

Nondiscrimination Notice

Aetna complies with applicable Federal civil rights laws and does not discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

Aetna provides free aids/services to people with disabilities and to people who need language assistance.

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

Dana Felman, Civil Rights Coordinator

P.O. Box 64111 - Spring, TX 77387-4111

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 (TTY: 711)**.

Español/Spanish

Atención: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **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** (መስማት ለተሳናቸው፡ 711)።

العربية/Arabic

1- برقم اتصل. بالمجان لك تتوافر اللغوية المساعدة خدمات فإن، العربية اللغة تتحدث كنت إذ: ملحوظة **1-800-385-4104** (النصي الهاتف رقم) (711).

Bàsòò Wùdù/Bassa

Dè dè nàà kè dyedè gbo: ɔ ju'ke' m' dyi 'Bàsòò-wùdù-po-nyò ju' nĩ, nĩi à wuɖu kà kò dọ po-poò bɛ m' gbo kpaa. Ða& **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** (TTY: 711)。

فارسی/Farsi

شماره با، گوردی می‌آرا شما به گانی را یزبان خدمات، دی‌کن می‌صحبت ی‌فارس زبان به اگر: توجه **1-800-385-4104** (TTY: 711) دیری‌بگ تماس.

Français/French

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

ગુજરાતી/Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો ભાષાકીય સહાયતા સેવા તમને નિ:શુલ્ક ઉપલબ્ધ છે. કૉલ કરો **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** (TTY: 711).

Igbo

Nrụbama: Ọ bụrụ na ị na asụ Igbo, ọrụ enyemaka asụsụ, n'efu, dijiri gi. Kpọọ **1-800-385-4104** (TTY: 711).

한국어/Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스가 무료로 제공됩니다. **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

۱-۸۰۰-۳۸۵-۴۱۰۴ - یہ ابی دست مفت خدمات یک مدد یک زبان کو آپ تو، یہ بولتے اردو آپ اگر: ید توجہ ید کر کال پر (TTY: 711) ۴۱۰۴

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

Àkíyèsí: Bí o bá nsọ èdè Yorùbá, ìrànṣẹ́wọ́ lórí èdè, lófẹ́ẹ́, wà fún ọ. Pe [1-800-385-4104](tel:1-800-385-4104) (TTY: 711).