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January 4, 2008

## **New Sales of Dental HMO Products in Maryland Not Available** For Stand-alone and Individual Market Products

**MARKET:** Maryland 1-50, 51+

In the August 28, 2007 Sales Flash attached, you were notified that sales of The Dental Network Dental HMO (DHMO) stand-alone products in Maryland (both group and individual) were temporarily discontinued.

**At this time, the issue has not been resolved. We apologize for a previous communication which stated in error that DHMO sales could resume. We will communicate any updates as soon as they are available.**

We apologize for any inconvenience this may have caused.

If you have any questions, please contact your Broker Sales Representative.



Shekar Subramaniam  
Associate Vice President, Broker Sales

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August 28, 2007

## URGENT

### **New Sales of Dental HMO Products Halted in Maryland** Stand-alone and Individual Market Products Affected

Market: Maryland 1-50, 51+

Due to a technical issue involving the internal restructuring of The Dental Network (TDN), sales of TDN Dental HMO (DHMO) stand-alone products in Maryland (both group and individual) have been temporarily discontinued.

This action has no affect on group or individual DHMO business in Virginia or the District of Columbia. However, new sales of our DHMO product to the Maryland individual market, as well as DHMO stand-alone group products in Maryland must temporarily discontinue.

- Affected Group and Individual applications already being processed may continue, and will be unaffected by this issue.
- Existing groups that have renewed or are in the process of renewing are unaffected by this issue. We expect to have full resolution of all issues shortly, and without impact to the renewal of any existing groups
- We are working to correct this issue as expeditiously as possible. While we cannot offer an exact date when sales of DHMO products may commence, this issue is temporary and we will notify you as soon as the problem is resolved. We expect that this disruption will be of a short duration.

Should you have any questions, please contact your Broker Representative.



Shekar Subramaniam  
Associate Vice President, Broker Sales