

Cigna GROUP
**IMPORTANT NOTICE REGARDING CONFIDENTIALITY AND DISCLOSURE
PROTOCOLS FOR VICTIMS OF DOMESTIC VIOLENCE RESIDING IN NEW YORK**

New York Insurance Law §2612 prohibits discrimination against an individual that is or has been a victim of domestic violence. This law also directs insurers that receive a valid order of protection to keep confidential and not disclose the address and telephone number of the victim of domestic violence or the address and telephone number of any child residing with the victim.

Request for Confidentiality

To request that Cigna keep confidential and not disclose:

- the address and telephone number of the victim of domestic violence or any child residing with the victim; and
- the name and address, and telephone number of a person providing covered services to the victim, to:
 - a policyholder; or
 - another insured covered under the policy against whom the victim has a valid order of protection;

Cigna must receive a valid order of protection along with the request.

Send the request and a valid order of protection to: Cigna Consumer Advocacy
1601 Chestnut Street, TL16D
Philadelphia, PA. 19192

Please call 215.761.6309 with any questions.

Request to receive claim related information by alternative means or at alternative locations

You may also make a reasonable request to receive communications of claim related information by alternative means or at alternative locations.

To make such a reasonable request:

- Write us at: Cigna Consumer Advocacy
1601 Chestnut Street, TL16D
Philadelphia, PA. 19192;
- Email us at: CGIConsumerAdvocacy@cigna.com; or
- Call us at: 215.761.6309.

Request to revoke a reasonable request

You may request a revocation of your reasonable request by providing us with a sworn statement revoking the request. You may send your request to: Cigna Consumer Advocacy

1601 Chestnut Street, TL16D
Philadelphia, PA. 19192

New York State Domestic and Sexual Violence Hotline

The phone number for the Hotline is: 1-800-942-6906. The Spanish language number is 1-800-942-6908. In NYC dial 1-800-621-HOPE (4673) or dial 311.