

# HD H. DILLARD COMPANY, INC.

101 SUGAR MILL ROAD  
GREER, SC 29650

(864) 380-5400  
(864) 270-5551  
FAX (864) 989-0905

February 16, 2015

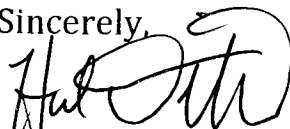
The Honorable Nikki R. Haley  
Office of the Governor  
1205 Pendleton Street  
Columbia, SC 29201

Re: Letter sent to United Healthcare and  
Insurance Commission State of South Carolina

Dear Governor Haley,

Enclosed you will find a copy of the letter I sent to United Healthcare and copied to Mr. Farmer at the Insurance Commission. The conversation I had with the United Healthcare representatives left me in complete frustration. I feel this entire issue is a result of The Affordable Care Act. I am trying to take care of my dad but this law is making it more difficult. I am sending this to you for information of the frustration felt. I appreciate your help with any assistance you can give me on this matter.

Sincerely,



Hal Dillard

LOGAN'S DAD



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United Healthcare  
P.O. Box 5840  
Carol Stream, IL 60197-5840

Re: Member ID: 0160211581

To Whom It May Concern:

My father Harold L. Dillard has been an AARP – United Healthcare policy holder for as long as I can remember.

Enclosed you will find a copy of the latest statement from your company for my (89) year old father. I re-enrolled my dad in 2014 for the year 2015 as per the requirement of the Affordable Health Care Act. I have paid the \$53.20 premium for each month billed for 2015. Today February 16<sup>th</sup> I spent two and half hours on the phone with different representatives of your company.

My Question to each of the (8) customer representatives I spoke to was this .

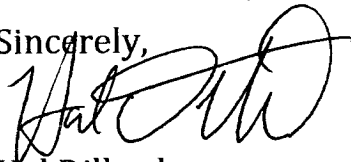
Why am I (my dad) being charged a late penalty when my dad is already enrolled? I told the representatives if there is more information or documentation needed for them to send it to me and I would complete it and submit it back to them on behalf of my dad. The only answer I was given is they could not give me any information.

It seems there is no way for me to resolve this issue because your customer service representatives were no help at all. I cannot



understand how the person who pays all of the bills for my dad and has a complete POA can be told he has no authorization to resolve this issue.

Sincerely,

A handwritten signature in black ink, appearing to read 'Hal Dillard', written over the word 'Sincerely,'.

Hal Dillard

CC: Insurance Commission Director  
State of South Carolina

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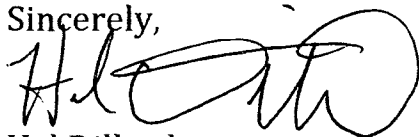
Director Ray Farmer  
South Carolina Insurance Commission  
PO Box 100105  
Columbia, SC 29202

Re: Letter sent to United Healthcare

Dear Mr. Farmer,

Enclosed you will find a copy of the letter I sent to United Healthcare today. The conversation I had with their representatives left me in complete frustration. I would appreciate your help with any assistance you and your commission can give me on this matter.

Sincerely,

A handwritten signature in black ink, appearing to read 'Hal Dillard', with a large, stylized circular flourish at the end.

Hal Dillard