**Written Testimony**

I am writing to state how MNSURE has made it so difficult to get my 1095A. I Had a tax prep appointment Feb 1,2016. I called MNSURE on Jan15 to see when I would get this form as it held me up last year. I waited on hold for along time to be told they will be out soon. It never came. I had my taxes done on Feb 1st but they couldn't be finished without this form. I called Feb 1st and the recording said they would mailed by Feb 15. Nothing came. I called my MNSURE rep in our area Harlan Johnson and he said he was just at a townhall meeting and gave me #numbers of people to call. MNSURE now had a recording changed to end of Feb. So on FEB 24 I had to call Josh Heinzeman, Mat Dean, Carrie Rudd. They all said they would check on it. I did get my 1095 A finally on Feb 2nd.

After all the time on hold MNSURE, calling all these extra people which took a lot of time and a second trip to the tax people I was finally able to finish my taxes a month later. Every other company has to have the tax forms out by Jan 31, but MNSURE has it's own rules I guess. Who knows if I wouldn't called all these people if I would even have it by now.

MNSURE is so incompetent this is just one of the problems I am dealing with them with. I have spent over 15 hours this year alone trying to clean up the mess they have put my family in. Please MNSURE get your act together!

Karen E Johnson

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I am writing to express my dissatisfaction with the slow delivery of MNSure’s Form 1095A. I have called them and spoken with a rep twice. Both times the response was something to the effect that they will be mailed as soon as the batch is done.

I cannot file my income taxes without this form. All other entities ( banks, employers, pensions ) have to mail the needed forms by January 31. Why is MNSure allowed to be this late? The system seems to be terribly flawed.

Please address this issue and help get Form 1095A mailed to all participants.

Thank you,

Jan Herbert

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