

Grievances

The total number of grievances received by Aetna Health Inc. during the year ended December 31, 2008, is 698.

This number is reported on the HMO's 2008 Annual Statement.

Aetna Advantage Plans for Individuals, Families and the Self-Employed are underwritten by Aetna Life Insurance Company (Aetna) directly and/or through an out-of-state blanket trust. In some states, individuals may qualify as a business group of one and may be eligible for guaranteed issue, small group health plans.