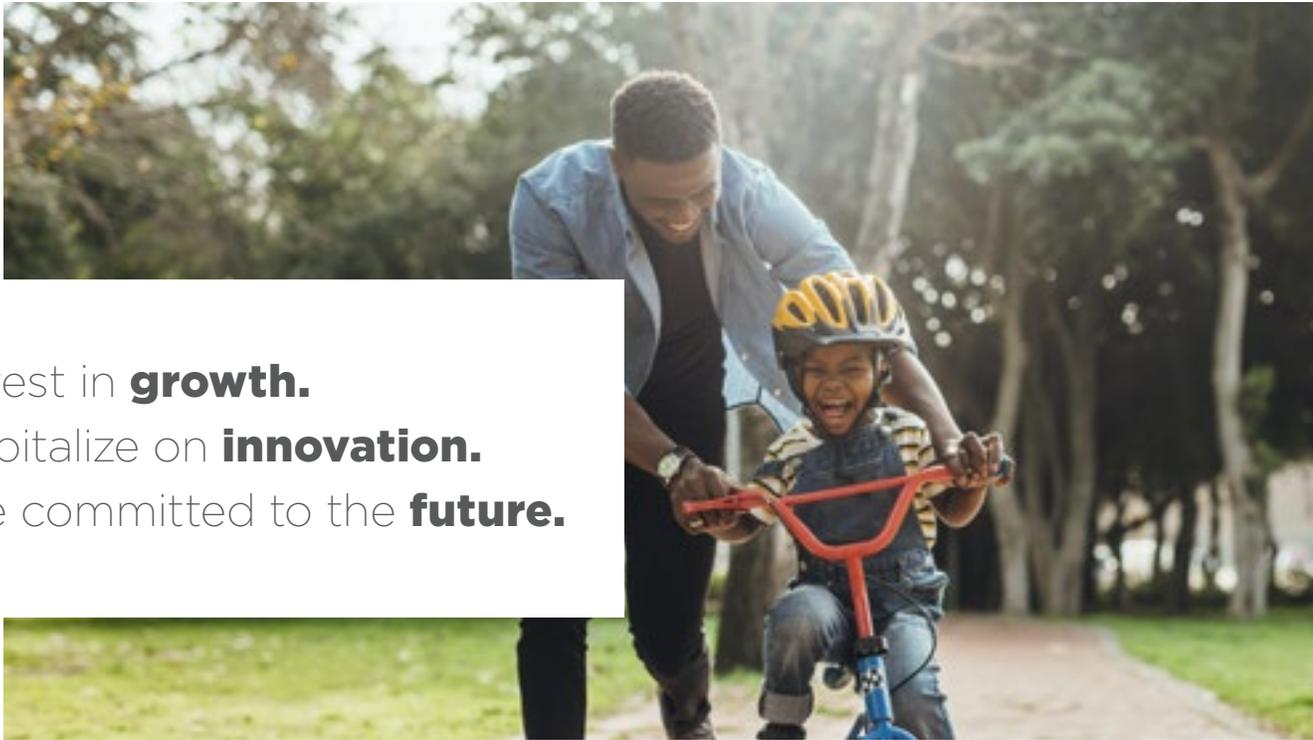




The Power of **We.**





We invest in **growth**.  
We capitalize on **innovation**.  
We are committed to the **future**.

#### **DRIVEN BY THE POWER OF WE**

Through the Power of We, Cigna colleagues are bound by a shared mission, values and strategy. It reminds and inspires us on a daily basis that we are far more powerful when we work together, in close partnership with each other, as well as with our customers, patients and clients; with health care professionals; with government agencies; and with the communities where we live and work. The Power of We magnifies and unleashes the impact we can have on society and for those we serve, makes our solutions available to more people, and fuels our ability to continue investing and delivering outstanding results.

#### **CUSTOMERS AT THE CENTER OF ALL WE DO**

Above all, the Power of We drives Cigna to continue putting our customers at the center of all we do, each and every day.

One of the first things Cigna and Express Scripts did after coming together was to update our mission, which is to improve the health, well-being and peace of mind of those we serve.

We embody this mission through a global workforce which embraces its collective role as champions for our customers – providing the right services and solutions, at the right time, to contribute

to the diverse health needs of our customers in a highly personalized way.

Our commitment extends to our innovative online tools and digital apps to help make the health care system easier to navigate, and is why Cigna offers a customer support line that makes a live operator available to all of our customers, 24 hours a day, seven days a week, every day of the year.<sup>1</sup>

That's the Power of We – more than 70,000 colleagues<sup>1</sup> who focus on how we can help our customers live better lives.

#### **TRANSFORMING HEALTH CARE**

By leveraging the resources of our combined company, we're positioned with leading capabilities to drive transformational change in health care and to deliver whole person health – meaning treating each person holistically, both mind and body.

Our market-leading medical and behavioral capabilities take a research-based approach to improve connectivity and deliver whole person solutions for better physical and mental health outcomes.

Our improved pharmacy capabilities through Express Scripts play a pivotal role in our ability to deliver excellent service and clinical support. In 2019, Express Scripts saved its clients and customers more than \$50 billion in pharmacy cost savings.<sup>2</sup> Today, everyone we serve now has access to these pharmacy services, including our industry-leading Accredo specialty pharmacy.

We've also added Express Scripts' home delivery pharmacy to our Cigna network, which ensures our clients' employees get the clinical support they need – when and how they want it.

Further, our combination has accelerated our ability to bring an array of innovative health care solutions to the marketplace. A handful of our 2019 highlights included our:

- › Patient Assurance Program, capping the 30-day out-of-pocket cost of insulin at \$25;
- › Embarc Benefit Protection<sup>SM</sup> Program, which will put life-saving gene therapy in reach of those who need it;
- › Digital Health Formulary, the industry's first, to help customers and clients make better decisions from 300,000 digital health tools; and,
- › Health Connect 360, our innovative tool that generates deep personalized insights at the clinical level and enables better health outcomes.



The Lab is our state-of-the-art research facility where diverse experts collaborate on cutting-edge solutions.

### **BUILDING PARTNERSHIPS TO DRIVE INNOVATION**

We continue to embrace partnering as a key point of differentiation and a growth driver for Cigna. For example, in April 2020, we began making pharmacy care more affordable by enhancing pharmacy networks and pharmaceutical manufacturer value for Prime Therapeutics' 28 million members who are covered by 23 health plans. We did the same for those covered by employer and government programs such as Medicare and Medicaid.

Another recent example of our partnership with, and investment in, emerging companies is Oscar Health. With Oscar, we can do more to give small businesses access to affordable, fully insured health plans that broaden choice and prioritize whole person health.



## **ADVANCING OUR SOCIAL RESPONSIBILITY PLATFORM**

The Power of We extends to our emphasis on fostering diversity and inclusion in our organization, as well as healthy and vibrant communities where we live and work.

We're especially proud of our efforts to ensure a workplace that respects the diversity and inclusion of our colleagues' cultures, beliefs and values. Cigna is committed to respecting and protecting the rights of every employee.

In 2019, Cigna invested even more in the communities where we live and work. Through a five-year, \$25 million global initiative called Healthier Kids For Our Future<sup>SM</sup> we began fighting childhood hunger and food insecurity to help today's children grow into tomorrow's healthy adults. And, we extended our efforts by addressing the emerging challenge of mental illness among children.

Cigna's research shows that loneliness, in addition to stress and depression, takes a toll on people of all ages, but is having a particularly profound impact on our young people.

This is all a part of Cigna's commitment to advocate for the next generation. We believe that everyone needs and deserves a sustainable (and therefore affordable) health care system that helps bring them health and vitality.



Through Healthier Kids For Our Future, we've committed \$25 million to combat childhood hunger.

#### CIGNA FOUNDATION

## We're committed to creating brighter futures in our communities.

In 2019, we continued to advance our Healthier Kids For Our Future initiative. Healthier Kids For Our Future is our five-year, \$25 million commitment to improve the health and well-being of children worldwide to tackle the challenges affecting their health today so that they can grow into healthy adults tomorrow. We are a company focused on preventive care, and regular access to nutritious and sufficient food is the starting point for a healthier, more productive life. As such, we began our Healthier Kids initiative by targeting childhood hunger and food insecurity.

The Cigna Foundation awarded Healthier Kids grants to more than 40 organizations in 2019. As we look toward our future work with Healthier Kids For Our Future, we will be addressing other pressing health challenges, including the mental health of our youth.

Beyond Healthier Kids For Our Future, the Cigna Foundation continues its ongoing commitment to addressing health equity. Our World of Difference grants support nonprofit organizations whose work helps underserved groups overcome barriers to health and improves access to essential health services. From health navigation programs supporting veterans in urban New York to Native Americans in rural Montana, we continue to make a world of difference for communities everywhere.

## CIGNA CONNECTS

# Our commitment to corporate responsibility.

Cigna Connects, our approach to corporate responsibility, supports Cigna's mission to help improve the health, well-being and peace of mind for the people we serve by making powerful connections that positively impact the health of people, communities and the environment.

Through Cigna Connects we aim to serve as a catalyst of action and a convener of stakeholders who, together, can make a difference around critical health topics. We recognize social and environmental sustainability issues not only as problems to be solved, but as opportunities to create meaningful improvements for our stakeholders and for society. By applying our expertise and innovative thinking to social issues, we can fully realize the potential of understanding how interconnectedness creates value.

## OUR THREE STRATEGIC FOCUS AREAS

Our Cigna Connects corporate responsibility platform is focused on three key focus areas: Health and Well-being, Environment, and Inclusive and Responsible Business.

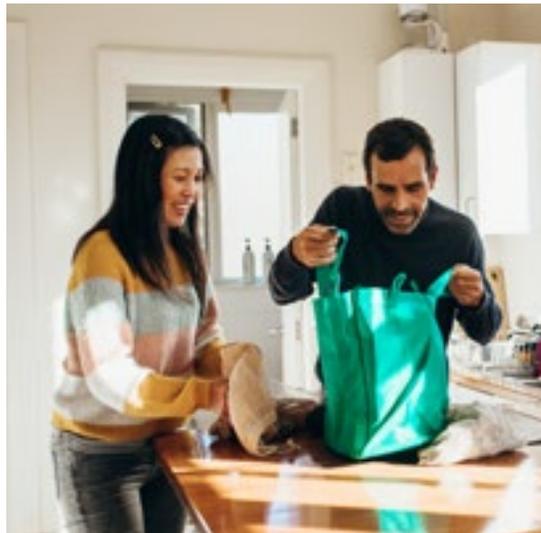
Within each focus area, we aim to apply our global health service expertise, resources and innovative thinking to help solve complex challenges globally and within key markets.

As we move through 2020, with the inclusion of Express Scripts and continued focus on future opportunities for advancing the work of Cigna Connects, we'll be setting new targets and objectives to guide our efforts. You can learn more about these key focus areas and our aligned initiatives in our annual Cigna Connects Corporate Responsibility Report which communicates our progress toward our environmental, social and governance objectives.

### HEALTH AND WELL-BEING



### ENVIRONMENT



### INCLUSIVE AND RESPONSIBLE BUSINESS



## MILESTONES, AWARDS & RECOGNITIONS

We're making a meaningful impact on the world around us.

In November, Express Scripts opened its newly updated and expanded Lab - a reimagined, technologically advanced research and solution center where a diverse team of experts work to create a better health care experience for the people we serve. In 2019, our clinical solutions, born in the Lab, saved plans \$49.5 billion.

In 2019, Cigna was named to the Dow Jones Sustainability World and North America Indices for the third year in a row with the leading score for the health care providers and services industry sector. The Dow Jones Sustainability Indices are among the most important global indicators of sustainability leadership.

Cigna was also named to *Corporate Responsibility Magazine's* 100 Best Corporate Citizen's List for the fifth consecutive year. This ranking recognizes outstanding environmental, social and governance transparency and performance among the 1,000 largest U.S. public companies.

In addition, Cigna ranked second on the new list of Top 100 U.S. Companies Supporting Health Communities and Families compiled by JUST Capital with support from the Robert Wood Johnson Foundation. Cigna took the top spot among health care industry companies that made the list.

In our efforts to better understand our workforce and customers, we take an active, strategic approach to appreciate our individual and collective experience and different ways of thinking. At Cigna, we strive for

an inclusive environment which values all aspects of diversity. In 2019, noteworthy organizations continued to recognize Cigna for its commitment to diversity and inclusion.

- ▶ Cigna scored 100% on the Disability Equality Index and was designated as a Best Place to Work for Disability Inclusion for the fifth consecutive year.
- ▶ Cigna was recognized by Victory Media as a Military Friendly® Employer and Military Friendly® Spouse Employer.
- ▶ The Human Rights Campaign Foundation (HRC) identified Cigna as one of the "Best Places to Work for LGBTQ Equality." Cigna also scored 100 on the HRC's Corporate Equality Index (CEI).
- ▶ Cigna received multiple "Best of the Best" recognitions: *U.S. Veterans Magazine*, *Black EOE Journal*, *Hispanic Network Magazine*, *Professional Woman's Magazine*, *DIVERSEability Magazine*; and,
- ▶ Express Scripts was identified by Diversity Inc. as a Top 50 Company for Diversity.

Also in 2019, the National Business Group on Health (NBGH) awarded Cigna with an Innovation in Advancing Health Equity Award. This national award recognized Cigna for its ongoing commitment to advancing health equity through innovative initiatives and effective practices that impact the environments in which individuals live, learn, work and play.

## CIGNA IN PERSPECTIVE

# We're moving forward to set the standards of health.

Cigna's combination with Express Scripts in December 2018 created an enterprise uniquely capable of delivering affordability, predictability and simplicity of health care to those we serve. Cigna offers a differentiated set of pharmacy, medical, behavioral, dental, disability, life and accident insurance and related products and services.

We present the financial results of our businesses in the following segments: Health Services, Integrated Medical, International Markets, and Group Disability and Other. Detailed descriptions of product offerings can be found on page four of our Annual Report on Form 10-K. Summarized below is a brief description of each business, along with high-level financial information.

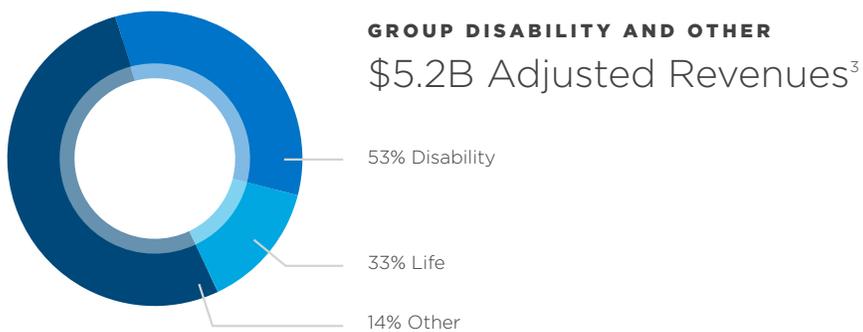
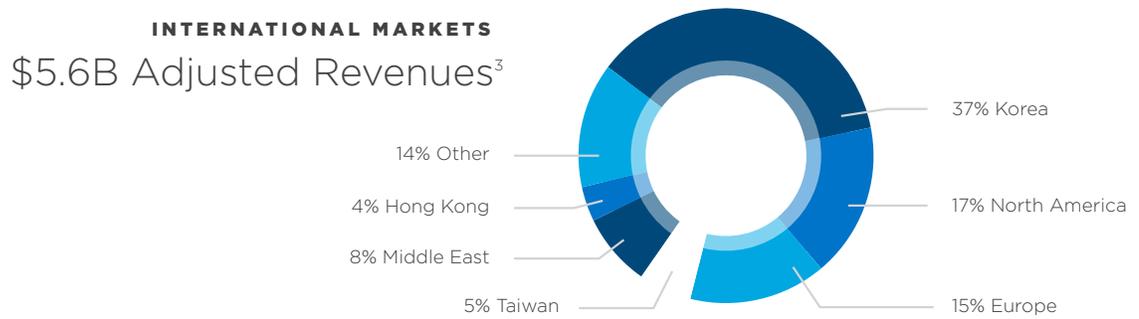
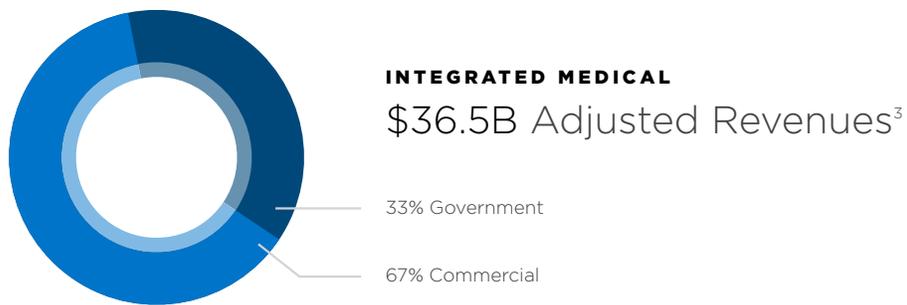
**HEALTH SERVICES** consists of pharmacy benefit management, supply chain administration and management, clinical solutions to drive better health outcomes at a lower cost, value programs to assist customers with chronic conditions and certain medical management services. We focus our solutions to align with our clients' challenges across care, cost and service. As a result, we believe we deliver better outcomes, higher customer satisfaction and a more affordable prescription drug benefit.

**INTEGRATED MEDICAL** offers a mix of core health insurance products and services to employers, other groups and individuals, along with specialty products and services designed to improve the quality of care, lower cost and help customers achieve better health outcomes. This business consists of a Commercial operating segment which includes our employer-

sponsored medical coverage and a Government operating segment which includes Medicare offerings for seniors and individual insurance offerings both on and off the public health insurance exchanges. We differentiate ourselves by providing innovative, personalized and affordable health care benefit solutions based on the unique needs of the individuals and clients we serve.

**INTERNATIONAL MARKETS** has operations in over 30 countries and jurisdictions, providing a full range of comprehensive medical and supplemental health, life and accident benefits to individuals and employers. Products and services include comprehensive health coverage, hospitalization, dental, critical illness, personal accident, term life and variable universal life.

**GROUP DISABILITY AND OTHER** consists of our Group Disability and Life operating segment, along with Corporate-owned Life Insurance and certain run-off businesses. In December 2019, Cigna entered into a definitive agreement to sell the Group Disability and Life business to New York Life Insurance Company for \$6.3 billion. The sale is expected to close in the third quarter of 2020 subject to applicable regulatory approvals and other customary closing conditions. Until the transaction is closed, we will continue to operate our business as usual and serve our customers.



1. Cigna internal analysis of existing arrangements as of December 2019.
2. Express Scripts, 2019 Drug Trend Report, February 18, 2020.
3. The term "Adjusted revenues" is defined as total revenues, excluding the following adjustments: revenue contributions from transitioning clients, special items and Cigna's share of certain realized investment results of its joint ventures reported in the International Markets segment using the equity method of accounting. We exclude these items from this measure because management believes they are not indicative of past or future underlying performance of the business. See page 51 of our Form 10-K for additional information.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company, Life Insurance Company of North America, Cigna Life Insurance Company of New York (New York, NY), Cigna Behavioral Health, Inc., Cigna Health Management, Inc., and HMO or service company subsidiaries of Cigna Health Corporation and Cigna Dental Health, Inc. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc. The Express Scripts name, logo and related marks are owned by Express Scripts Strategic Development, Inc.

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**Together, all the way.®**

