



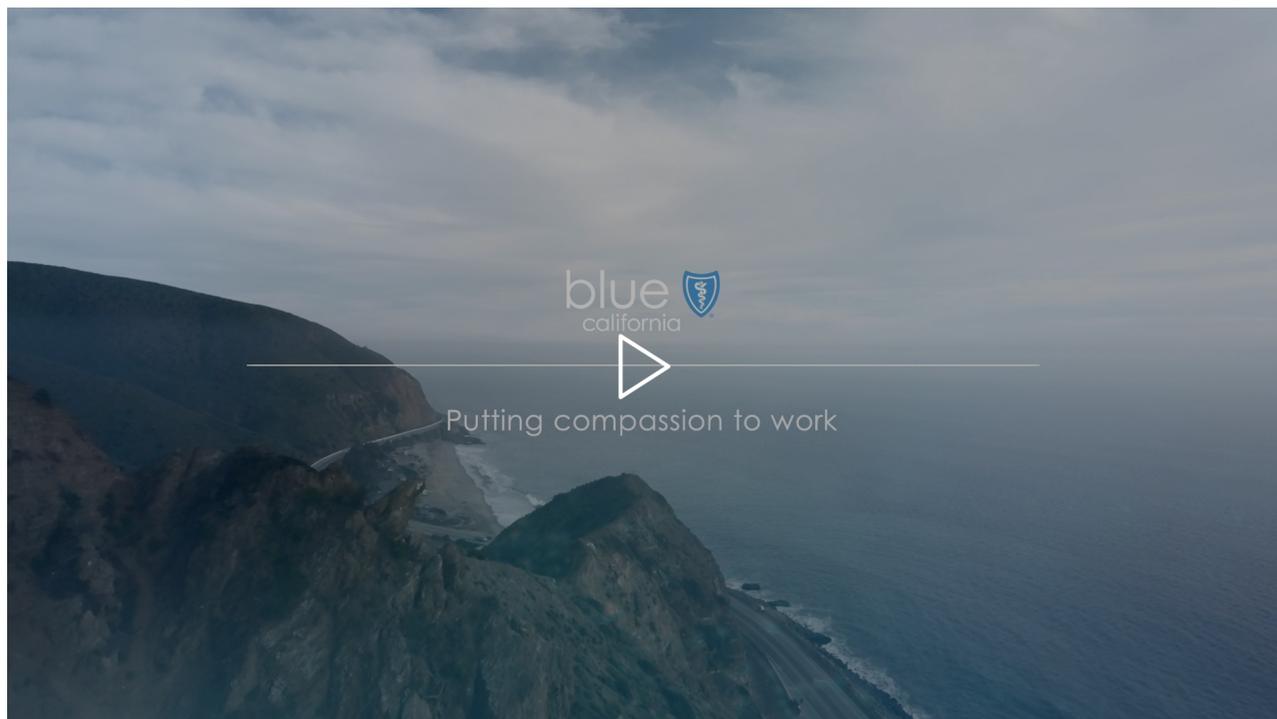
This week marks a grim anniversary: one year ago the World Health Organization confirmed that we were in a global pandemic with COVID-19.

The one-year milestone of the pandemic is cause for us to reflect on our mission to provide access to health care worthy of our family and friends that is sustainably affordable, and assess how our mission has guided our actions. Blue Shield President and CEO Paul Markovich shared the first installment of our [2020 Mission Report](#) in an open letter this week, reflecting on the past year.

The pandemic has required all of us to rise to meet the challenge. We're sharing this interactive timeline with you to show how Blue Shield has met the moment.

[A Time to Lead: A timeline of Blue Shield of California standing for what's right during the pandemic.](#)

As we pass this milestone, we are optimistic about the impact the COVID-19 vaccine will have on our collective experience and how it will shape the year ahead. I'd like to share my aspirations for 2021, and beyond, for what we can achieve together by putting compassion to work.



Thank you for being a valued Blue Shield customer. Stay safe. [Get the shot.](#)

Sincerely,



Don Antonucci
Senior Vice President, Growth

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