



growth with purpose

CIGNA INVESTOR PRESENTATION | FEBRUARY 4, 2021

Forward-looking statements

CAUTIONARY STATEMENT FOR PURPOSES OF THE “SAFE HARBOR” PROVISIONS OF THE PRIVATE SECURITIES LITIGATION REFORM ACT OF 1995

This presentation and oral statements made with respect to information contained in this presentation, may contain forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. Forward-looking statements are based on Cigna's current expectations and projections about future trends, events and uncertainties. These statements are not historical facts. Forward-looking statements may include, among others, statements concerning our projected adjusted income (loss) from operations outlook for 2021 on a consolidated, per share, and segment basis; projected adjusted revenue outlook for 2021; projected total medical customer growth over year end 2020; projected adjusted pharmacy scripts for 2021; projected medical care and SG&A expense ratios; projected consolidated adjusted tax rate; projected cash flow from operations; projected capital expenditures; future dividends; projected weighted average shares outstanding; projected growth beyond 2021; statements concerning our long-term projected consolidated adjusted income (loss) from operations on a per share basis, future financial or operating performance, including our ability to deliver affordable, personalized and innovative solutions for our customers and clients, including in light of the challenges presented by the COVID-19 pandemic; future growth, business strategy, strategic or operational initiatives; economic, regulatory or competitive environments, particularly with respect to the pace and extent of change in these areas; financing or capital deployment plans and amounts available for future deployment; our prospects for growth in the coming years; strategic transactions; and other statements regarding Cigna's future beliefs, expectations, plans, intentions, liquidity, cash flows, financial condition or performance. You may identify forward-looking statements by the use of words such as “believe,” “expect,” “plan,” “intend,” “anticipate,” “estimate,” “predict,” “potential,” “may,” “should,” “will” or other words or expressions of similar meaning, although not all forward-looking statements contain such terms.

Forward-looking statements are subject to risks and uncertainties, both known and unknown, that could cause actual results to differ materially from those expressed or implied in forward-looking statements. Such risks and uncertainties include, but are not limited to: our ability to achieve our strategic and operational initiatives; our ability to adapt to changes in an evolving and rapidly changing industry; the scale, scope and duration of the COVID-19 pandemic and its potential impact on our business, operating results, cash flows or financial condition, our ability to compete effectively, differentiate our products and services from those of our competitors and maintain or increase market share; price competition and other pressures that could compress our margins or result in premiums that are insufficient to cover the cost of services delivered to our customers; the potential for actual claims to exceed our estimates related to expected medical claims; our ability to develop and maintain satisfactory relationships with physicians, hospitals, other health service providers and with producers and consultants; our ability to maintain relationships with one or more key pharmaceutical manufacturers or if payments made or discounts provided decline; changes in the pharmacy provider marketplace or pharmacy networks; changes in drug pricing or industry pricing benchmarks; political, legal, operational, regulatory, economic and other risks that could affect our multinational operations; risks related to strategic transactions and realization of the expected benefits of such transactions, as well as integration difficulties or underperformance relative to expectations; dependence on success of relationships with third parties; risk of significant disruption within our operations or among key suppliers or third parties; our ability to invest in and properly maintain our information technology and other business systems; our ability to prevent or contain effects of a potential cyberattack or other privacy or data security incident; potential liability in connection with managing medical practices and operating pharmacies, onsite clinics and other types of medical facilities; the substantial level of government regulation over our business and the potential effects of new laws or regulations or changes in existing laws or regulations; uncertainties surrounding participation in government-sponsored programs such as Medicare; the outcome of litigation, regulatory audits, investigations; compliance with applicable privacy, security and data laws, regulations and standards; potential failure of our prevention, detection and control systems; unfavorable economic and market conditions, stock market or interest rate declines, risks related to a downgrade in financial strength ratings of our insurance subsidiaries; the impact of our significant indebtedness and the potential for further indebtedness in the future; unfavorable industry, economic or political conditions; credit risk related to our reinsurers; as well as more specific risks and uncertainties discussed in our most recent report on Form 10-K, as supplemented by our Form 10-Q for the quarter ended March 31, 2020, and subsequent reports on Forms 10-K, 10-Q and 8-K available through the Investor Relations section of www.cigna.com. You should not place undue reliance on forward-looking statements, which speak only as of the date they are made, are not guarantees of future performance or results, and are subject to risks, uncertainties and assumptions that are difficult to predict or quantify. 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.

Non-GAAP measures and other key financial information

NON-GAAP MEASURES AND OTHER KEY FINANCIAL INFORMATION

Throughout this presentation, the term “adjusted earnings” means adjusted income from operations and “adjusted earnings per share” or “adjusted EPS” means adjusted income from operations on a diluted per share basis. At the consolidated level, “adjusted income from operations” and “adjusted revenues” are 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 measures, shareholders’ net income and total revenues, respectively.

Adjusted income (loss) from operations is defined as shareholders’ net income (loss) excluding the following adjustments: net realized investment results, amortization of acquired intangible assets, and special items. Special items are items that management believes are not representative of the underlying results of operations due to the nature or size of these matters, such as integration and transaction related costs and litigation matters. Adjusted income (loss) from operations is measured on an after-tax basis for consolidated results and on a pre-tax basis for segment results. Adjusted income (loss) 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.

Adjusted revenues is defined as total revenues excluding net realized investment results from equity method investments and special items. We exclude these items from this measure because they are not indicative of past or future underlying performance of the business. As previously disclosed, beginning in 2020, the Company no longer excludes earnings contributions from transitioning pharmacy benefit management clients Anthem Inc. and Coventry Health Care, Inc. (the “transitioning clients”) from its adjusted metrics, as the transition for those clients was substantially completed as of December 31, 2019.

The appendix slide titled “Definitions of Key Financial and Business Terms” includes definitions of other financial or business metrics referenced in this presentation, including adjusted pharmacy scripts, medical care ratio, SG&A expense ratio, customer relationships, and adjusted tax rate.

Note Regarding Outlook

Management is not able to provide a reconciliation of adjusted income from operations to shareholders’ net income (loss) or adjusted revenues to total revenues on a forward-looking basis because we are unable to predict certain components thereof including (i) future net realized investment results (from equity method investments with respect to adjusted revenues) and (ii) future special items. These items are inherently uncertain and depend on various factors, many of which are beyond our control. As such, any associated estimate and its impact on shareholders’ net income and total revenues could vary materially.

As previously disclosed, beginning in 2020, the Company will no longer exclude contributions from transitioning clients from its adjusted metrics, as the transition for those clients was substantially complete as of December 31, 2019.

The Company’s 2021 outlook excludes the potential effects of any business combinations that may occur after the date of this presentation. Additionally, the Company’s 2021 outlook includes the potential effects of future share repurchases and anticipated 2021 dividends.

Note Regarding Share Repurchases and Dividends

The timing and actual number of shares repurchased will depend on a variety of factors, including share price, general business and market conditions, and alternate uses of capital. Our share repurchase program may be effected through open market purchases in compliance with Rule 10b-18 under the Securities Exchange Act of 1934, as amended, including through Rule 10b5-1 trading plans, or privately negotiated transactions. The program may be suspended or discontinued at any time.

On January 6, 2021, Cigna announced that its Board of Directors had instituted a quarterly cash dividend. Cigna currently intends to pay regular quarterly dividends, with future declarations subject to approval by its Board of Directors and the Board’s determination that the declaration of dividends remains in the best interests of Cigna and its shareholders. The decision of whether to pay future dividends and the amount of any such dividends will be based on the Company’s financial position, results of operations, cash flows, capital requirements, the requirements of applicable law and any other factors the Board of Directors may deem relevant.

table of contents

- Purpose and mission
- Accelerated strategy
- 2020 accomplishments
- 2021 guidance update
- Longer term targets

our purpose and mission

A global health service
company dedicated to
improving the **health,**
well-being and **peace**
of mind of those we serve.



Our accelerated enterprise strategy

Champions for affordable, predictable, and simple health care



MAKING IT affordable

We build on our leading, differentiated position to lower the total cost of care.

MAKING IT predictable

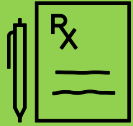
We take surprise out of the system and help people make informed health care choices.

MAKING IT simple

We make it easier for the people we serve to get the care they need.

MACRO FORCES

the health care landscape is evolving



Pharmacological
innovations



Mental and
physical health
connection



Access to care



we will change healthcare



Deliver differentiated value: affordable, predictable and simple solutions

- Retain, deepen and add business



Innovate and partner

- New innovations create more value
- Partnerships support innovation or addressable market expansion



Expand addressable market

- Geographies, buying groups and offerings

2020 accomplishments

- Significant support for customers, clients, providers, partners, communities and employees through COVID-19 pandemic
- Very high employee and leadership retention and engagement levels
- Launched Evernorth as we accelerated our strategy
- Important leadership changes to align our capabilities and operationalize our strategy
- Drove Evernorth adjusted revenue growth of 21% and adjusted script growth of 23% over 2019
- Delivering shareholder synergies; on track for >\$600M run-rate in 2022
- Achieved our deleveraging target with a debt to capitalization ratio < 40%
- Announced initiation of a meaningful quarterly dividend of \$1 per share on January 6, 2021
- Delivered Medicare Advantage membership growth of 18% over 2019
- Launched partnership with Prime Therapeutics in April and expanded for 2021; launched Amazon Prime partnership with Inside Rx®



Delivered strong adjusted revenue and cash flow from operations while delivering on adjusted EPS target

2021 Outlook

Adjusted EPS

at least \$20.00

Additional Metrics

Adjusted Revenues: at least \$165B

Total Medical Customer Growth:
at least 325,000 customers

2021 Adjusted Pharmacy Scripts:
at least 1.55 billion scripts

Key Ratios

Medical Care Ratio: 81% to 82%

SG&A expense ratio: 7.5% to 8.0%

Adjusted tax rate: 22.5% to 23.5%

Adjusted Income from Operations

Enterprise, after-tax: at least \$6.95B

Evernorth, pre-tax: at least \$5.6B

U.S. Medical, pre-tax: at least \$3.8B

Capital Deployment

Cash Flow from Operations: at least \$7.5B

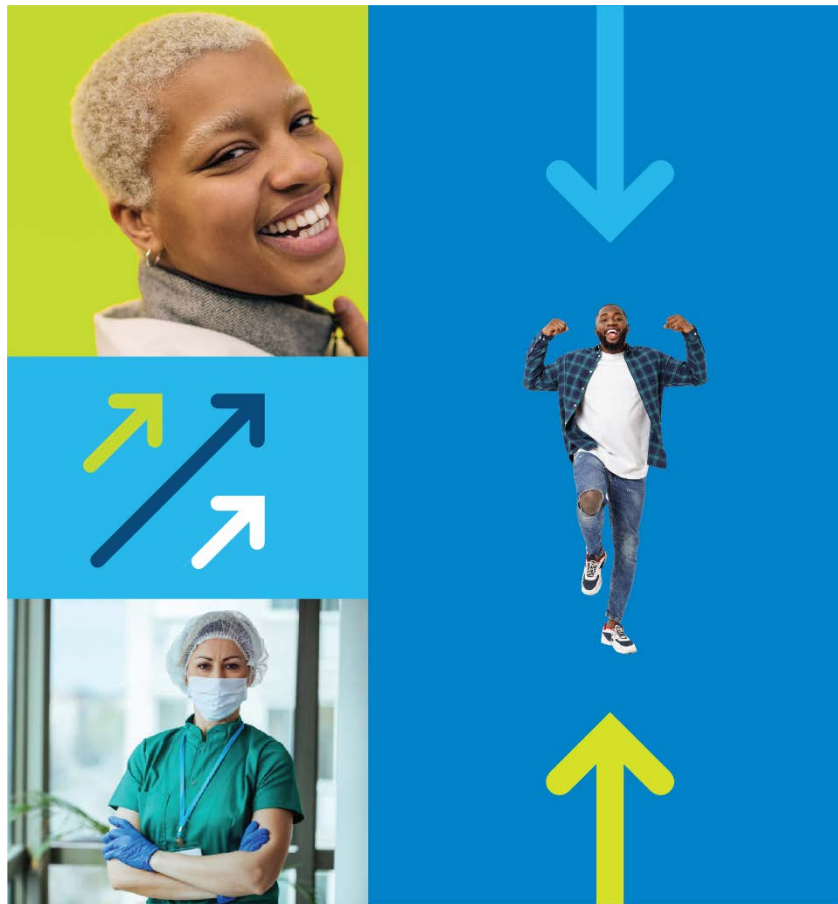
Capital Expenditures: ~ \$1B

Shareholder Dividends: ~ \$1.4B

Weighted Average Shares Outstanding: 346M to 349M

Adjusted EPS growth targets

	Long-term adjusted EPS outlook
Earnings contribution	6% to 8%
Accretive capital deployment	4% to 5%
Total adjusted earnings per share	10% to 13%



We look forward
to sharing more
at our upcoming
Investor Day on
March 8

appendix

Appendix

Definitions of Key Financial and Business Terms

For Evernorth **adjusted pharmacy scripts**, non-specialty network scripts filled through 90-day programs and home delivery scripts are multiplied by three. All other network and specialty scripts are counted as one script. For 2019, adjusted pharmacy scripts do not include script volumes associated with transitioning clients .

Medical care ratio represents medical costs as a percentage of premiums for all U.S. commercial risk products, including medical, pharmacy, dental, stop loss and behavioral products provided through guaranteed cost or experience-rated funding arrangements, as well as Medicare Advantage, Medicare Part D, Medicare Supplement, Medicaid, and individual on and off-exchange products, within our U.S. Medical segment.

SG&A expense ratio represents enterprise selling, general and administrative expenses excluding special items and expenses from transitioning clients, as a percentage of adjusted revenue at a consolidated level.

Adjusted tax rate is defined as the consolidated income tax rate applicable to the Company's pre-tax income excluding net realized investment results, amortization of acquired intangible assets, special items, and transitioning clients. Adjusted tax rate is not determined in accordance with GAAP and should not be viewed as a substitute for the most directly comparable GAAP measure, "consolidated effective tax rate." Management is not able to provide a reconciliation to the consolidated effective tax rate on a forward-looking basis because we are unable to predict, without unreasonable effort, certain components thereof including (i) future net realized investment results and (ii) future special items.

Total medical customers includes individuals in Cigna's U.S. Medical and International Markets segments who meet any one of the following criteria: are covered under a medical insurance policy, managed care arrangement, or service agreement issued by Cigna; have access to Cigna's provider network for covered services under their medical plan; or have medical claims and services that are administered by Cigna. International Markets medical customers excludes medical customers served by less than 100% owned subsidiaries."