



July 15, 2019

Dear Member,

We have great news about several significant member improvements that we've been working on at Solidarity HealthShare. Since publicly launching Solidarity HealthShare in 2016 to only eight households we've made incredible progress! We were grateful to partner with the National Coalition of Healthcare Sharing Ministries initially, who shared with us their existing operations systems, processes, and staff. Our early collaboration was critical in growing Solidarity HealthShare which now serves 8,000 households with over 20,000 souls.

Over the last year and a half, we have started to chart a different course that allows us to better serve all of you. We brought outside operations functions in-house allowing us to better align with our promise of helping our members pay for quality healthcare while staying true to the moral teachings of the Catholic Church. For the last year, you have interacted with our amazing member care team, nurses, and other support staff who advocate and pray for each of you on a daily basis. Next is the process of improving our operational systems and processes to more efficiently serve you.

On our third anniversary, we thought we would share great news about several significant member improvements that we have been working on here at Solidarity HealthShare. We invite you to join us for a live webinar with our co-founder and COO, Chris Faddis, on Tuesday, July 23 at 4:00pm ET/1:00pm PT to hear more about how these changes will positively impact you.

We are also grateful for the feedback that you provided to us in our most recent Member Survey. We are pleased to share that we have been making great strides in areas that you asked for improvement on and endeavor to make changes that will continue to benefit you. Your survey responses have been invaluable in helping us continue to plan and implement many operational improvements. Please know our entire team is working diligently, continuing to provide improved systems and processes giving you an even better membership experience. Some changes you can expect include:

- **Software upgrade** – We are in the process of implementing a best-in-class medical bill processing software, which will allow us to process your medical expense needs much more efficiently. The software will also allow us to automate many of our internal processes to increase our efficiency in serving both members and providers. This new system will also give you greater visibility into your medical bill status, providers, pre-notifications and more.
- **New member portal** - We are developing a new member portal that will include some of the familiar features of the current ShareBox and will also add additional features like a payment gateway and a place to submit prayer requests. In the future, we look to include a community section with interactive resources.
- **Communications** – We have developed member-specific communications including our monthly newsletter which highlights membership benefits and features our new “Solidarity House Call” series with Dr. Oertle. Stay tuned for increased member education opportunities to help you



embrace a lifestyle of healthcare sharing. We've also significantly increased our social media presence, promoting notable updates and providing us with another way to unite members in prayer and spiritual encouragement.

We are so grateful you have chosen Solidarity HealthShare. We are excited about our future as we continue to expand and improve our services and build greater community with one another. Together, we can continue to grow our ministry as we seek to create a true, authentic Catholic healthcare culture that respects and defends life at all stages.

Sincerely yours in Christ,

Chris Faddis
Co-founder and COO
Solidarity HealthShare