

NOTICE OF NON-DISCRIMINATION

We comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. We do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

We:

- Provide free aids and services to people with disabilities to communicate effectively with us, such as:
 - o Qualified sign language interpreters
 - o Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provide free language services to people whose primary language is not English, such as:
 - o Qualified interpreters
 - o Information written in other languages

If you need these services, contact Member Services. If you believe that we have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Member Services, Appeals & Grievances, 12900 Park Plaza Drive, Suite 150, Mailstop 6150, Cerritos, CA 90703, 1-888-326-3584, TTY 711. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Member Services Representative is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD) Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Amharic ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-888-326-3584(መስማት ለተሳናቸው: 711)።

Arabic ملحوظة: إذا كنت تتحدث بلغة أخرى، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم 1-888-326-3584 (للصم والبكم: 711)

Armenian ՈՒՇԱՂՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, սպա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Զանգահարեք 1-888-326-3584 (TTY: 711)።

Bengali লক্ষ্য করুন: যদি আপনি অন্য ভাষায় কথা বলেন, তাহলে আপনার জন্য নি:খরচায় ভাষা সহায়তা পরিষেবাউপলব্ধ রয়েছে। ফোন করুন 1-888-326-3584 (TTY: 711)።

Chinese 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-326-3584 (TTY: 711)።

English ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-888-326-3584 (TTY: 711)።

French ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-326-3584 (ATS : 711)።

