

Notice of non-discrimination

Aetna complies with applicable Federal civil rights laws and is committed to being an inclusive health care company. Aetna does not discriminate on the basis of ancestry, race, ethnicity, color, religion, sex/gender (including pregnancy), national origin, sexual orientation, gender identity or expression, physical or mental disability, medical condition, age, veteran status, military status, marital status, genetic information, citizenship status, unemployment status, political affiliation, or on any other basis or characteristic prohibited by applicable federal, state or local law.

Aetna provides free aids and services to people with disabilities and free language services to people whose primary language is not English.

These aids and services include:

- Qualified language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Qualified interpreters
- Information written in other languages

If you need a qualified interpreter, written information in other formats, translation or other services, contact:

Dana Felman, Civil Rights Coordinator

Dept 02694

P.O. Box 64116

The Woodlands, TX, 77387-4116

Phone: 214-951-2979

Fax: 713- 231-1743

Email: civilrightscordinator@exxonmobil.com

When you send a voice message please make sure you indicate your name, last name, DOB, state of residence and any other information to sufficiently identify yourself.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with Civil Rights Coordinator.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at 1-800-368-1019, 800-537-7697 (TDD).

Legal notices

Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna). Health benefits and health insurance plans contain exclusions and limitations.

Language accessibility statement

Interpreter services are available for free.

Attention: If you speak English, language assistance service, free of charge, are available to you. Call [1-800-385-4104](tel:1-800-385-4104) (TTY: 711).

Espanol/Spanish

Atención: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al [1-800-385-4104](tel:1-800-385-4104) (TTY: 711).

አማርኛ/Amharic

ልብ ይበሉ፡ ኣሚርኛ ቋንቋ የሚናገሩ ከሆነ፣ የትርጉም ድጋፍ ሰጪ ድርጅቶች፣ ያለምንም ክፍያ እርስዎን ለማገልገል ተዘጋጅተዋል። የሚከተለው ቁጥር ላይ ይደውሉ [1-800-385-4104](tel:1-800-385-4104) (መስማት ለተሳናቸው፡ 711)።

العربية/Arabic

1-800-385-4104 በ رزم انص ل بالمج ان ل ك تواد ر اللغوي ة الم من اعدة خدمات ن ان ،العربي ة اللغ ة تاح دث لث ت الذ :ملاحظة (711 اللص ي اله انف رن م) [1-800-385-4104](tel:1-800-385-4104)

Bàs ɔ̀wùdù/Bassa

Dè d ɛnià k ɛdye ɔ̀gbo: ɔ̀ju'ke'm dyi Bàs ɔ̀wùdù-po-nyò ju'ni, nii'à wuɔ̀du kà kò ɔ̀po-poò bɛm gbo kpaà. Ða& [1-800-385-4104](tel:1-800-385-4104) (TTY: 711).

中文/Chinese

注意：如果您说中文，我们可为您提供免费的语言协助服务。请致电 [1-800-385-4104](tel:1-800-385-4104) (TTY: 711)。

فارسی/Farsi

شماره ۱۸۰۰۳۸۵۴۱۰۴ رددیم هیاراش ما به ک انیرا یزب ان خدمات یدی ک نیم ص حیت ینا ارس زب ان به ک ر بوج ه دیری به گ نم اس [1-800-385-4104](tel:1-800-385-4104) (TTY: 711)

Français/French

Attention : Si vous parlez français, vous pouvez disposer d'une assistance gratuite dans votre langue en composant le [1-800-385-4104](tel:1-800-385-4104) (TTY: 711).

ગજરાતી/Gujarati

યાન આપો જો તમે ગજરાતી બોલતા હો તો ભાષાકીય સહાયતા સેવા તમને: િન શુ ક ઉપલ ધ છે કોલ [1-800-385-4104](tel:1-800-385-4104) (TTY: 711).

Kreyòl Ayisyen/Haitian Creole

Atansyon: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele [1-800-385-4104](tel:1-800-385-4104) (TTY: 711).

Igbo

Nrụbama: Ọ b ụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dij ị ị ị. Kp ọọ [1-800-385-4104](tel:1-800-385-4104) (TTY: 711).

한국어/Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스가 무료로 제공됩니다. [1-800-385-4104](tel:1-800-385-4104) (TTY: 711) 번으로 전화해 주십시오

Português/Portuguese

Atenção: a ajuda está disponível em português por meio do número [1-800-385-4104](tel:1-800-385-4104) (TTY: 711) Estes serviços são oferecidos gratuitamente.

Русский/Russian

Внимание: если вы говорите на русском языке, вам могут предоставить бесплатные услуги перевода. Звоните по телефону [1-800-385-4104](tel:1-800-385-4104) (TTY: 711).

Tagalog

Paunawa: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng serbisyo ng tulong sa wika nang walang bayad. Tumawag sa [1-800-385-4104](tel:1-800-385-4104) (TTY: 711).

اردو/Urdu

۔ نیہ ایجیٹنگ سروسز کے ذریعے خدمات کی مدد سے ایک زبان ان کے و آپ کے و غیہ با ولئے اردو آپ ان کے نید نیوج ہ نی کے ر :
[1-800-385-4104](tel:1-800-385-4104) (TTY: 711) کے ال پ ر

Tiếng Việt/Vietnamese

Lưu ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số [1-800-385-4104](tel:1-800-385-4104) (TTY: 711).

Yorùbá/Yoruba

Akiyesi: Bí o bá nso èdè Yorùba, iranl'w' lori èdè, lof' , wa fun . Pè [1-800-385-4104](tel:1-800-385-4104) (TTY: 711).