Your Total Rewards Transition Guide

Welcome to Your Total Rewards

Information about how to register, access, and utilize the new tools and resources on the Your Total Rewards portal, and important details on this transition.

ExxonMobil has chosen Alight to offer resources that make it easier for you to access your benefits and pension information, from anywhere at any time.

ExxonMobil

Transition to Alight Solutions

Important information regarding the transition to Alight Solutions and your benefits in 2024.

New Online Tools at Your Fingertips

Through the Your Total Rewards portal, you will be able to access informational support and real-time transactions related to retirement and other change-in-status events. The resources, tools, and functions available on the portal may vary from person to person based on your benefits. Here are examples of what you may be able to do online:

- Manage or establish direct deposit for quicker access to your retirement funds
- Set up, review, or change direct debit to pay your monthly health plans premiums
- Change state and federal withholding elections for your pension payments, and understand the dollar impact of your elections on your net payment
- Update your contact information to ensure checks and tax forms continue to be delivered promptly and you continue to receive other important benefits information
- Request a pension payment reissuance
- View your pay statements and tax forms for the 2024 calendar year and beyond. (**Note:** For 2023 tax form corrections or reprints, call the new ExxonMobil Benefits Service Center)
- Review and make changes to beneficiary designations on file (if applicable)
- Review current health coverage and make changes if you have a change in status (e.g., divorce, marriage)
- Change your phone PIN, portal user ID, password, and/or security questions and answers
- Ask questions and get real-time answers through web chat functionality
- Add your mobile phone number so you can promptly access your account if you forget your phone PIN and/or website password
- Review the Pension Plan's Annual Funding Notice
- And more!

Your Total Rewards Security

The privacy and security of your personal information is very important. The Your Total Rewards portal uses the strongest available internet encryption methods, making it virtually impossible for anyone on another system to read it. All your information is stored in a secure location. If there is no activity on a web page for about 15 minutes, the site automatically logs you off to ensure the safety of your personal information. You can help keep your data safe by not writing down or sharing your log on information with anyone.

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Important information regarding the transition to Alight Solutions and your benefits in 2024 — continued.

Getting Started with Your Total Rewards

If you registered during Annual Enrollment, you are already set up to access the Your Total Rewards portal online at ***digital.alight.com/exxonmobil***, and through the Alight Mobile app.

If you did not register during Annual Enrollment, you will receive a website Password Notice and access instructions in the mail by the end of 2023. The notice contains your temporary password to access the Your Total Rewards portal for the first time on or after January 2, 2024. Refer to the Registration Tutorial in this document for more information on how to access the Your Total Rewards portal for the first time. If you are not registered already and did not receive a password notice in the mail by the beginning of 2024, follow the Registration Tutorial in this document. When prompted to enter your temporary password, click **Forgot Password** and a new temporary password will be sent by mail.

Upon accessing the Your Total Rewards portal for the first time, you will use your temporary password to create a user ID, update your password, and set up security questions and answers. After your first visit, you will continue to need your user ID and updated password to access the Your Total Rewards portal, so keep this information for future reference. The security questions and answers help protect your account from unauthorized entry if the Your Total Rewards portal does not recognize the device you are using to log on to your account.

PRO TIP > You can access the Your Total Rewards portal on the go with the Alight Mobile app. To get the app, just text "Benefits" to 67426 (U.S. only) or visit ***alight.com/app***.

Getting Started with the ExxonMobil Benefits Service Center

Beginning January 2, 2024, benefit representatives from the new ExxonMobil Benefits Service Center managed by Alight will be available at **1-833-776-9966** between 8:00 a.m. and 4:00 p.m. CST, Monday through Friday. This is the same number you may have used during Annual Enrollment. The phone number for the previous ExxonMobil Benefits Service Center managed by Conduent will no longer be available.

If you did not register during Annual Enrollment, by the end of 2023 you will be mailed a Phone PIN Notice that contains your temporary phone PIN. You will need this temporary phone PIN on your first call, after which you will be prompted to change your phone PIN for future calls.

When speaking with a benefit representative for the first time, it is recommended that you provide your mobile phone number (if you haven't already done so via the new website) so the benefit representative can add it to your profile. This way, if you forget your phone PIN, a one-time access code can be sent immediately via text message to your mobile phone, rather than having a Phone PIN Notice sent to you via regular mail. If you are not registered already and have not received a PIN notice by the beginning of 2024, call the new ExxonMobil Benefits Service Center managed by Alight to request a new one.

Frequently Asked Questions

1 Q Do I need to take any action if I participate in retiree health plans?

A Yes. You need to perform four actions:

- **If you haven't already done so, register on the Your Total Rewards portal by using the instructions in the Registration Tutorial section of this document.**
- **Review and confirm your contact information to ensure you receive important information about your benefits.**
- **End payment of health plans premiums with current benefit administrator in December 2023 (see question 10).**
- **Set up your payment method for retiree medical/dental/vision plan premiums with the new benefit administrator for 2024 health plans premiums onwards (see question 11).**

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Important information regarding the transition to Alight Solutions and your benefits in 2024 — continued.

2 Q How will my pension payments be affected due to this transition?

A Starting January 1, 2024, your pension payments will be processed and issued by Alight Solutions through Bank of America.

The gross payment will not change; however, there may be changes to your net payments based on your withholding and deductions.

Your payment method will stay the same. If you are receiving a check, you will continue to receive a check to the same address on file. If you are receiving a direct deposit, you will continue to receive that deposit to the same financial institution you currently have selected.

3 Q Where will I be able to access my pension payment statements?

A Starting January 2, 2024, Alight will post your pension payment statement on the online portal. Email delivery will no longer be available. Although the format may vary, similar information will be available for you to review, including gross payments, plan name, tax withholdings, deductions, and net payment.

4 Q How will this transition affect beneficiary designations?

A Starting January 2, 2024, online submission of applicable beneficiary designations for the Savings Plan and Supplemental Savings Plan will be available through the Voya portal. Please go to ***xomsavings.voya.com*** or call **1-877-XOM-401K** (1-877-966-4015) between 7:00 a.m. and 6:00 p.m. CST, Monday through Friday, for more details.

Starting January 2, 2024, online submission of applicable beneficiary designations for Pension, Life Insurance, and Accidental Death and Dismemberment plans will be available through the new Your Total Rewards portal. To make changes to your beneficiary designations, click on the avatar on the top right side of the Your Total Rewards portal home page and select **Beneficiaries**. From there you may follow the prompts to add or update your beneficiaries.

5 Q Do I need to complete new beneficiary designations?

A You are encouraged to complete new beneficiary designations (if applicable), only if you are eligible for pension, savings, and/or life insurance benefits, even if you are not making a change, so that the process for beneficiary payments is expedited. Changes can be made to beneficiary designations at any time during the year.

6 Q What happens if I already submitted a designation in the ExxonMobil Benefits Service Center at Conduent's portal?

A If the beneficiary designation submitted in Conduent's portal was valid and accepted, it will be seen in the Your Total Rewards portal and Voya's portal.

If you submitted designations in EDA or via forms and you do not submit new beneficiary designations in the Your Total Rewards portal and Voya's portal, those will be honored under current processes; however, those designations are not transferred to Alight's Your Total Rewards portal, nor Voya's portal, so you will not see them there.

We encourage you to submit a new updated beneficiary designation through the Your Total Rewards portal and Voya's portal to ensure an expedited process to pay beneficiaries.

Continues on next page.

Important information regarding the transition to Alight Solutions and your benefits in 2024 — continued.

7 **Q** Where can I access my tax forms?

A Effective 2024, annual tax forms will be issued by Alight Solutions EIN 20-2387942 on behalf of EM Corporation. You can expect your 2024 tax forms, delivered in 2025, to be available through Alight's portal in addition to the printing and delivery currently available. Note: 2023 tax forms will be delivered as usual by January 31, 2024. After this date, if a copy or reissue is required, please contact the new ExxonMobil Benefit Service Center.

8 **Q** Where do I update my tax withholding elections?

A Effective January 2, 2024, you will be able to update your tax withholding elections (W4, W4P) through the Your Total Rewards portal.

9 **Q** Will there be local income tax changes?

A Federal and state income tax will be withheld, but local income tax will no longer be withheld from the pension payroll payment. Please review your local tax requirement and take the necessary actions to be in compliance.

10 **Q** How do I end payments of health plans premiums with the current benefit administrator of the ExxonMobil Benefits Service Center?

A The last bills from the current benefit administrator will be sent by mid-November for December 2023 coverage.

- **What if I am currently paying my health plans premiums through pension payroll deduction?**

  You don't need to take any action; your health plans premiums deduction from your pension payment will continue.

- **What if I am currently paying my health plans premiums via check or money order?**

  Do not prepay for coverage beyond December 31, 2023.

- **What if I currently have automatic payment from my bank account?**

  If your health plans premiums are currently scheduled through automatic payment from your bank account, please remember to stop automatic payments from your bank account to the current administrator right after paying for December 2023 coverage.

- **What if I currently have direct debit?**

  You do not need to take action to end direct debit. This will be automatically terminated, and the last debit with the current benefit administrator will occur on December 21, 2023, for December 2023 premiums.

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Important information regarding the transition to Alight Solutions and your benefits in 2024 — continued.

11 Q How do I pay my first retiree health plans bill with the new benefit administrator?

A If you set up direct debit during the annual enrollment window, your first payment will be debited from your bank account on January 2, 2024.

If you didn't set up direct debit, you will receive a bill in mid-December (electronic or physical version, based on whether or not you chose to go paperless during annual enrollment). You will need to use the account number on the bill to remit payment. You can pay using one of the following options:

- **Check or money order:** Enclose the bottom portion from the front of your bill with your payment. Include your account number from the front of your bill on your check or money order.
- **Set up your bank account to make payments automatically:** Contact your bank or bill payment service. Use the account number, company name, and PO Box number from the front of your bill when setting up these payments.
- **Online one-time payment:** Visit the **Your Total Rewards** portal and select **Pay now** in the Recommended section. Follow the prompts to pay from your checking or savings account or using your credit card. Remember this is a one-time payment only. (Note that if you don't see the **Pay now** tile, your bill has not run yet.)

12 Q Can I set up direct debit for future health plans bills with the new benefit administrator?

A You must use one of the alternate methods shown above to pay your January 2024 premiums, but you can set up direct debit for February payments onward by either:

- Calling a benefit representative at **1-833-776-9966** between 8:00 a.m. and 4:00 p.m. CST, Monday through Friday
- Following these instructions:
  - Go to the **Your Total Rewards** portal.
  - Select the **Why write checks every month...** tile in the Recommended section (if you don't see this tile, your bill has not run yet).
  - Follow the prompts to enter your banking information.

13 Q What is the difference between a direct debit and an automatic withdrawal?

A Both direct debit and automatic withdrawals are regular payments set up by you to take money from your account. A direct debit amount may change and is controlled by the business you are paying. You authorize the business to debit the amount they require. An automatic withdrawal is controlled by you and only authorizes a set amount for every withdrawal. That is why you need to stop automatic payments from your bank but do not need to take action to end direct debit.

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Important information regarding the transition to Alight Solutions and your benefits in 2024 — continued.

14 Q Can I receive my health plans bill electronically in the future?

A Yes. You can elect to receive your bill electronically (in your Secure Mailbox on the Your Total Rewards portal) by calling a benefit representative at **1-833-776-9966** or following these instructions:

- Go to the **Your Total Rewards** portal.
- On the home page, select the **Go paperless** tile in the To-Dos section.
- Follow the prompts to set up or confirm your email address, and to set up electronic delivery.

OR

- Call a benefit representative at **1-833-776-9966** between 8:00 a.m. and 4:00 p.m. CST, Monday through Friday, and request to go paperless.

15 Q Do I need to register on the Your Total Rewards portal if I already have automatic payments set up for health plans premiums?

A Yes. You need to register on the Your Total Rewards portal and set up a payment method (see the What's New document and the FAQ document posted on the Retirees section at ***exxonmobilfamily.com*** for details).

- If you currently have direct debit set up with Conduent, it will not carry forward.
- If you are currently paying your health plans premiums through direct billing, please do not make any advance payment, since billing is transitioning effective January 1 to Alight, our new benefit administrator. Please do not prepay for coverage beyond December 31, 2023.
- If your health plans premiums are currently scheduled through automatic payment from your bank account, please remember to stop automatic payments from your bank account to the current administrator right after paying for December 2023 coverage.
- If you pay your health plans premiums through a deduction from your pension payment, this deduction will continue. You don't need to take any action.

16 Q When will I receive my health plans premium bill?

A Your bill is mailed near the 15th of each month. You should allow an additional one to three business days for postal delivery. If using automatic payments, you will not receive a bill in the mail.

17 Q When is my health plans premium payment due?

A Your bill payment is due on the 1st of the month.

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Important information regarding the transition to Alight Solutions and your benefits in 2024 — continued.

18 **Q** What happens if my health plans premium payment is late?

A Your next bill may show a delinquency. The bill will clearly state when your late payment must be received.

19 **Q** What happens if I miss my premium payment?

A If you missed your premium payment, you have a three-month grace period, starting the first month of missed payments, to remit any owed premiums and avoid cancellation of your health plan(s).

20 **Q** When will my health plans premium payment be credited to my account?

A The timing may differ depending on your method of payment:

- Check and money order: Same day it's received by the benefit administrator
- Automatic direct debit payment: 1st of the month (if a holiday or weekend, then the next business day)
- Online bill payment service: Day benefit administrator receives payment
- Pay Now method: No later than the next business day if it's paid by 5 p.m. CST

21 **Q** What should I do if I recently sent important paperwork to Conduent or I was planning on sending important paperwork to Conduent?

A If you have already sent important paperwork to Conduent, this will be forwarded to Alight. If you were planning on sending important paperwork but have not done so yet, please send it to Alight after January 2, 2024, at the following address:

Dept. 02694, P.O. Box 64116
The Woodlands, TX 77387-4116

22 **Q** What should I do if I already requested a Pension Benefits Commencement Package from Conduent's Benefits Service Center?

A If you requested a Benefits Commencement Package from Conduent, note that the contact information for a Representative Customer Associate from Conduent will no longer be applicable at the end of 2023. Your Benefit Commencement Package information will be shared with Alight, so you do not need to request a package from the new Benefits Service Center. After January 2, 2024, please contact the ExxonMobil Benefits Service Center administered by Alight at **1-833-776-9966** between 8:00 a.m. and 4:00 p.m. CST, Monday through Friday, for any pension or commencement questions.

You can find a summary of this transition at ***exxonmobilfamily.com***.

Let's Begin— Steps to Register

If you didn't participate in Annual Enrollment, or haven't visited the Your Total Rewards portal yet, you will need to register to access the site.

Your Total Rewards Portal Registration Tutorial:

Step 1

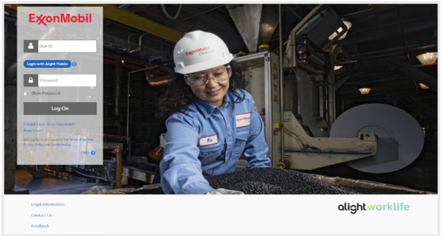
To get to the Your Total Rewards portal, you can navigate directly to ***digital.alight.com/exxonmobil***

OR

On ***exxonmobilfamily.com***, in the "ExxonMobil Retirees" section, click on the **Your Total Rewards portal** link.

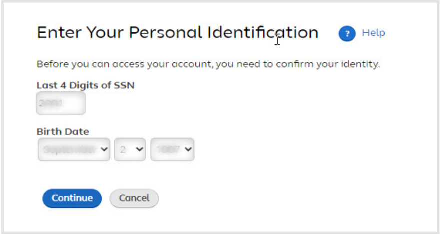
Step 2

Next you will be directed to the following page. Click on **New User?** under the **Log On** button.



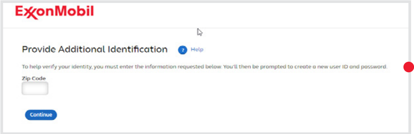
Step 3

You will then be prompted to input some of your personal information. Once completed, click **Continue**.



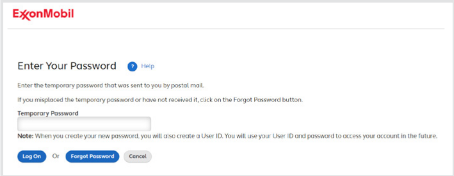
Step 4

You may be asked to provide additional information to identify you. Then click **Continue**.



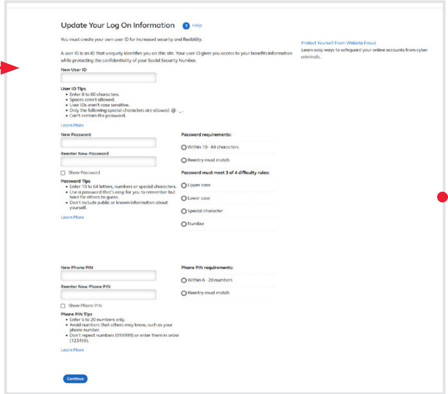
Step 4a

If you received a temporary password in the mail, you will be asked to enter it here. You will then move on to Step 5.



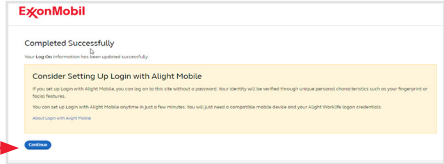
Step 5

On this screen, be sure to follow the prompts to update your log on information. Once completed, click **Continue**.



Step 6

When your log on information is uploaded successfully, you will be directed to the following page. Click **Continue** to navigate to the Your Total Rewards portal home page.



Here's a tour of the site and tips for accessing your benefits information.

1 Recommended Actions
Get suggestions on how to review your benefits information, unlock personalized guidance about your specific plans, and see important options for actions to take.

2 Journeys
Check out these checklists and resources to help you navigate important moments and changes in life.

3 To Dos
View a personalized checklist of tasks to complete in order to stay up to date with important information and decisions. Get notified when it's time to update your contact information, enroll in benefits, and more.

4 Quick Links
This feature makes accessing your benefits more convenient for you. It serves as a shortcut so that you can quickly get to what you need.

5 For You
This section provides access to important information, including medical coverage and your pension benefit.

6 Quick Actions
Quickly manage your help requests or access your benefits information. Take necessary actions like finding a doctor, updating beneficiaries, and more. Edit the order of these links to prioritize what matters to you most.

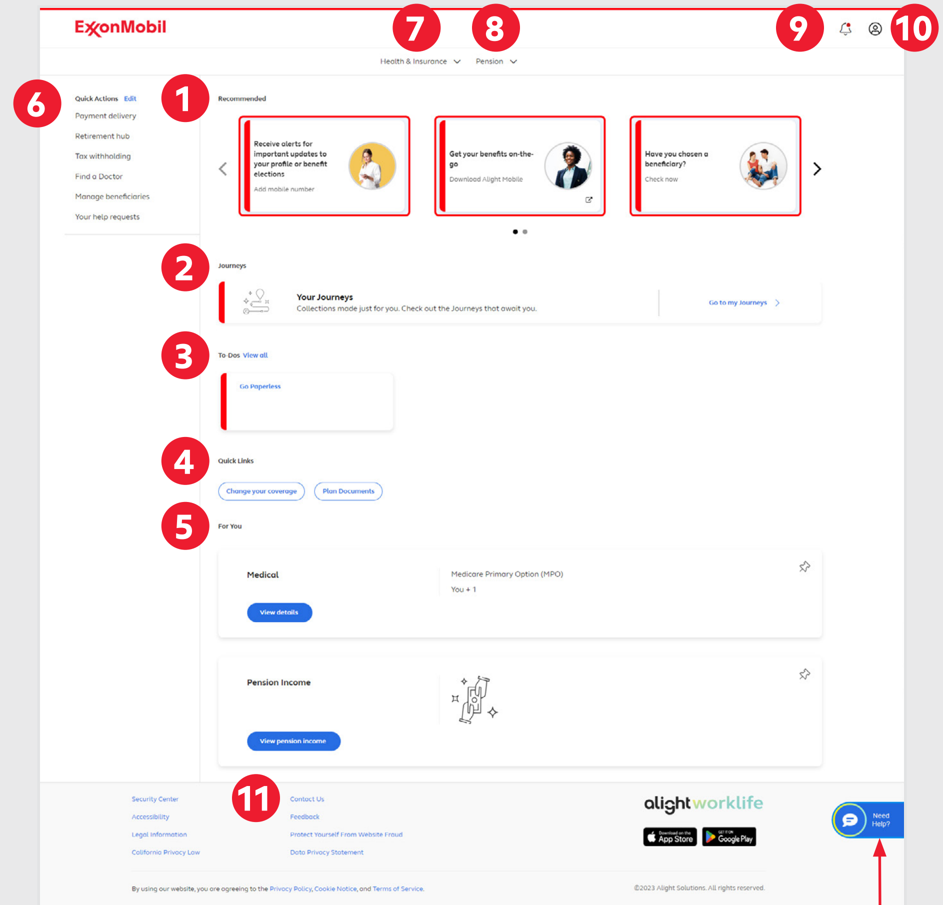
7 Health & Insurance
Review your current coverage and plan details. Find important forms and documents. Find a doctor, manage your beneficiaries, submit life changes, and more.

8 Pension
Access your pension plan information, review your pension income, change payment delivery and withholding options, and more.

9 Notifications
Click this bell to see any alerts, items to do, or check your Secure Mailbox. You can also see how to send important documents and opt in for email notifications.

10 Personalization and Settings
Access your account information and make any necessary changes or updates to further personalize your experience. Update your personal contact information, communication preferences, financial institutions, and log on information. You can also review your dependent summary, document history, and pension status.

11 Contact Us
If you need help, want live chat support, need to submit a support ticket, or want to call for assistance, click **Contact Us** to get started.



PRO TIP > Click on the **Need Help?** icon and use "Ask Lisa," your virtual assistant, to help you find what you need.

* For the best experience, use Chrome, Firefox, Edge, or Safari. Using Internet Explorer may prevent you from having a successful enrollment experience.

To see your Pension Pay Statement, follow these instructions:

1. On the home page, in the "For You" section, click on **View Pension Income**
   OR
   Click on the menu for **Pension**, then **Account**.
2. Click on **Payment History** at the bottom of the page.
3. Click on **View Your Pension Check Information** on the right of the Payment History page.
4. Select the reference number for the plan.
5. Select the payment date to review.

Notes