

Consumer Communications Notice

This Consumer Communications Notice (“Notice”) describes some of the ways in which we may communicate with you. As used in this Notice, terms such as “we,” “us,” or “our” refer to Solutran, now part of Optum, Inc. This Notice applies when you agree to this Notice or this Notice is made available as a link or otherwise on or through our online and mobile websites, platforms, services, and applications (“Online Services”). This Notice governs (a) electronic delivery of communications about existing benefits, programs, products, services, or tools and/or general information via email, websites, and mobile applications (collectively, “Informational Electronic Communications”) and (b) informational calls and text messaging (“Informational Calls and Texts”), regarding the programs, products, or services that we make available to you.

You will have the opportunity to update your contact information and choose your communication delivery preference. It is your responsibility to provide us with true and accurate, contact information, and to promptly update any changes. You understand that failing to update your contact information may delay providing you Informational Electronic Communications. You release and hold us harmless from any consequences of your failure to provide us accurate contact information or to update your contact information.

We reserve the right to modify this Notice at any time. The modified Notice will be effective immediately upon posting. Your continued receipt of Informational Electronic Communications and Informational Calls and Texts will constitute your acceptance of the modified Notice.

A. Informational electronic communications

We may provide you with Informational Electronic Communications. Informational Electronic Communications include, but are not limited to, information about programs, products, or services that are or may be available to you in connection with your transactions with us, Online Services updates, general wellness reminders or information, general health information, newsletters, and surveys. We may communicate protected health information with you via unencrypted methods. You acknowledge and accept that communications may be sent unencrypted and there is some risk of disclosure or interception of the contents of these communications.

Any request to opt-out of receiving Informational Electronic Communications will be effective only after we have a reasonable period of time to process your request. Opt-outs may not apply to certain types of communications, such as account status, Online Service updates, or other communications.

Communications sent electronically may be provided either (1) via email; (2) by access to a website that we will designate in a notice we send to you when the information is available; or (3) by other electronic means. At times, in our sole discretion, we may still send you paper communications in lieu of, or in addition to, sending them electronically.

B. Informational calls and texts

When you provide us a telephone number, whether landline or mobile, we may contact you, using automated, pre-recorded, or non-automated means, to provide you information about existing programs, products, services, or tools.

Our Online Services may permit you to enroll in text messaging programs. The frequency and content of our text messages will vary by texting program. As part of enrollment, each texting program provides specific information on how to unsubscribe or seek assistance. Our [**Texting Terms and Conditions**](#), as well as any program specific requirements apply to your interactions with us via text and are incorporated in this Notice by reference.