

[DATE]

To: [Agent Name]

Humana ID #[Agent SAN]



Re: Humana Non-Compliant Sales Activity

As an agent representing Humana, our records indicate you sold the following plan without being properly certified at time of sale. This means that you are considered to have a non-compliant status with Humana.

The chart below indicates the date the member signed the application, the plan type of the application submitted, and the compliance reason for this notification.

Please review the "Reason" column indicated in the chart below.

Signature Date	Plan Type	Reason
[Sign Date]	[Plan Type]	Not Appointed; Not Certified

Sales deemed to be unqualified due to you not being properly certified will result in forfeiture of commission for that sale. You will be removed as the agent of record for any plan sold while you were not properly certified for the product sold.

Upon review, if you agree with our records, please respond before **[15 days]** to accept our findings and acknowledge that you have been notified and forfeit commissions for the above-referenced plan. Your response should be emailed to MPComplianceSupportServices@humana.com.

If you believe you have received this notification in error, you will need to respond to the above email address before **[15 days]** with documentation that demonstrates that the appropriate certification was in effect at the time of sale.

If the documentation submitted is insufficient or you fail to respond, an additional notification will be sent to you. Subsequent sales made after the additional notification will result in Humana proceeding with termination of your contract.

For other questions related to sales, products, certification or commissions, please contact Humana's Agent Support Center at 800-309-3163. Hours of Operation: Monday - Friday: 8 am- 9 pm Eastern Standard Time (EST).

MarketPoint Compliance Support Services

MPComplianceSupportServices@humana.com