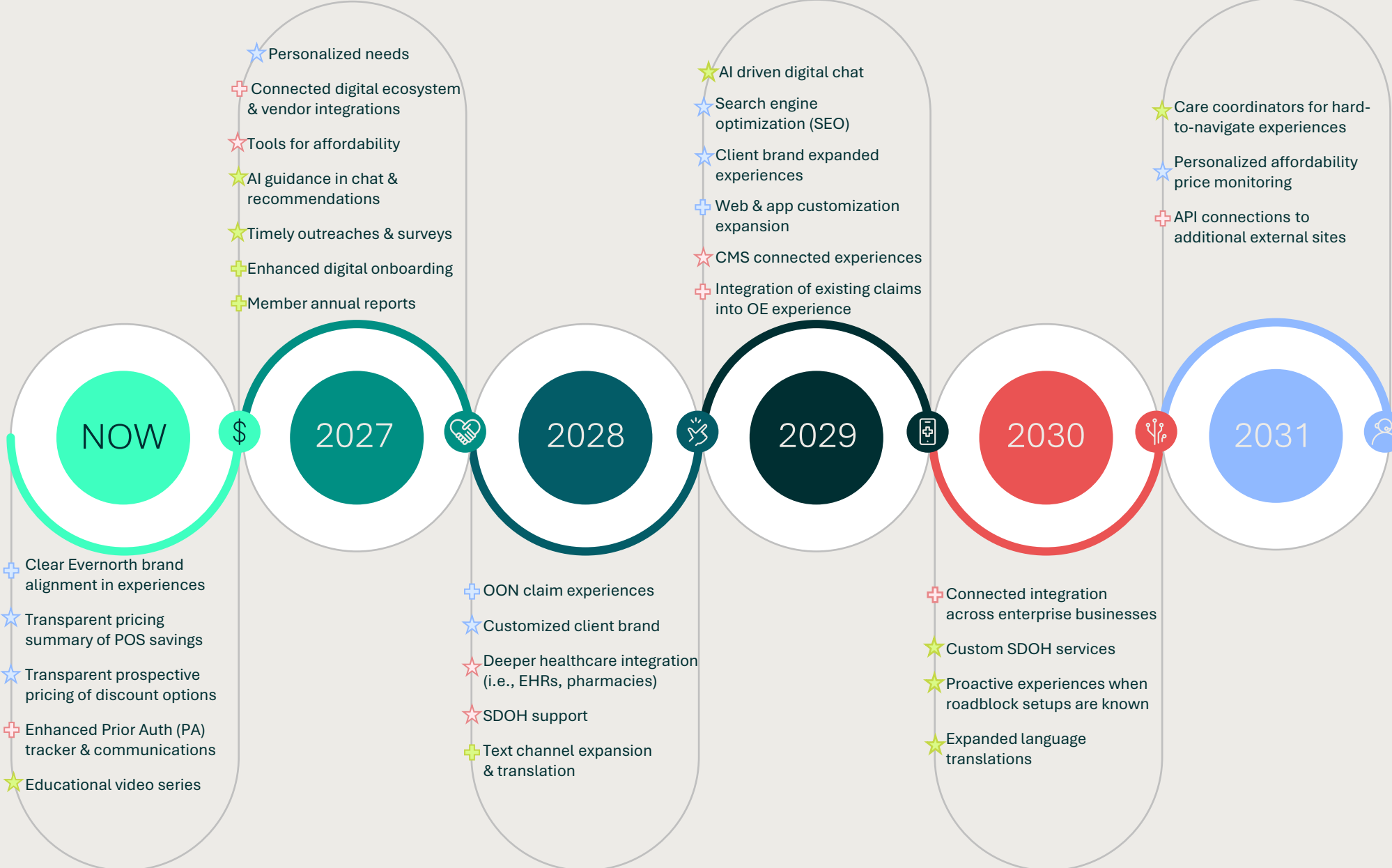


5-year member experience roadmap*

*Years shown indicate the year in which members will start to see new experiences, with most going live Jan. 1 of that year. All dates and items on this roadmap are subject to change at any time as priorities or circumstances evolve.

Goals: ● BETTER VALUE | ● EASIER ACCESS | ● STRONGER SUPPORT

★ NEW + ENHANCEMENT



01 Better Value
 Improve members' perception of value and trust in their benefit plan through brand awareness, visibility to affordability and transparency options

02 Easier Access
 Drive toward expanding reach to members and seamless connections to improve ease of access through reachability and connected ecosystem

03 Stronger Support
 Provide better support by informing members through timely, easy interactions through enhanced and new experiences that remove barriers to care