

Frequently Asked Questions

Why does the AWA make these discounts and services available to its members?

We are dedicated to empowering American workers and helping them make sound financial, personal and health decisions. We know you work hard for your money, so we offer a wide variety of benefits designed to save you time and money.

How do I add a dependent to my membership? How do I remove a dependent from my membership?

Please contact Member Services by phone or email and one of our friendly, dedicated customer service professionals will be glad to help you!

Customer Service representatives are available Monday - Friday from 7:00 am - 7:00 pm Central Time by phone at **(214) 436-8881** or via online chat (available in the Member Portal). You may also send an email 24/7 to **customerservice@premierhsllc.com**. Emails will be responded to within 24-48 hours in the order they are received.

I just moved, do I need to change my address with you?

Please contact Member Services by phone or email and one of our friendly, dedicated customer service professionals will be glad to help you!

I want to cancel my membership. How do I do that?

You can cancel your membership at any time. Please contact Member Services by phone or email to request a cancellation. It is important that your cancellation request be received five days before your next billing date to avoid being billed an additional month.

If I cancel, do my benefits end immediately?

No, your membership is paid in advance for each month you are enrolled. Depending on when you originally enrolled, your benefits became effective on the 1st or the 15th of the month. So when you cancel, you will still be able to use your benefits through the end of the membership period.

For example, if your membership became effective on the 15th of the month, it will end at midnight on the 14th of the following month. If your membership became effective on the 1st of the month, it will end at midnight on the last day of the month. It is very important to cancel at least **five days** before your billing date. This gives plenty of time for your cancellation request to be processed.

How will I identify the monthly drafts from my account?

All drafts will have "**PHS-HEALTH-BILL**" listed as the originator of the drafts.

Who do I contact if I have questions?

If you have any questions, our friendly, dedicated customer service professionals will be glad to help you!

AWA Member Services

(214) 436-8881

customerservice@premierhsllc.com

Affiliated Workers Association

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