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| **Summary of transition** |
| New ExxonMobil Benefits Service Center | To be managed by Alight at 1-833-776-9966 between 8:00 a.m. and 4:00 p.m. CST, Monday through Friday, beginning Jan 2nd, 2024, replacing Conduent.  |
| New Benefits Web portal | "Your Total Rewards" portal at digital.alight.com/exxonmobil |
| If you registered with Alight during Annual Enrollment | Access to the new Your Total Rewards portal granted - no action needed |
| If you did not register during Annual Enrollment | You will be mailed a Website password Notice with access instructions and a Phone PIN Notice that contains your temporary phone PIN by the end of 2023. |
| Beneficiary Designations | **Life Insurance, Pension, Accidental Death and Dismemberment Plans** beneficiary designations to be submitted through the Your Total Rewards portal**Savings Plan** beneficiary designations to be submitted through the Voya portal at xomsavings.voya.com |
| If you participate in retiree Health Plans | Ensure you are registered to the Your Total Rewards portal, review contact information, set up your payment method for retiree Plan premiums.  |
| Life Insurance information, enrollment and changes | Available at Your Total Rewards portal |
| Pension Payments | Issued by Alight Solutions through Bank of America starting January 1st. Statements available on the online portal. |
| Tax Forms | For 2023, issued and delivered by ExxonMobil as usual by January 31st, 2024 via regular mail. For 2024, issued and delivered by Alight in 2025. Also available at Alight's Your Total Rewards portal. |
| Tax Withholding elections | Effective January 2nd, 2024 you can update elections through the Your Total Rewards portal |
| Payments of Health Plan premiums | Ensure you end payments with the previous ExxonMobil Benefits Service Center administrator (Conduent) and set up your payment method with the new administrator (Alight). See transition guide for detailed steps ( FAQ 10 & 11)Direct debit can be set up by calling the ExxonMobil Benefits Service Center or through the Your Total Rewards portal. |
| Health Plans premium bills | Will be received around the 15th of each month. Payment is due on the 1st of the following month. If you missed your premium payment, you have a three-month grace period to remit any owed premiums and avoid cancellation of your Plans. |
| Pension Benefit Commencement package requested to the previous Benefits Service Center (Conduent) | No need to request a new package. Information will be provided to Alight for them to complete process. |
| Started Pension commencement process before January, but not finished | No need to start a new request. If you have already returned your paperwork, your payment will be processed. Alight will contact you if additional information is needed. If you haven't receive a package, Alight will generate it and send it to you. |
| New address for paperwork delivery  | Starting January 2nd:Dept. 02694, P.O. Box 64116 The Woodlands, TX 77387-4116 |