

It's important we treat you fairly

Our goal is to treat you fairly. We do not view or treat people differently because of their race, color, national origin, sex, age or if they have a disability. If you need our help with any of the information we send you, please let us know. We have services that may help you. These can include aids, interpreters and information written in other languages. These are free at no charge to you. If you are in need of any of these services, please call us. You can reach us at the number on the back of your member ID card. If you feel we didn't offer you these services, please let us know. If you feel we didn't treat you fairly because of your race, color, national origin, sex, age or disability, let's talk about it. We are here for you. You can also file a grievance. This is also known as a complaint. To file a complaint, please contact: Dana Felman, Civil Rights Coordinator - P.O. Box 18025, Norfolk, VA 23501-1867 / Tel 832-624-6731 / civilrightscoordinator@exxonmobil.com (Email).

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.

You can also contact the U.S. Department of Health and Human Services, Office for Civil Rights at:

- Online: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- Mail:

U.S. Department of Health and Human Services

200 Independence Avenue SW

Room 509F, HHH Building

Washington, DC 20201

- Phone: 1.800.368.1019 or 1.800.537.7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Proficiency of Language Assistance Services

ATTENTION: Language assistance services, free of charge, are available to you. Call 1-800-244-6224 (TTY: Dial 711).

[Spanish]

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-244-6224 (TTY: 711).

[Chinese]

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-800-244-6224（TTY：711）

[Vietnamese]

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-244-6224 (TTY: 711).

[Korean]

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-244-6224 (TTY: 711)번으로 전화해 주십시오.

[Tagalog]

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-244-6224 (TTY: 711).

[Russian]

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-244-6224 (телетайп: 711).

[Arabic]

تذكروا أننا نقدم خدمات الترجمة، نأفتم ادخ قدعا سملاقه وغللار ف اوتت كل ن اجمالاب. ل صد تامقرب 1-800-244-6224 (مقرف تاه مصلامك بلاو: 711). (مظودلم: اذا)

[French Creole]

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-244-6224 (TTY: 711).

[French]

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-244-6224 (ATS: 711).

[Portuguese]

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-244-6224 (TTY: 711).

[Polish]

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-244-6224 (TTY: 711).

[Japanese]

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-244-6224（TTY:711）まで、お電話にてご連絡ください。

[Italian]

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-244-6224 (TTY: 711).

[German]

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-244-6224 (TTY: 711).

[Persian (Farsi)]

هجوٲ: رگ ا هب ناب زب سراف وگ تفگ یم کنبده، تلابه ست ب ناب ز ترو صب ناگ بارب ب ارامش مهارف
بم دشاب. اب (TTY: 711) 1-800-244-6224 سامت برب بگب.