GO
BEYOND
INVESTING AND INNOVATING FOR THE FUTURE

Cigna is investing and innovating to meet the evolving needs of customers, clients and communities – and remaining true to our mission to help improve the health, well-being and sense of security of those we serve.

In the spirit of a global health service company, we’re progressing steadily beyond insuring sick care to helping people live well, prevent sickness, obtain access to health care, recover from illness or injury, return to work and provide for themselves and their families.

We develop innovative programs to help people manage their health and health care costs. We provide the global workforce with access to a worldwide network of local health care providers as well as programs that meet the diverse needs of individuals around the world. And we offer customers support around the clock, around the world.

We’re a driving force in the imperative to create a sustainable health care system, with greater access to affordable, quality health care and a more personalized experience. We’re going beyond, and helping our customers and clients do the same.

EXPECTATIONS

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CIGNA AT-A-GLANCE

WHO WE ARE
Cigna is a global health service company dedicated to helping people improve their health, well-being and sense of security.

THEN
Roots as deep as 225+ YEARS.
Officially founded in 1982 with the merger of INA Corporation and Connecticut General Corporation.

SINCE THEN
We’ve continued to innovate and expand around the world.

NOW
Sales capability in approximately
30 COUNTRIES AND JURISDICTIONS

WE UNDERSTAND OUR CUSTOMERS
and work together to help them achieve healthier, more secure lives.

WE SERVE
95 MILLION+
customer relationships around the world*
*This information provided as of first quarter, 2017 (1Q17 earnings).

› 15.2 million medical customers
› 15 million covered by Dental
› 8.5 million covered by Group Disability
› More than 7 million covered by Group Life
› Medicare Advantage plans in 17 states and D.C.
› Medicare prescription drug plans in all 50 states

WE COLLABORATE
1 MILLION+
relationships with health care professionals, clinics and facilities globally.

› 108,700 behavioral health care professionals and
13,900 facilities and clinics
› More than 68,000 contracted pharmacies
› 84,000 vision health care providers in more than
26,200 locations
› 142,700 Dental PPO professionals, 19,800 Dental HMO professionals
› 170 Collaborative Accountable Care arrangements with
large primary care groups in 30 states covering
1.9 million customers
› 390 hospitals in the Hospital Quality Incentive Program

WE SUPPORT
For US-based customers
› 17 service centers – available 24/7/365
for medical and dental customers
› 32.5 million calls handled & 163 million medical claims processed in 2016

For International customers
› 9 global service centers
› 1.5 million served in 2016

WE GUIDE
Approximately
90% of commercial medical customers are in employer self-insured or experience-rated funding arrangements.

† Adjusted income from operations is defined as shareholders’ net income excluding the following after-tax adjustments: Net realized investment results, net amortization of other acquired intangible assets and special items. Adjusted income from operations is a measure of profitability used by Cigna’s management because it presents the underlying results of operations of Cigna’s businesses and permits analysis of trends in underlying revenue, expenses and shareholders’ net income. This non-GAAP measure is not determined in accordance with accounting principles generally accepted in the United States (GAAP) and should not be viewed as a substitute for the most directly comparable GAAP measure, shareholders’ net income. See Cigna’s 10-K for a reconciliation of adjusted income from operations to shareholders’ net income.

Information provided as of December 31, 2016 except where otherwise noted.

MORE THAN
40,000 EMPLOYEES
who serve customers around the globe

$39.7 BILLION in revenues
$59.4 BILLION in assets
$2.1 BILLION in adjusted income from operations*
$13.7 BILLION in shareholders’ equity

RANKED
79 on the 2016 Fortune 500 list
GLOBAL HEALTH CARE

by product

<table>
<thead>
<tr>
<th>Medical</th>
<th>Government</th>
<th>Dental</th>
</tr>
</thead>
<tbody>
<tr>
<td>61%</td>
<td>33%</td>
<td>6%</td>
</tr>
</tbody>
</table>

Global Health Care includes a commercial line of business encompassing the United States and certain international operations. Commercial offers a broad line of insured and self-insured medical, dental, behavioral health, vision, prescription drug benefit plans, health coaching programs and other products and services that may be integrated to provide comprehensive global health care benefit programs to employers and their employees, and individuals, including globally mobile individuals.

Global Health Care also includes a government line of business that offers Medicare Advantage, Medicare Part D and Medicaid plans for Medicare- or Medicaid-eligible individuals, primarily seniors. A significant portion of our Medicare Advantage customers are served by physicians in innovative plan models designed to improve health outcomes and lower medical costs. Cigna offers Medicare Advantage plans in 17 states and the District of Columbia, Medicare Part D plans in all 50 states and the District of Columbia, and Medicaid plans in select markets in Texas and Illinois.

GLOBAL SUPPLEMENTAL BENEFITS

by country

<table>
<thead>
<tr>
<th>South Korea</th>
<th>United States</th>
<th>Other</th>
<th>Taiwan</th>
<th>U.K.</th>
</tr>
</thead>
<tbody>
<tr>
<td>51%</td>
<td>19%</td>
<td>17%</td>
<td>8%</td>
<td>5%</td>
</tr>
</tbody>
</table>

Global Supplemental Benefits offers supplemental health, life and accident insurance products in select international markets and the United States. With licenses and partnerships across Asia-Pacific, Europe and North America, Cigna offers products and services to local citizens and globally mobile individuals. Global Supplemental Benefits also offers Medicare Supplement coverage.

GROUP DISABILITY AND LIFE

by product

<table>
<thead>
<tr>
<th>Disability</th>
<th>Life</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>50%</td>
<td>43%</td>
<td>7%</td>
</tr>
</tbody>
</table>

Group Disability and Life provides insurance products and related services for group long- and short-term disability insurance, group life insurance, and accident and specialty insurance. Cigna markets products in all 50 states, the District of Columbia, Puerto Rico, the United States Virgin Islands and Canada.

Group Disability programs are designed to help improve employee productivity and lower employers’ overall absence costs. Products are coupled with comprehensive tools and services for easy benefit management.
CREATING A SUSTAINABLE HEALTH CARE SYSTEM

WORKING TOGETHER FOR AFFORDABILITY AND QUALITY IN HEALTH CARE

Cigna is working to create a more sustainable health care system, one that offers greater affordability and better quality. To achieve this goal, we’re collaborating with providers to reward them for the quality of care they deliver, and the health outcomes they achieve for patients, as we shift from the traditional fee-for-service reimbursement models to value-based partnerships. We believe the true value of care should be based on how well patients are treated, not how often.

We continue to implement our Cigna Collaborative Care arrangements with primary care physicians, and we’re building on that momentum as we extend these arrangements to specialty care, such as orthopedics, cardiology, maternity care, cancer care, colonoscopy, and kidney dialysis. We’re also developing innovative arrangements with hospital systems that require even deeper collaboration as we jointly offer health plans tailored to meet local market needs.

In 2015, Cigna was the first payer to commit to the U.S. Department of Health & Human Services’ 50/90 goals to have 50 percent of payments in alternative payment models and 90 percent in value-based arrangements by 2018. We’re making significant progress toward reaching these goals. This benefits not only our customers and clients, but also our contracted providers. We’re reducing waste by rewarding high-performing providers — and we remain focused on supporting them with actionable information, robust reporting and consultative support.

Just one example of our Collaborative Care arrangements is HeartWell LLP in South Florida, where we launched a program to improve quality and cost of care for people diagnosed with chronic coronary artery disease. Under the new initiative, HeartWell will continue to be paid for the medical services it provides to its Cigna customers. It will also be eligible for additional reimbursement if it meets certain quality targets, and if the actual cost for an entire episode of care is below a risk-adjusted expected cost. An episode of care includes pre-care, cardiovascular procedures (such as cardiac catheterizations and coronary angioplasty), medications, recovery and follow-up care through 12 months following the procedure.

After the episode of care has ended, Cigna will evaluate all of the claims for that episode, adjust for risk and determine if the total actual cost is below the expected cost. If it is, HeartWell will receive a portion of those savings — but only if it also meets specific quality targets.

Our value-based incentive model also extends to our pharmacy business. We recently entered into value-based contracts with pharmaceutical companies Amgen and Sanofi/Regeneron for two of their cholesterol-lowering drugs. Value-based contracts tie the cost of drugs to how well customers respond to the medications, aligning financial terms with our pharmaceutical partners to how well their medications improve our customers’ health. Cigna is a leader in this area, as we have value-based contracts for medications that treat cholesterol, heart failure, diabetes, multiple sclerosis and hepatitis C.

We also launched a new company, CareAllies, Inc., in 2016. CareAllies works side-by-side with health care providers, physicians, health systems and hospitals to help improve the quality, value and experience of care for their patients, making health care better for everyone, to create a more sustainable value-based health care delivery system.
Cigna launched its cross-country Health Improvement Tour in partnership with the Cigna Foundation and the Cordani Family Foundation. Through this multi-city tour, Cigna is bringing free health screenings to communities nationwide so people can learn their blood pressure, cholesterol, blood sugar and body mass index (BMI) and take control of their health. Cigna’s HIT Tour is an expansion of Cigna’s corporate responsibility and philanthropic efforts, and promotes the value of health and wellness programs in communities throughout the country.

To help provide access to care for those in need and extend the reach of the tour, the Cordani Family Foundation – begun by Cigna CEO and President David M. Cordani – is donating funds to pay for the costs associated with bringing these screenings to underserved communities.

GO. KNOW. TAKE CONTROL.

Cigna launched its largest prevention campaign to date, with an ensemble of familiar TV doctors to promote check-ups as an important step in preventive care. Actors Alan Alda, Patrick Dempsey, Lisa Edelstein, Donald Faison and Noah Wyle donned scrubs and white coats to take on a new role with Cigna, letting America know: “We’ve saved hundreds of lives on TV. Now we’re helping to save lives for real.”

The TV doctors appeared in a multi-media platform, including television, digital and social channels, using their star power to help influence consumers to get their preventive check-up, know their four health numbers for blood pressure, cholesterol, blood sugar and BMI – the main numbers for managing health care costs – and take control of their health.

Cigna’s goal is to help save 100,000 lives a year, the number of lives the Centers for Disease Control and Prevention (CDC) estimates would be saved if everyone received his or her recommended preventive care.

According to the CDC, Americans use preventive services at only about half the recommended rate.

The campaign encourages all consumers to get their annual check-up – which most health plans cover at 100 percent – as part of a suite of preventive services.

BEYOND SICK CARE VISITS

* CDC Prevention Checklist, Centers for Disease Control and Prevention, 2015; http://www.cdc.gov/prevention/


*** Plans may vary. Includes eligible in-network preventive care services. Some preventive care services may not be covered, including most immunizations for travel. Refer to plan documents for a list of covered and non-covered preventive care services.
INSPIRING CHANGE

REVERSING THE NATION’S OPIOID EPIDEMIC

Cigna is leading the effort to reduce America’s dependence on opioids, starting with a commitment to cut the use of those drugs among Cigna customers by 25 percent, ending prior authorization for commercial health plan customers receiving medication-assisted treatment for opioid use disorder, and creating an opioid pledge for providers with whom we work.

Cigna last year sponsored the Washington Post forum, “Addiction in America” in Washington, D.C., and NPR’s “Generation Listen” events in Atlanta and Chicago to discuss opioids and the millennial generation. We also announced our collaboration with the American Society of Addiction Medicine (ASAM), in which Cigna furnished customer claims data to ASAM to test and validate performance measures related to addiction treatment. The goal was to verify what works in the treatment of patients with addiction, create awareness among the medical community of proven strategies, and hasten the adoption of these successful methods.

Last year, the Cigna Foundation provided a $100,000 World of Difference grant to Shatterproof, a non-profit organization committed to ending substance use disorders, and Cigna employees nationwide rappelled off buildings to raise awareness for Shatterproof’s work. The Cigna Foundation also gave $50,000 to make naloxone – a life-saving drug that reverses the effects of a drug overdose – available for use by first responders in Pennsylvania.

Cigna works with Stamp Out Stigma, an initiative spearheaded by the Association for Behavioral Health and Wellness, to change perceptions and reduce the stigma of mental illness and substance use.

Cigna employees nationwide rappelled off buildings to raise awareness for Shatterproof’s work to help end substance use disorders.
**BEYOND BORDERS**

In Korea, ongoing innovation has enabled us to grow this key market to approximately 50 percent of our total Global Supplemental Benefits business revenue. We also received three awards for our customer service, innovation and CSR activities. The Financial Supervisory Service named LINa Korea the Best Company in the country at their 5th Financial Consumer Protection Awards; the Korea Chamber of Commerce & Industry named us the Most Innovative Company at their 23rd Company Innovation Awards; and the Minister of Health and Welfare awarded the LINa Foundation for its continued CSR efforts for the elderly.

In Africa, Cigna Global Health Benefits expanded its relationship with an African-based insurer, the Holland Insurance Group, to meet the need for a fully compliant health insurance option in sub-Saharan Africa. We created a new product called Holland Cigna Health, which enables us to bring high quality and affordable health care to our clients, customers and partners in Africa.

In China, our longstanding joint venture with China Merchants Bank is experiencing success through ongoing direct-to-consumer business marketing innovation.

In Hong Kong, our flagship medical reimbursement plan, Cigna HealthFirst Elite Medical Plan, was named one of the top three finalists in the “Most Innovative Product Award” category at the Hong Kong Insurance Awards 2018.

Cigna Thailand introduced the new Enhanced HealthPlus Insurance Plan, a new product that covers both critical illnesses associated with chronic illnesses, such as cancer, office syndrome, diabetes, and hypertension. The plan is revolutionizing the health insurance industry by empowering the customers with the power of choice to choose the coverage of their concern and giving them the value of affordable care.

In Turkey, we launched our new content platform, cigna.com.tr. Our aim for the platform is to engage with existing and potential customers and to endorse our brand attitude focusing on well-being. We will use the content as a sales funnel to generate organic leads.

Cigna UK HealthCare Benefits (UKHB) delivered a UK market first with its pilot and subsequent launch of an integrated health and well-being app. By bringing together the best of Cigna’s capabilities, including Coach by Cigna and Global Well-being Solutions, with best-in-class partner capabilities, including telehealth, Cigna has delivered an end-to-end digital customer health experience for its business partners. The pilot launch of this app enabled the UKHB business to further develop it for Cigna Virtual Health’s wider UK market launch in September 2016.

In India, Cigna TTK created Get ProActive India, part of the ProActive Living Program, designed to encourage and reward customers for being physically active. Get ProActive is integrated with Cigna TTK’s innovative Healthy Rewards Program, allowing customers to earn rewards by logging their physical activity or linking the program with a wearable device to track their activities. Cigna TTK is the first health insurance company in India to create awareness about living a healthy lifestyle through reward-based health risk assessment and condition management programs.

In Indonesia, we launched our newly revamped mobile-enabled website to provide easy access for our existing and potential customers to interact with us. In addition, we also revamped our policy pack and partnered with a new claims provider, AdMedika, allowing us to provide our customers with a wide network of more than 700 hospitals and clinics in Indonesia.

In February 2016, following the earthquake that hit Southern Taiwan, Cigna team members worked around the clock, immediately dispatching claims officers to areas hardest-hit, and responding to texts and telephone hotline requests for assistance, along with updating victims through Facebook and media about Cigna Taiwan’s emergency support services. The team demonstrated that they live Cigna Taiwan’s vision to be the most trusted insurance company in Taiwan.

In Turkey, we will use the content as a sales funnel to generate organic leads.

The launch of Cigna New Zealand’s partnership with Southern Cross in 2016 was a significant milestone. Through the partnership, Cigna’s life insurance is sold under the Southern Cross brand to its established health insurance member base, with one in five New Zealanders being a member of Southern Cross.

**INTErNATIONALLY**

Cigna’s international markets made strides in 2016 through new partnerships, acquisitions, awards recognition, product launches and marketing campaigns.

GrOWING

SERVING CUSTOMERS THE WORLD OVER

Cigna’s international markets made strides in 2016 through new partnerships, acquisitions, awards recognition, product launches and marketing campaigns.
Additionally, we’ve included one-touch fingerprint access for both the iOS and Android™ versions of its myCigna App for customers, allowing them to manage their health by accessing health account information, searching for in-network doctors and health services and managing dental claims.

We’re continually looking for how to encourage customers to take advantage of preventive care while helping to guide customers through critical decision points such as selecting a health plan or choosing a primary care physician. One example is our Cigna One Guide® solution, which will give more than one million of our Commercial health plan customers access to guided consultations to help them choose their benefits, find a personal team of doctors, clinicians and coaches, help them improve their health, and reduce their health care expenses through rewards programs.

Another example is our Cigna SureFit® health plan, which creates flexible benefits, innovative network options and tools to help customers make informed decisions about their coverage, and personalized support through each customer’s health journey.

Online dental tools allow customers to take advantage of detailed dentist profiles and price comparison tools, which will help them get the most value from their dental plan.

On the cutting edge of innovation and technology in gamifying health screenings, we introduced Cigna BioBall™, a new interactive game that helps players unlock two of their four biometric numbers – blood pressure and BMI – using Microsoft HoloLens technology. Cigna BioBall is being brought to Cigna-sponsored events nationwide.

Cigna’s vision for an empowered health care system is one that supports and engages stakeholders such as customers, employees, physicians, client employers, government, community groups and others to maximize health and well-being. We aim to foster continual, interactive and transparent communication with our key stakeholders to help us to better understand what’s most important to them, and how to work together toward the goal of bringing positive changes to health care systems.

In 2016, Cigna published our third annual Cigna Connects Corporate Responsibility Report, communicating our progress toward our environmental, social and governance objectives. The report includes an index to the Global Reporting Initiative (GRI) G4 disclosure framework to assist our stakeholders in locating corporate responsibility topics of interest. And, as a signatory of the United Nations Global Compact (UNGC), we communicate our progress and activities with respect to the Compact’s ten principles on human rights, labor, environment and anti-corruption within our report, and provide a UNGC Index for ease of locating our reporting on these topics.

We invite you to read the report, found on Cigna.com, to learn more and connect with our company in our efforts to make the innovative, personal connections that help improve the health of people, communities and the environment.
A PROUD HISTORY OF SUPPORTING ACHILLES INTERNATIONAL AND VETERANS

For years, the Cigna Foundation has partnered with Achilles International (Achilles) and its Freedom Team, a non-profit helping veterans and others with all types of disabilities participate in mainstream running events. For example, we worked closely with the Achilles Kids Running Program and New York Medical College to announce the findings of a study that highlighted the benefits of running for children with autism, including significant improvements in key areas such as fitness markers and communication behaviors. This school-based study was funded by the Cigna Foundation’s World of Difference grants given to Achilles in 2014 and 2015.

Cigna President and CEO David Cordani is personally committed to supporting veterans and has maintained a long-standing relationship with multiple Achilles runners – including Master Sergeant Cedric King, a double-amputee veteran who guided through the 2016 Walt Disney World® Marathon, and Army Specialist Stefan LeRoy, a double-amputee veteran who he guided through last year’s Boston Marathon.

Cigna is proud of its history of supporting American veterans. We partner with many veterans-related organizations, including 100,000 Jobs Mission, Hero Health Hire, Employer Partnership of the Armed Forces, Employer Support of the Guard and Reserve, and Military Spouse Employment Partnership. Cigna is committed to being a military-friendly employer by establishing local ambassador teams in markets where the company has a high employee population. Currently our ambassador teams are in Bloomfield, Minneapolis, Nashville, North Texas, Phoenix and Pittsburgh. These teams partner with local military installations, colleges and community programs to promote Cigna as a premier employer for veterans and military spouses.

CIGNA FOUNDATION PROMOTES COMMUNITY HEALTH

Since its creation in 1962, the Cigna Foundation has contributed $235 million to charities worldwide and supported the volunteerism of Cigna employees, who have devoted more than one million total hours in volunteer service to their communities.

As a result of Cigna Foundation’s commitment last year to non-profits who help guide the underserved through the health and social service systems, 20 communities across the county now have access to community health workers. In Washington, D.C., for example, a grant to La Clinica del Pueblo provides obesity, diabetes, and cardiovascular disease prevention programs for low-income Latinos in the Metro D.C. area. In Dallas, the Los Barrios Promotora de Salud program focuses on patients with persistent asthma, and in Houston, El Centro de Corazon provides pregnancy education to underserved Hispanic women.

Mount Sinai Hospital, New York City, is developing and piloting a peer-led diabetes prevention intervention for at-risk ethnic minority youth in East Harlem. Rush University Medical Center, Chicago, is helping African-American women with their “Take Charge of Your Diabetes” education curriculum. And at Emory University’s Rollins School of Public Health, Atlanta, a program for Mexican Americans and Latinos is providing outreach workers to help this metropolitan community improve its health. These are just a few of the programs supported by the Cigna Foundation to help overcome health disparities throughout the country with the support of community health workers.

Outside the United States, the Cigna Foundation embraced global workplace wellness as a major initiative last year, and sponsored the Global Workplace Wellness Summit in Dubai. This first-of-its-kind event attracted approximately 75 employers, business leaders, public health experts, government officials, and the media with high-profile speakers and panelists who presented best practices on workplace health in the Middle East.

Additionally, through Cigna’s largest volunteer effort, Feeding Children Everywhere, employees nationwide packed 700,000 meals for distribution across several continents.

Cigna’s CR efforts were recognized in the Corporate Responsibility Magazine’s 100 Best Corporate Citizens List for 2016. This list recognizes public companies that had outstanding corporate responsibility performances in 2016. The 100 Best List documents 303 data points and performance measures in seven categories: environment, climate change, employee relations, human rights, governance, finance, and philanthropy and community support.

We also were recognized by CR magazine, which annually ranks the nation’s top 100 companies for demonstrated corporate responsibility (CR) best practices and a commitment to publicly reporting their socially responsible initiatives. The new Ladder Award recognizes the 25 companies on the 100 Best list that have shown the most advancement in their commitment to responsible business practices.

Reflecting our sustained focus on improving the health care provider experience, Cigna earned the top spot in athenahealth’s 2016 PayerView® Report™. The annual report provides insight into the payer-provider relationship and helps Cigna understand where its efforts are succeeding and where further improvement may be needed. Cigna was ranked first among all 214 payers that athenahealth assessed, and it was the only national payer to be ranked in the top 10.

In 2016, for the fifth year in a row, Cigna was recognized as one of the best companies for promoting workplace equality for transgender employees through the Human Rights Campaign Foundation’s Corporate Equality Index (CEI), which annually rates almost 4,500 American companies and organizations on their policies, benefits, and practices pertinent to lesbian, gay, bisexual, and transgender employees.

Cigna scored highly on the first annual Disability Equality IndexSM (DEISM). The inaugural survey measures a broad range of workplace, supply chain and marketplace activities, and was created by the American Association of People with Disabilities (AAPD) and the US Business Leadership Network® (USBLN®). Cigna was named in the sixth annual Best for Vets list, focused on culture and policies that provide military veterans with an environment for success. Army Times, Navy Times, Air Force Times and Marine Corps Times contributed to the list.

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