

*Send date: Tuesday, Aug. 31*

*Subject line: Important Reminders for our System Upgrade*

Dear Group Administrator,

I am emailing you today because we are about two weeks out from our system enhancements go-live date! This means we are officially in our upgrade period and access to certain systems or functionality may be limited. The [Employer Connection](#) is read-only, meaning you are unable to submit eligibility or enrollment changes through the portal. However, you can still sign in to view your group's information and recent invoices. **If you haven't done so already, download a copy of your invoices by September 8.**

We'd also like to remind you that your client ID number is changing, effective September 13. **We'll be sending an email the week of September 7 with your new client ID number**, along with information on who is designated as your group's administrator for the new Benefit Manager Toolkit (BMT). Keep an eye on your inbox for this important information!

Finally, I wanted to remind you to download the latest copy of our System Enhancements Guide for Employers from our website. We've created a special page with all the info you need to know to ensure a successful transition to the upgraded system. Just visit [deltadentalaz.com/systemupgrade](http://deltadentalaz.com/systemupgrade) for more info.

Sincerely,

<<AE Name>>

<<AE Title>>

<<AE Phone>>

<<AE Email>>