



# Notice of Information Practices

***This notice is for information only. No response is required.***

Dear Customer,

This notice does not in any way change the terms of our commitment to you. We will continue to make payments to you in accordance with our contractual agreement and we remain committed to providing you with the best possible customer service.

We value your trust. We in the Large Case Pensions (LCP) business unit of Aetna Life Insurance Company are committed to the responsible management, use and protection of your personal financial information in our possession. We must collect certain information to service our customers and properly administer our business, including meeting our payment obligations to you and our tax reporting obligations to federal, state and local authorities as appropriate.

### Customer Information We Collect To Conduct Business

We collect information about you from the following sources:

- Information we receive from you or your plan sponsor on retirement applications and other forms (e.g., name, address, social security number, date of birth, tax withholding elections, pension amount, form of annuity, beneficiary information, bank account information, if applicable).
- Information about your transactions with us (e.g., benefits paid to you, tax withholding amounts and other deductions from your pension).
- Information we receive from third parties (e.g., verification of current address or annuitant status).

### Sharing Information with Others

We will only share the personal financial information that we collect as permitted by law or to comply with legal or regulatory requirements or as directed by your plan sponsor. Examples of situations where LCP may disclose personal financial information to third parties include:

- Contracting with an outside vendor to produce and mail tax reporting documents.
- Contracting with an outside vendor to determine if a payee or joint payee is still living.
- Contracting with an outside agency to determine current address information if we have reason to believe the information on our records is out of date.
- Performing mandatory regulatory compliance (e.g., reporting tax withholding amounts to the Internal Revenue Service), responding to requests for information from regulatory authorities, responding to government agency or court subpoenas as required by law and reporting suspected or actual fraud or other criminal activity.

### LCP Privacy and Security Policy

This privacy policy, which applies to our current and former customers, is our commitment to you that we will protect your privacy and live up to the following principles:

- We will not now nor in the future disclose any information about you for the purpose of marketing any product or service.
- We will safeguard, according to strict standards of security and confidentiality, any personal information our customers share with us.
- We will limit the collection and use of personal financial information to the minimum we require to meet our contractual and legal obligations, and to deliver superior service to our customers.
- We will permit only authorized employees, who are trained in the proper handling of personal financial information, to have access to that information.
- We will not disclose personal financial information to any external organization except as authorized by law.
- Whenever we hire other organizations to provide support services (e.g., the production and mailing of annual tax forms), we will require a contractual commitment not to disclose any information they receive from us to any other person or entity and to use the information we provide for the sole purpose for which they were retained.

As we stated earlier, this notice does not in any way change the terms of our commitment to you. We will continue to make payments to you in accordance with our contractual agreement and we remain committed to providing you with the best possible customer service.

- If you wish to contact us about our privacy policy, to obtain access to your personal financial information, to make corrections to your personal financial information, or add a rebuttal statement in connection with your personal financial information to your file please call us toll free at 1-800-952-2700 or write to us at the following address:

**Aetna Life Insurance Company  
Large Case Pensions, RTAA  
151 Farmington Avenue  
Hartford, CT 06156-0002**

This notice is also available via our website @ [http://www.aetna.com/about/information\\_practices.html](http://www.aetna.com/about/information_practices.html).  
When you reach the website click on Large Case Pension.

## Get Language Assistance and Nondiscrimination Notice

TTY: 711

To access language services at no cost to you, call 1-800-952-2700.

Para acceder a los servicios de idiomas sin costo, llame al 1-800-952-2700. (Spanish)

如欲使用免費語言服務，請致電 1-800-952-2700。 (Chinese)

Afin d'accéder aux services langagiers sans frais, composez le 1-800 952-2700. (French)

Para ma-access ang mga serbisyo sa wika nang wala kayong babayaran, tumawag sa 1-800-952-2700. (Tagalog)

Um auf für Sie kostenlose Sprachdienstleistungen zuzugreifen, rufen Sie 1-800-952-2700 an. (German)

قميرال على التصال الرجاء، تكلفة أي دون يةغولل الخدمات على للحصول (1-800-952-2700) Arabic

Pou jwenn sèvis lang gratis, rele 1-800-952-2700. (French Creole-Haitian)

Per accedere ai servizi linguistici, senza alcun costo per lei, chiami il numero 1-800 - 952 -2700. (Italian)

言語サービスを無料でご利用いただくには、1-800-952-2700 までお電話ください。 (Japanese)

무료 언어 서비스를 이용하려면 1-800-952-2700 번으로 전화해 주십시오. (Korean)

ريدي يگ تماس 1-800-952-2700 مارش با، نرايگ طور به ن باز خدمات به يدسترس يبرا (Persian-Farsi)

Aby uzyskać dostęp do bezpłatnych usług językowych proszę zadzwonoć 1-800-952-2700. (Polish)

Para acessar os serviços de idiomas sem custo para você, ligue para 1-800-952-2700. (Portuguese)

Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону 1-800-952-2700. (Russian)

Nếu quý vị muốn sử dụng miễn phí các dịch vụ ngôn ngữ, hãy gọi tới số 1-800-952-2700. (Vietnamese)

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, call 1-800-952-2700.

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 the Civil Rights Coordinator by contacting:

Civil Rights Coordinator,

P.O. Box 14462, Lexington, KY 40512 (CA HMO customers: PO Box 24030 Fresno, CA 93779),

1-800-648-7817, TTY: 711,

Fax: 859-425-3379 (CA HMO customers: 860-262-7705), [CRCoordinator@aetna.com](mailto:CRCoordinator@aetna.com).

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).

*Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, Coventry Health Care plans and their affiliates (Aetna).*