Our Financial Performance

<table>
<thead>
<tr>
<th></th>
<th>2002</th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008 Proj</th>
<th>CAGR</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Earned Prem. &amp; Fees</strong></td>
<td>1,712</td>
<td>1,806</td>
<td>1,924</td>
<td>2,068</td>
<td>2,108</td>
<td>2,371</td>
<td>≈2,600</td>
<td>≈7%</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td>2,157</td>
<td>2,255</td>
<td>2,385</td>
<td>2,531</td>
<td>2,528</td>
<td>2,780</td>
<td>≈2,900</td>
<td>≈5%</td>
</tr>
<tr>
<td><strong>AFT Earnings</strong></td>
<td>139.5</td>
<td>154.7</td>
<td>183.3</td>
<td>226.8</td>
<td>225.6</td>
<td>247.5</td>
<td>≈262-268</td>
<td>≈11%</td>
</tr>
</tbody>
</table>
Best-In-Class Margins

11.3%

CIGNA Group Insurance

- **Industry-leading** disability claims management
- **Industry-best** return-to-work results
- **Expertise** in risk selection, pricing, underwriting
- **Disciplined approach** to expense management
- **Focused, targeted** distribution system
- **Middle-market strength**, growth in national, small business, voluntary segments

Mid-Year 2008 Results, y / y

Peer Group: 8.5%

NOTE: 11.3% margin excludes Intracorp, CGI’s case management unit.
CIGNA Group Insurance Portfolio

• **Disability** – 4th in Industry
  - **Products:** Short term, Long term, FML, Integrated Disability Management Products, Services and Programs
  - **Lives:** 4.3 million, 5,145 policies
  - **Premium:** $767 Million

• **Life** – 5th in Industry
  - **Products:** Basic Term, Voluntary Term, Group Universal
  - **Lives:** 4.9 million, 6,724 policies
  - **Premium:** $822 Million

• **Accident** – 2nd in Industry
  - **Products:** Personal Basic, Personal Voluntary, Business Travel
  - **Lives:** 10.2 million, 14,250 policies
  - **Premium:** $178 Million
Market Dynamics

- **Challenging Economic Conditions**
  - Higher disability incidence
  - **CIGNA Solution** = Balanced portfolio and risk management

- **Shifting Population Demographics**
  - Aging of the workforce, longer disability durations
  - Increasingly diverse society
  - **CIGNA Solution** = Chronic condition management and targeted communications

- **Declining Health Status**
  - 125 million Americans with chronic medical conditions
  - **CIGNA Solution** = Disability risk prediction and clinical engagement
• Best in Class

• We help people return to work 10% more quickly than the competition*

EARLY NOTIFICATION
Quick intervention

SPECIALIZED SERVICES
Field case management; behavioral health

PROACTIVE OUTREACH
Quicker return to work

BROAD PORTFOLIO OF CLINICAL RESOURCES
Vocational rehab

*2007 CIGNA data
Disability Claims Management Results

Claim Management Solutions
Short Term Disability – Duration Days

LTD Claim Return-to-Work/Resolution Rates

Reopen Rates
Enhancing our disability risk assessment capabilities...

**Pre-Event**

Analysis of personal data – i.e., demographics, clinical medical history, claims patterns – to identify disability triggers, take preventive action

**Medical / Disability Event**

Deploy disease / disability / utilization / case management resources, as needed

**Post-Event**

Design personalized care program to spur return to health, prevent recurrence

Integration... In Real Terms

Employer Example: 5,000 employees 10% STD incidence 500 STD claims/yr.

Integrated vs. Disability-only Customers

5% return to work improvement means
21 more employees return to work!

Disability Costs

$50,000
avg. wage

x

60%
avg. disability benefit

x

21
no. of EEs

= $630,000

Productivity Costs

$50,000
avg. wage

+$15,000
avg. benefit/day (30% of wage)

x

1.351
absence multiplier

x

21
no. of EEs

= $1,842,750

Total Savings

= $2,472,750

1Nicholson, Sean, Mark V. Pauly, Daniel Polsky, Claire Sharda, Helena Szrek, and Marc L., Berger, 2004a, Measuring the Effects of Workloss on Productivity With Team Production.
Integrated Personal Health

• In the near term...
  • Integrate medical/disability capabilities
  • Serve as single point of contact
  • Facilitate timely access to care, assist with care coordination
  • Design personal recovery regimen, healthy lifestyle program, return-to-work objectives

• Ongoing...
  • Further improve clinical outcomes
  • Reduce durations
  • Reduce medical costs for employers and employees
Strategy for Growth and Market Leadership

- **Focus** on Middle-Market
  - Expand in national segment
  - Grow in new segments – Small and Voluntary
- **Invest** in technology to meet customer self-service needs
- **Establish** Market Position as Productivity Leader
  - Capitalize on enterprise capabilities for integration
- **Enhance** the Customer Experience
- **Recruit** the Best People