

## BENEFIT QUESTIONS?

### Your Guide to Benefit Assistance

#### When do my benefits begin?

**Eligibility date:**

All benefits are effective the *1st of the month following your date of hire or status change date.*

Example:

- Hire date - 4/15/2025
- Benefits effective date - 5/1/2025

**Enrollment deadline:**

You have *30 days from your date of hire or status change date* to make your benefit elections.

Example:

- Hire date 4/15/2025
- Enrollment deadline: 5/15/2025

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#### Benefit Advocate Center (BAC)

For assistance with:

- Enrollment Status
- **Order an ID card**
- Find a provider
- Billing questions
- Claim issues
- Pharmacy issues
- Filing an appeal for coverage

**Contact Information:**

Phone: 833-262-1832

Email: [bac.aegisliving@ajg.com](mailto:bac.aegisliving@ajg.com)

Hours: Mon - Fri, 8 am - 6 pm PT

**Language assistance available**

#### Aegis Benefits Portal

For additional information, scan the QR code to view the Aegis Benefits Portal

- **How to enroll in benefits**
- Making changes due to a life event (i.e. marriage, new child, gain/loss of other coverage)
- Eligibility information
- **Benefit guides, costs, and plan descriptions**

<https://c2mb.ajg.com/aegisliving/home/>



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#### Aegis Benefits Team

For assistance with:

- Benefit questions
- Eligibility
- **Request a leave of absence**

**Contact Information:** [benefits@aegisliving.com](mailto:benefits@aegisliving.com)

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#### 401k Enrollment/Changes - The Standard

Register and enroll conveniently online at: [www.standard.com/retirement](http://www.standard.com/retirement).

**Contact Information:**

Phone: 800-858-5420

Email: [savings@standard.com](mailto:savings@standard.com)