

**JUNE 9, 2023 \* SALES**

## Update regarding Conflict of Interest disclosure

We're pleased to announce our annual Conflict of Interest disclosure and attestation process is moving out of certifications to a user-friendly online process beginning July 1, 2023.

You'll receive an email on your Party ID anniversary date directing you to complete your Conflict of Interest attestation and disclosure. For those with a July Party ID anniversary date, you'll be among the first to experience this new process. Agents with a June Party ID anniversary date will have their chance in June 2024.

So, what is a conflict of interest? A conflict of interest occurs when your individual interests or activities, or even those of your immediate family member, could potentially influence your decision-making on behalf of UnitedHealthcare. For more information, refer to the Agent Guide found on **Jarvis** > Knowledge Center > Guides, or the Ethics and Compliance section of the 2024 Certification Study Guide found in Learning Lab > Content Library > Study Guide.

### What you need to do

- Make sure your individual email address is current in our systems. If needed, you can update your email address in **Jarvis** > click your name in the upper right-hand corner > Manage Profile > Edit Personal Info
- Watch for your email from UHC\_Contracting@sircon.com on your Party ID anniversary date
- If you do not see the email in your inbox, check your Spam folder
- Contact PHD if you do not remember your Party ID anniversary date
- Simply follow the instructions in the email to access the disclosure and attestation questionnaire
- Kindly fill-in your disclosure and attestation in a timely manner. Please note, agents who do not complete the process within the 90-day period will receive a termination notification letter

### We're here to help

An online video and a User Guide (including Frequently Asked Questions) are available to walk you through the process from start to finish. Both are located on Jarvis and Learning Lab: **Jarvis** > Knowledge Center > Training and Guides, and **Jarvis** > Learning Lab >