

Blue Cross/Blue Shield Reorganization:

David Caldwell
Louisiana Department of Insurance
P.O. Box 94214
Baton Rouge, LA 70804-9214

9/4/2023

Dear David Caldwell,

I am writing in regards to the Louisiana Health Service & Indemnity company which are to meet October 5th.

In regards to my Blue Cross/Blue Shield insurance I would prefer they stay as they are in serving the consumer. I have never had a problem with them serving my claims nor my benefits. In other words don't change what works for all who are involved in Blue Cross/Blue Shield. I certainly prefer staying with BC/BS but if this change happens it would change, services, benefit, and increase payments for insurance over time because that is what usually happens. They promise to serve better but that only happens for a while then they hit you with a surprise. Customer Service also at BC/BS are excellent in answering your question and really gives you the correct information. They do not steer you wrong. Also my agent for BC/BS is an excellent agent which when I call for questions or help

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Commissioner of Insurance
Legal Division

he is always there no matter what time of day so I would not want to lose that service either. This also shows you that BC/BS hires the best agents to service their clients.

I truly feel very comfortable where I am with BC/BS so please consider no merges on my behalf. Thank you

Sincerely,

A handwritten signature in cursive script, appearing to read "Sandra Gautreaux".

Sandra Gautreaux

109 Tabor Dr.

Duson, LA 70529