

# Frequently Asked Questions

## Wellabe Rebrand



This agent-use-only FAQ provides information to help address customer questions related to the Wellabe rebrand.

### **When will the new brand launch?**

- Our first official business day as Wellabe will be June 26, 2023.

### **Why are you changing to Wellabe?**

- Ultimately, our goal is to serve you better.
- During our company's 94-year history, we have seen tremendous growth and want to ensure our brand evolves to continue to reflect the caring company we are.
- We are bringing our entire organization together under Wellabe as one team, with one purpose.
- A unified brand will make it easier for you to do business with us and understand our complete product portfolio.
- With a clear and consistent message and distinctive brand, you'll recognize us better and be more aware of who we are and what we do.

### **How will the move to Wellabe impact me as a customer?**

- Simply put, we'll continue to operate the way we always have.
- We're still the same people, with the same products and the same great service.
- Other than our new look, not much else is changing.
- Your policy coverage and benefits will remain the same.
- Your premiums won't change due to the new name.
- Your policy will continue to be administered by Medico.
- You can continue to use the same ID card.
- Our mailing address and phone number will stay the same.
- You will start seeing communications about your policy coming from Wellabe.
- Our current website (gomedico.com) will be re-directed to our new website, wellabe.com.
- If you make premium payments by check, beginning June 26, 2023, checks should be payable to Wellabe.
- If your premium payment is automatically withdrawn from your bank account, the charge will show as Medico Wellabe.

### **Can I continue to use forms with the old logo?**

- Yes. Updated forms will also be available on our new website, wellabe.com.

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### **What does the name Wellabe mean?**

- The name Wellabe comes from the phrase, “We’ll always be.” It’s an extension of our promise to always be here, helping you prepare for tomorrow so you can live better today.
- You can visit our customer website landing pages to watch videos and learn more at [gomedico.com/wellabe](http://gomedico.com/wellabe)

### **Is there anything I need to do now?**

- At this time, you do not need to do anything.

### **Are you changing your name because your business is struggling financially?**

- Our insurance companies continue to be rated A (Excellent) by AM Best, and we have a solid financial foundation to ensure we will be here when you need us.
- The new brand identity is not connected to any change in ownership, corporate leadership, or other organizational changes.