

Press Release (concept March 4th, 2004)

Brussels/Tilburg, March 12<sup>th</sup>, 2004

## **CZ signs agreement with CIGNA International**

On March 15<sup>th</sup> 2004, CZ will be the first Dutch healthcare insurer to close a strategic alliance with CIGNA, a leading global provider of health and life insurance products. Bert van Vliet, Member of the Board of Directors of CZ, and Terry Kendall, President of CIGNA International will sign a contract that focuses on corporate international healthcare plans.

Due to this CZ-Cigna partnership, CZ client companies can have their expatriates covered and serviced by CIGNA International. CIGNA International has 25 years of experience with corporate international healthcare plans for expatriates and is a leading provider of expatriate healthcare services to some of the world's largest corporations.

### **Better service**

Bert van Vliet of CZ declares that the main benefit of this strategic alliance is to be able to offer a better service to the internationally mobile employees of CZ clients as: "now these employees are able to use the worldwide network of medical providers and healthcare facilities of CIGNA International on a 24/7 basis and get access to high quality medical care on a global scale". According to Terry Kendall, President of CIGNA International, this is an important step forward to develop further growth in the Benelux: "we are now able to deploy our skills and experience in corporate international healthcare more comprehensively in The Netherlands".

### **International network**

CIGNA International has developed a global network of medical providers and healthcare facilities and has a strategic alliance with International SOS, one of largest international assistance companies. With the CZ-CIGNA partnership in place, CZ clients can benefit from CIGNA's network of medical providers, including preferred pricing agreements. This network benefit will be particularly attractive in the US where CIGNA is among the largest domestic health insurers. CZ also expects that the satisfaction of its expatriates will increase because the CIGNA service scope and service delivery will better meet their expectations in the following areas:

- 24/7 multilingual HelpLine (customer service helpdesk)
- access to medical staff and medical providers on a global scale
- Medical emergency evacuations
- Efficient, flexible and timely multi-currency claim reimbursement.

Expatriates and the employer will have access via the Internet (CIGNA website) to a unique information system.

### **Optional**

To begin with, this pilot has a term of one year and will be promoted to the larger corporate CZ clients with expatriates who will get the opportunity to transfer their expatriate members to CIGNA. The corporate clients of CZ themselves will decide whether they wish to transfer its expatriate members to CIGNA International or not. The CZ account management will remain the single point of contact for the CZ corporate clients involved. However, CIGNA International has account specialists available should a client wish to have additional support or have a special request.

**About CZ**

*CZ Active in Health* is one of the largest health care insurance companies of The Netherlands. CZ have about 2,200 employees who are dedicated to providing excellent service to their 2 million members. The company was founded in 1930 and is a service provider in the field of a healthy life. CZ is a health care insurer responsible for efficient buying of care against attractive premiums. CZ has the ability to guide its clients to health care and to inform, advise and solve problems for them.

**About CIGNA**

*CIGNA Corporation's subsidiaries are leading providers of employee benefits in the United States. Products and services include managed and indemnity health care coverage; group life, accident and disability insurance; retirement services; and investment management. CIGNA International, its global business division, provides group health care, health management services, and individual life, accident and health insurance in European, Latin American and Asia Pacific markets.*

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