

Statement by Cigna Regarding Service

Does Cigna expects the service to be similar to what members experienced prior to 2024.

Please see Cigna's response below:

Vanbreda was acquired back in 2012 and many service aspects already changed by 2015 when the rebranding to Cigna occurred. As such "Van Breda" agents also didn't administer IMF claims back in 2018 or 2022.

However, that legacy and expertise in looking after the specific needs of IGO staff members and retirees continues to guide us and resonates throughout Cigna IGO's services and the way we approach the training of our claims analysts and customer service agents. We are and remain the market leader in the IGO/NGO space, not only because we carry on that legacy but also adjust sufficiently to the needs of an ever-changing world. More concretely, some of our team members that were servicing IMF members prior to 2024 will start doing that again as of 2025 and they will be assisted by other team members who will be trained appropriately to the high standards all of our IGO customers have come to expect from us. In order to ensure 24/7 availability, members will be serviced out of our Antwerp, Madrid, Nairobi and Kuala Lumpur offices.