

SUPPLIER COMMUNICATIONS DAY ONE FAQs

If you have questions or comments about the information below, please reach out to your current point of contact at Cigna and/or Express Scripts.

1. What will be the name of the combined company?

As of the close of the transaction, we are Cigna Corporation.

2. Will the Express Scripts' name be retained within that business?

Yes, the Express Scripts name will be retained.

3. I currently have a contract with Cigna and/or Express Scripts. Do I need to revise the wording of the contract with Cigna Corporation for legal purposes?

No. Upon close of the transaction, Cigna Corporation is the parent company of Cigna and Express Scripts, with all existing legal entities and affiliate structures remaining unchanged on day one and until further notice. Contracts in force with Cigna and Express Scripts remain legally binding with Cigna Corporation. A Procurement team member will contact you if any further actions regarding your contract are necessary.

4. I currently have a contract with Cigna and/or Express Scripts. Is the contract still valid?

Upon close of the transaction, Cigna Corporation is the parent company of Cigna and Express Scripts, with all existing legal entities and affiliate structures remaining unchanged until further notice. As such, contracts remain valid with the relevant legal entities and affiliates as indicated in the original contract language.

5. Will there be changes to approved supplier lists? How will this process take place?

If you were an approved supplier of Cigna or Express Scripts, you will continue to be with Cigna Corporation. It will remain business as usual. As integration activities progress and opportunities are identified for our suppliers, we will contact you in a coordinated fashion.

6. What is Cigna Corporation's plan for re-engaging with existing providers? Will contract negotiations happen quickly?

A formal contract review process will begin shortly after transaction close to evaluate the details of existing agreements each company has with respective suppliers. We will establish a process for merging sources of goods and services to unlock value over time. Our team members will be reaching out to impacted suppliers as necessary to communicate next steps, if any.

7. Do you anticipate any additional opportunities for vendors to serve the combined organization?

Yes, we anticipate some additional opportunities, such as through combining some contracts and relationships, and through the business growth we expect to drive as a combined company.

8. Will there be any change to the way billing, payments, and/or shipment of goods are handled on day 1? Do I need to provide any additional information or update my system or credentials?

No. All processes will continue as business as usual.

9. What are Cigna Corporation's payment terms – 30, 60 or 90 days?

Please continue to follow existing payment terms per current contracts and purchase orders. We will be seeking to align the payment terms within Cigna Corporation.

10. Where should we send invoicing queries going forward?

Please continue to follow existing invoicing processes. Any potential changes will be communicated to you in advance of implementation.

11. Will there be any changes to how my company interacts with Cigna Corporation from a technology perspective? (Email, supplier portals, etc.)

At this point, it is business as usual and you will see no changes. We will be sure to communicate any changes well in advance.

12. Will there be new procurement leadership in place? How will this affect our relationship with Cigna Corporation?

Cigna Corporation Procurement leadership is comprised of both organizations' leaders. We have worked hard to ensure the transition to working with Cigna Corporation will be as smooth as possible for you. In nearly every way, business will continue as usual. You may see some shifts in responsibilities of team members as categories/contracts are aligned. Innovative, responsive, collaborative, diverse, lifecycle value-focused suppliers will continue to be vital to our success. We are deeply committed to making sure that your relationship with Cigna Corporation is transparent, productive and mutually beneficial.

13. What is Cigna Corporation's procurement model and strategy? How will we be able to position ourselves to best take advantage of opportunities with the company?

Details of the company's approach to procurement – including its strategy, commitments to supplier diversity and much more – will be shared in the coming months.

14. How does the transaction affect Cigna Corporation's Supplier Diversity program?

Cigna Corporation is deeply committed to supplier diversity. Cigna Corporation is fully adopting existing supply chain diversity programs, which we expect will continuously evolve and expand to integrate, represent and bring opportunities to the diverse communities in which we operate.

15. Whom may I contact if I have any further questions?

If you have questions or comments, please contact your current Procurement point of contact at Cigna or Express Scripts.

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