee Benefits Service Center administered by Empyrean Benefits Solutions. Beginning September 3, 2013, the Frontier Employee Benefits website will have a new look and new features. **Your benefits aren't changing**, but the tools, knowledge and level of customer service support are new and improved.

Logging On For The First Time On or After September 3, 2013:

- You may access the Employee Benefits Website as you do today through the HR site on **the Link**, or go to:
 - New URL www.frontierbenefitscenter.com
 - New Customer Service #: **1-855-FTR-2887**

Here are some of the things you can do on the new site:

- View your benefits and coverage details
- Review detailed side-by-side comparisons of plan options during our annual Open Enrollment window
- Designate or update your beneficiaries
- Make mid-year changes when you experience a qualified change in employment or family status
- Access and review/print plan information such as summary plan descriptions (SPDs) and summary of benefits coverage (SBCs)
- Access and print forms
- Access your Flexible Spending Account information and submit claims
- Upload dependent verification documents when adding a new dependent to coverage
- Web chat with call center representatives who can access your benefits information online to assist you in real time
- And much more!

Your First Login on or after September 3

Access the benefits website at www.frontierbenefitscenter.com or through the HR site on the home page of **the Link**

Your user ID is the first two letters of your first name, first three letters of your last name (all lower case) and last four numbers of your Social Security Number (SSN).

Your initial password is your date of birth (MMDDYYYY). You are required to change your password after you log in for the first time.

Keep your user ID and new password in a secure place since you'll need this information each time you log on to the website.

Call the **Frontier Benefits Service Center at 1-855-FTR-2887** to speak with a representative for help in setting up your account. Representatives are available from 9:00 a.m. to 6:00 p.m. Eastern, M-F.

Flexible Spending Account Participants:

- Your account balance(s) will transition from YSA to the new administrator
- You will receive two Debit Cards prior to September 3, 2013
- Visit www.frontierbenefitscenter.com on or after September 3 to access your account balance(s) and submit claims
- You can call the **Frontier Benefits Service Center at 1-855-FTR-2887** to ask a representative for assistance in accessing your account and/or submitting claims

Be sure to log on to the benefits website on or after September 3rd to become familiar with its new features, tools and information. The more you know about your benefits the more value you will get from them.

Please note- The new website and phone number are not available until we go live on September 3, 2013. Until then, continue accessing your benefits information by logging on to the current site www.yourbenefitsresources.com/frontier or by calling the representatives at 1-877-FTR-2770, between 9:00 a.m. to 6:00 p.m. Eastern, Monday through Friday.

Thank you,



Brian Carlo
Senior Vice President,
Benefits, Compensation & Risk Management