

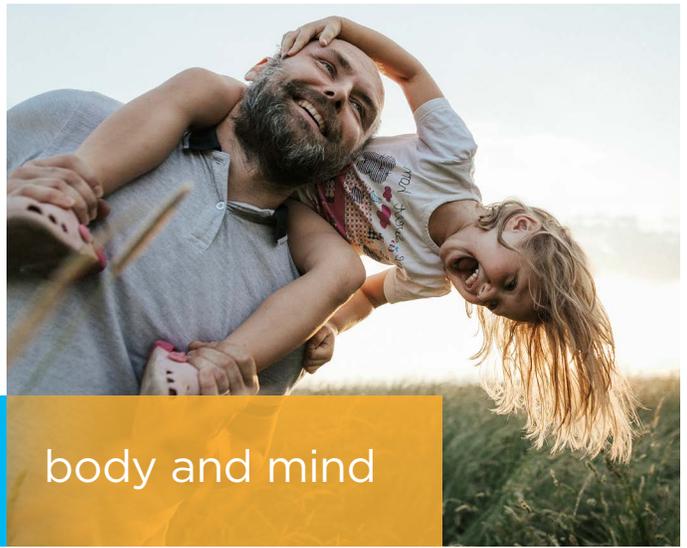


Accelerating Health

Together, all the way.®



AS A GLOBAL HEALTH SERVICE COMPANY, CIGNA'S MISSION IS TO IMPROVE THE HEALTH, WELL-BEING AND PEACE OF MIND OF THOSE WE SERVE.



We are a force for healthier people

body and mind

GLOBAL NETWORK OF **1M+** HEALTH CARE PROFESSIONALS, CLINICS AND FACILITIES, INCLUDING **68,000+** PHARMACIES

74^K

EMPLOYEES
WORLDWIDE

SALES CAPABILITY
IN MORE THAN

30

COUNTRIES AND
JURISDICTIONS

APPROXIMATELY

165^M

CUSTOMER AND
PATIENT RELATIONSHIPS
AROUND THE WORLD

MEDICARE
PRESCRIPTION
DRUG PLANS IN ALL

50

STATES

MEDICARE
ADVANTAGE
PLANS IN

17

STATES
AND D.C.

17^M

GLOBAL MEDICAL
CUSTOMERS

15^M

CUSTOMERS
COVERED BY GROUP
DISABILITY & LIFE

17^M

CUSTOMERS
COVERED BY
DENTAL

CIGNA
RANKED

65TH

ON THE 2019
FORTUNE 500 LIST

\$48 billion in adjusted revenues¹

\$3.6 billion in adjusted income from operations¹

Assets of **\$153 billion**

\$41 billion in shareholders' equity

This information provided as of December 31, 2018, except where otherwise noted. Products may not be available in all areas. All information is subject to change.

This brochure contains forward-looking statements that are subject to risks and uncertainties. Actual results may differ from those set forth in the forward-looking statements due to a variety of factors, including those contained in Cigna's Annual Report on Form 10-K for the year ended December 31, 2018 and Cigna's other filings with the U.S. Securities and Exchange Commission. Cigna undertakes no obligation to update or revise any forward-looking statement, whether as a result of new information, future events or otherwise, except as may be required by law.

1. "Adjusted income from operations," and "adjusted revenues" (See Pages 42-44 of Cigna's 2018 Annual Report on Form 10-K ("Form 10-K") for additional information on these non-GAAP measures and reconciliations of these non-GAAP measures to the most directly comparable GAAP measure.) are not determined in accordance with accounting principles generally accepted in the United States (GAAP) and should not be viewed as substitutes for the most directly comparable GAAP measures "shareholders' net income," "earnings per share" and "total revenues." We use adjusted income from operations as our principal financial measure of operating performance because management believes it best reflects the underlying results of our business operations and permits analysis of trends in underlying revenue, expenses and profitability.

THROUGH THE POWER OF CONNECTIONS, WE ARE ACCELERATING HEALTH CARE FOR EVERYONE.

Connecting solutions and services that drive better customer experiences and lower costs.

Cigna's proven approach to service integration allows us to connect the dots for our customers, delivering seamless care across their unique health care journeys. And through our combination with Express Scripts' pharmacy services, we now have an even more comprehensive view.

Our data-driven insights, combined with our clinical expertise, allow us to connect with customers in a more personalized way. This helps to ensure they get the right care in the right place at the right time, so they can get healthy and save money. Cigna delivered an industry-leading medical cost trend for the sixth year in a row; 3.6% in 2018.² In addition, Express Scripts delivered its lowest-ever commercial pharmacy trend of 0.4%.³



\$10,000

CIGNA CLIENTS WITH INTEGRATED BENEFITS CAN REDUCE ANNUAL MEDICAL COSTS BY UP TO NEARLY \$10,000 FOR INDIVIDUALS WITH CERTAIN CHRONIC CONDITIONS³

3.6%

CIGNA MEDICAL COST TREND²

0.4%

EXPRESS SCRIPTS COMMERCIAL PHARMACY TREND³

2. Includes all U.S. commercial employer funding arrangements.

3. Express Scripts, 2018 Drug Trend Report, February 2019.

4. Cigna 2018 National Book of Business study of medical customers who have Cigna pharmacy and behavioral benefits vs. those with Cigna basic behavioral. Average annual per member per year (PMPY) – individual client/customer results will vary and are not guaranteed.

Connecting body and mind to treat people as whole.

At Cigna, we are advocates for whole person health. Our approach to integration not only connects our health care solutions, it coordinates more personalized experiences which connect all aspects of our customers' health - body and mind. As a result, gaps in care are closed and customers feel more confident and connected with their providers.



Cigna's new brand initiative spotlights the importance of mental health as a key factor in overall health. It encourages everyone to go for their annual check-up, and be open with their doctor about anything they're feeling - physically and emotionally. Using the power of influencers, the new campaign brings together Queen Latifah, Nick Jonas and Ted Danson.



THE MANY DIMENSIONS OF WELLNESS.

Financial, Emotional, Environmental, Physical, Social, it's all connected.

53%

OF PEOPLE WHO ARE STRESSED ABOUT THEIR FINANCES SAY IT INTERFERES WITH THEIR FOCUS AND PRODUCTIVITY AT WORK⁵

1/3

OF PEOPLE WITH A CHRONIC CONDITION ALSO HAVE SYMPTOMS OF DEPRESSION⁶

LONELINESS CAN HAVE THE SAME IMPACT ON YOUR HEALTH AS SMOKING

15

CIGARETTES A DAY⁷

5. "Bank of America Merrill Lynch, 2017 Workplace Benefits Report."

6. WebMD, Dealing With Chronic Illnesses and Depression, August 2018.

7. Testimony before the US Senate Aging Committee, Julianne Holt-Lunstad, Ph.D., 2017.



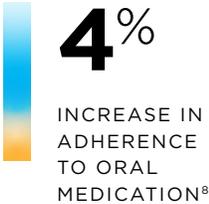
Connecting customers with more choice so they become more engaged in their health.

In an environment where some are restricting choice and access in order to lower costs, Cigna sees expanding customer choice as a way to improve engagement. So, we make it easier for customers to access the health services they need – when and where they need them.

- › Doctor’s offices
- › Urgent care centers
- › Hospitals and outpatient service centers
- › Retail settings
- › Employer clinics
- › One-on-one health coaching – onsite, online or over the phone
- › At home through digital platforms, such as telehealth

For example, Cigna now has more than 50,000 Cigna customers with WiFi-enabled at-home blood glucose monitors that are sharing data related to their blood sugars with their pharmacists every day. When one of our dedicated pharmacists detects an out-of-range blood sugar level, they immediately reach out to help the patient. Over time, we’ve seen meaningfully improved outcomes.⁸

IMPROVING DIABETES OUTCOMES THROUGH DATA-DRIVEN INTERVENTION



8. Express Scripts, Internal Diabetes Remote Monitoring Pilot Report, September 25, 2017.



Breakthrough innovations

Connecting with providers for better health outcomes and value.

For more than 10 years, Cigna has been a leader in creating Accountable Care Organization (ACO) arrangements, which incentivize providers to deliver care based on patient health outcomes, not the amount of care they provide. These programs seek to deliver lower costs and better overall health and experience for communities.

Today, Cigna has more than 650 collaborative care relationships with care providers.⁹ In addition, we exceeded our value-based care goal of having 50% of our Medicare and commercial health care provider payments through alternative payment arrangements in Cigna's top 40 markets by year-end 2018 – resulting in \$600 million in medical cost savings between 2013 and 2017.¹⁰

Provider satisfaction

These efforts to align incentives are improving quality and provider satisfaction, too.¹¹



SAY THE INSIGHTS AND GUIDANCE CIGNA PROVIDES HELP THEM IMPROVE PERFORMANCE AND OUTCOMES



SAY IT IS EASY TO DO BUSINESS WITH CIGNA



SAY THEIR RELATIONSHIP WITH CIGNA IS COLLABORATIVE AND CONSULTATIVE RATHER THAN TRANSACTIONAL

9. Cigna internal analysis of existing arrangements as of June 1, 2019.

10. Cigna January 2019 analysis of national Accountable Care program groups with effective dates from 2013 through 2017. Reimbursements already paid to groups are subtracted from the savings to reflect overall investment.

11. Cigna Accountable Care Organization (ACO) Experience Survey, September 2017.

Connecting with communities to reduce health gaps.

Cigna actively prioritizes community engagement to enable communities to fill health gaps that the health care system alone cannot. In 2018, we made an incremental investment of \$200 million in the Cigna Foundation and our communities.

As part of this investment, the Cigna Foundation committed \$25 million for a new, five-year community engagement initiative focused on the well-being of children around the world, with the first year committed to addressing food insecurities through a program called Healthier Kids for Our Future.¹²

In the United States, Cigna was the first in our industry to address the opioid epidemic – partnering with physicians, dentists and community leaders to change overprescribing patterns, and helping to reduce prescribed opioids to Cigna customers by 25% in less than two years. Cigna recently expanded our goal to reduce opioid overdoses by 25% among our customers in targeted communities by the end of 2021.¹³



Feeding Children Everywhere (FCE) awarded its Hunger Hero Award to the Cigna Fights Hunger Campaign, now in its fifth year. Cigna partners with FCE in its hunger projects, where Cigna employee volunteers pack meals.

25%

DECREASE IN PRESCRIBED OPIOIDS TO CIGNA CUSTOMERS IN LESS THAN TWO YEARS¹³



33,000

FREE HEALTH SCREENINGS PROVIDED BY THE HEALTH IMPROVEMENT TOUR SINCE 2016

Consistent with our commitment to promote wellness and help build healthier communities, Cigna continued the Health Improvement Tour, which, since the launch of the 2016 pilot, has delivered more than 33,000 free health screenings as of June, 2019.

12. Cigna Press Release, Cigna employees kick off \$25 million Healthier Kids for Our Future initiative by combatting childhood hunger globally, January 15, 2019.

13. Cigna Press Release, Cigna intensifies effort to curtail opioid epidemic by confronting opioid addiction and overdoses in U.S. communities, June 15, 2018.



Growing a healthier tomorrow

As part of Cigna's commitment to communities, the Cigna Foundation works with many nonprofit partners across the United States and around the world. We support programs that help the underserved overcome barriers to health and improve access to care.



Accelerating health through Cigna Connects: Corporate responsibility

Through the Cigna Connects corporate responsibility platform, we serve as a catalyst for action and a convener of stakeholders – customers, employees, physicians, client employers, government and community groups – who, together, can make a difference in the health care system. Cigna Connects supports Cigna’s mission and creates powerful connections that enable us to work closely with our stakeholders and earn their trust.

These connections positively impact the health of people, communities and the environment through responsible business practices, targeted corporate citizenship programs and services that meet individuals’ unique needs. We’re proud to report that in 2018, Cigna was recognized for its efforts and named to the Dow Jones Sustainability World and North America Indices for the second year in a row. These indices are among the most important global indicators of sustainability leadership.

Cigna fosters continual, interactive and transparent communication with our stakeholders to help us better understand what’s important to them, and each year we publish our annual Cigna Connects Corporate Responsibility Report that communicates our progress toward our environmental, social and governance objectives.

Recognition highlights and milestones

Among international growth milestones, Cigna New Zealand merged with OnePath, marking Cigna’s 100th year of operation in New Zealand, and Cigna’s long-term commitment to the New Zealand market.

Cigna was named to the 2018 Corporate Responsibility Magazine (CR Magazine) 100 Best Corporate Citizens List for the fourth consecutive year. Cigna is the only global health service company to appear on the 2018 list.

Express Scripts received honors reflecting its accomplishments in making prescription drugs safer and more affordable, including being named number one among PBMs with more than 20 million members in Pharmacy Benefit Management Institute’s 2018 PBM Customer Satisfaction Report and receiving Pharmacy Benefit Management Institute’s Excellence Award in Opioid Management Strategy.

Both Cigna and Express Scripts were recognized for their commitment to diversity and inclusion. Express Scripts was highlighted in U.S. Veterans Magazine as a Top Veteran-Friendly Company and Cigna was designated as a Military Friendly® Employer by Victory Media, which provides its list of Military Friendly Employers to service members and their families.

Cigna in Perspective

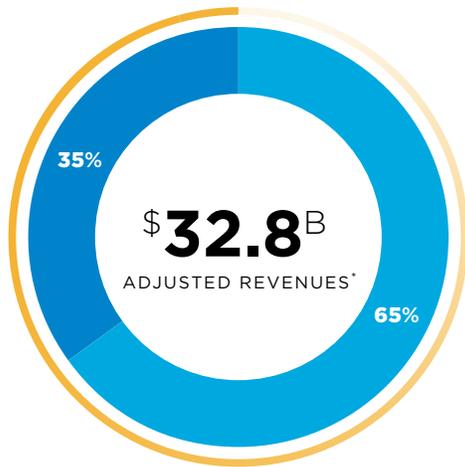
On December 20, 2018, we acquired Express Scripts in a cash and stock transaction valued at \$52.8 billion, creating an enterprise uniquely capable of transforming health care. As a result, we now report our results in the following segments: **Integrated Medical, Health Services** and **International Markets**. The remainder of our business is reported in **Group Disability and Other**. Detailed descriptions of product offerings can be found beginning on page three of our Annual Report on Form 10-K. Summarized below is a brief description of each business along with high-level financial information.

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. 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. This business consists of a Commercial operating segment and a Government operating segment. The Commercial operating segment serves employers and their employees and other groups. This segment provides deeply integrated medical and specialty offerings including medical, pharmacy, dental, behavioral health and vision, health advocacy programs and other products and services to insured and self-insured clients. The Government operating segment offers Medicare Advantage, Medicare Supplement and Medicare Part D plans to Medicare-eligible beneficiaries as well as Medicaid plans. This operating segment also offers health insurance coverage to individual customers both on and off the public exchanges.

Health Services consists of the Express Scripts Pharmacy Benefit Manager business beginning December 21, 2018 as well as Cigna's legacy home delivery operations. This business puts medicine within reach for patients, and helps providers improve access to prescription drugs by making them more affordable. The offerings of this business include: 1) clinical solutions that help patients manage prescription use to improve health outcomes and lower costs; 2) value programs that assist patients with chronic conditions where the treatment requires high-cost drugs; 3) home delivery services and retail pharmacy network administration; 4) specialty pharmacy services that focus on dispensing drugs that require a higher level of clinical service; 5) benefit design consultation and drug formulary management and; 6) integrated medical benefit management solutions that focus on driving adherence to evidence-based guidelines, improving the quality of customer outcomes and reducing the cost of care.

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.

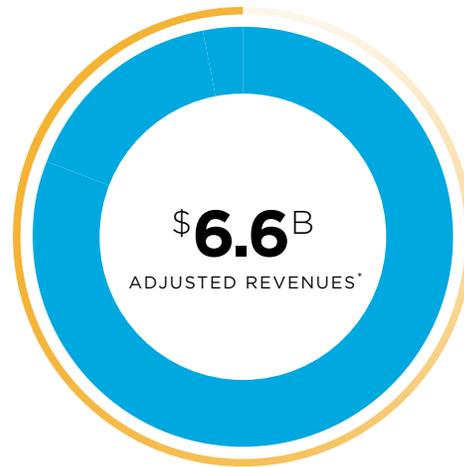
Group Disability and Other consists of our Group Disability and Life operating segment, along with COLI and certain run-off businesses. The Group Disability and Life operating segment provides insurance products and related services for group short-term and long-term disability, life, accident, voluntary and specialty coverages. 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.



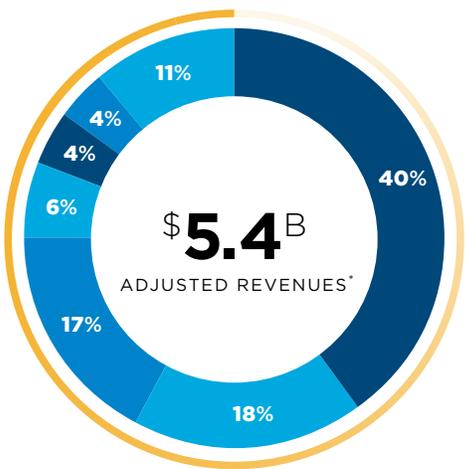
Integrated Medical

By line of business

- 65% Commercial
- 35% Government



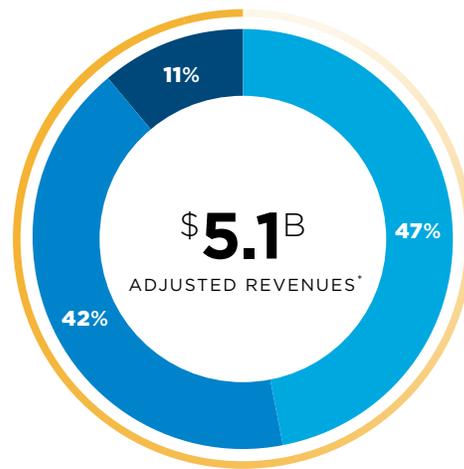
Health Services



International Markets

By country/region

- 40% South Korea
- 18% North America
- 17% Europe
- 6% Taiwan
- 4% Middle East
- 4% Hong Kong
- 11% Other



Group Disability and Other

By product line

- 47% Disability
- 42% Life
- 11% Other

* Our segments use "adjusted revenues," defined as total revenues excluding the following adjustments: revenue contributions from transitioning clients, special items, and Cigna's share of certain realized investments results of its joint ventures reported using the equity method of accounting. See page 42 of our Form 10-K for additional information.



Together, all the way.®

900 Cottage Grove Road, Bloomfield, CT 06002

Cigna.com

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