

Eligible Plan Member

Subject: Evolving from EQ Care to TELUS Health Virtual Care

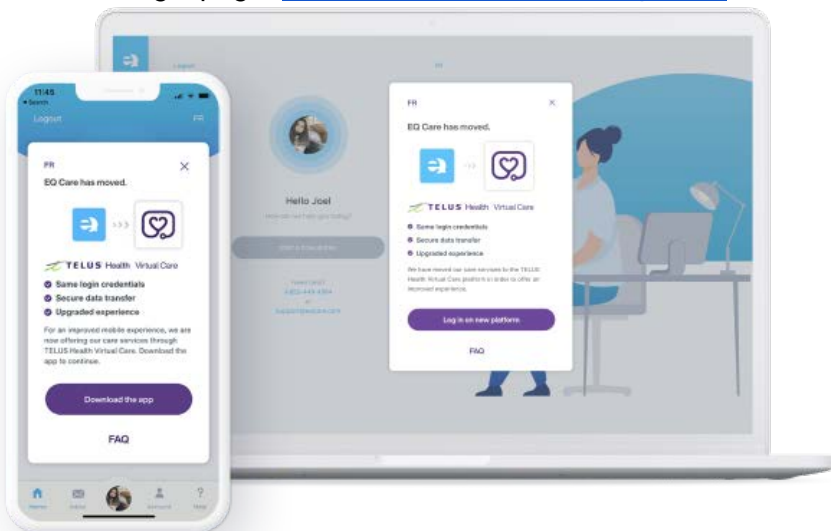
Dear Plan Member,

As you know, one of the benefits of being our plan member is receiving EQ Care as a virtual care service. As of **April 21, 2022**, in line with EQ Care's acquisition by TELUS Health, EQ Care will be upgrading to TELUS Health Virtual Care: the combination of the best of EQ Care and Akira by TELUS Health.

If you or your family members are already signed up for EQ Care

On April 21, 2022:

- If you use the EQ Care mobile app, you will be asked to download TELUS Health Virtual Care.
- If you access virtual care via a web browser, you will automatically be redirected to a new login page: virtualcare.telushealth.com/patient



In both scenarios, you will still be able to log in with your existing username and password.

Note that you will receive an email shortly with more information about the migration, as well as a notice about your patient information, both from no-reply@eqcare.com

If you or your family members are NOT already signed up for EQ Care

We encourage you and your spouses and dependents to sign up for TELUS Health Virtual Care as of **April 21, 2022**. At that time, you can download the app or register for your account here:

<https://virtualcare.telushealth.com/welcome>

Alternatively, you can feel free to register for EQ Care today. On April 21, 2022, your existing EQ Care login credentials and any patient data will be transferred over to the new platform and simplify your start on TELUS Health Virtual Care.

If you have any questions about this migration, please feel free to consult this [FAQ](#).

If you have additional questions, please contact help@vc.telushealth.com.