

Letter 49

From: [gary.grunewald](#)
To: [ETF SMB Board Feedback](#)
Subject: Inability to complete IYC health insurance form on-line
Date: Tuesday, October 16, 2018 2:44:23 PM

I attempted to change my insurance plan on-line today. I completed all required entries except for one. I was not able to submit my form because the system kept giving me an error message which indicated that I needed to complete the entry for other insurance.

I called ETF and was told that the computer system was not reliable and often failed. The person I spoke with suggested that I complete the form manually and mail it to ETF (which is what I just did).

With all the money spent on the ETF computer system, it is hard for me to believe that the on-line entry system for submitting a change to insurance plans is not working properly. Please get the computer system fixed. Thank you.

Gary Grunewald
Retired state employee
Sent from [Mail](#) for Windows 10