

## Implementation Progress



Collect Sold  
Case Paperwork



Welcome and  
Implementation Calls



Prepare  
Enrollment Event



Currently Enrolling



Issuance and  
Transition to Service

Good **Morning/Afternoon,**

I am letting you know that the deduction file has been placed on the GoAnywhere secure site.

Previously you were sent 2 emails from [CISMFT@btoins.ihost.com](mailto:CISMFT@btoins.ihost.com): One with your User Name and one with your temporary password. If you did not receive them, please look in your spam folder.

I recommend downloading the deduction file immediately to give it a review before you need it for payroll.

The GoAnywhere site is also where you will go to pick up your bill. Once the bill is placed, I will schedule a call for us to go over the premium submission process.

Lastly, I am attaching a GoAnywhere guide in case you need help navigating the site. In addition, you can contact 1-844-975-7522 (1-844-WRKPLACE) or [massmutualservice@concentrix.com](mailto:massmutualservice@concentrix.com) and one of our service representatives will assist you.