

# Who are you going to call?



Please use the following table to identify the appropriate contact for making updates, confirming coverage or handling your specific questions and concerns. Contact details are provided throughout the document.

What do I need to do?	Contact
<b>General</b>	
<ul style="list-style-type: none"> <li>• Update personal contact information, including bank account data, email and address changes</li> <li>• Report an annuitant / survivor / dependent death or other life events</li> <li>• Review/confirm or change (if permitted) benefits coverage</li> <li>• Update dependent or beneficiary information</li> </ul>	<p>Your Total Rewards portal (<a href="https://digital.alight.com/iolemc">digital.alight.com/iolemc</a>) or Pension &amp; Benefits Centre at 1-855-722-0355</p>
<ul style="list-style-type: none"> <li>• Help with:                             <ul style="list-style-type: none"> <li>○ PIN and/or password for accessing Your Total Rewards</li> <li>○ Your Total Rewards mobile application</li> <li>○ Reporting a death of annuitant and / or dependent</li> </ul> </li> </ul>	<p>Contact Pension &amp; Benefits Centre at 1-855-722-0355 / +1-872-763-2347 (outside Canada), between 10 a.m. and 6 p.m. ET, Monday through Friday.</p>
<ul style="list-style-type: none"> <li>• Request a verification of employment letter</li> </ul>	<p>Create a Help Request ticket at Your Total Rewards portal (<a href="https://digital.alight.com/iolemc">digital.alight.com/iolemc</a>) or call the Pension &amp; Benefits Centre at 1-855-722-0355</p>
<b>Pension</b>	
<ul style="list-style-type: none"> <li>• Inquire about amount of pension, adjustments, corrections, etc.</li> <li>• Inquire about pension payroll matters and tax withholding.</li> </ul>	<p>Create a Help Request ticket at Your Total Rewards portal (<a href="https://digital.alight.com/iolemc">digital.alight.com/iolemc</a>) or call the Pension &amp; Benefits Centre at 1-855-722-0355</p>
<ul style="list-style-type: none"> <li>• Defined Contributions (DC) pension account disposition (only for ExxonMobil retirees with historic DC pension accounts not yet closed out)</li> </ul>	<p>Sun Life Web portal (<a href="https://mysunlife.ca">mysunlife.ca</a>) or 1-866-896-6976</p>
<ul style="list-style-type: none"> <li>• Enquiries regarding your T4A slip from <b>2024</b> onwards</li> </ul>	<p>Create a Help Request ticket at Alight's YTR portal or call the P&amp;B Centre</p>
<ul style="list-style-type: none"> <li>• Pay statements and tax slips requests prior to 2024</li> </ul>	<p>Contact Payroll mailbox: <a href="mailto:canada.payroll.assistance@exxonmobil.com">canada.payroll.assistance@exxonmobil.com</a></p>

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<b>Health and Dental</b>	
<ul style="list-style-type: none"> <li>• Clarify coverage details, eligibility rules, coordination-of-benefits protocols</li> <li>• Confirm status of specifics claims; request review/explanation of claim denials</li> <li>• Obtain information about prescription drug formulary (coverage and alternatives)</li> <li>• Verify eyeglass or dental recall exam eligibility dates</li> <li>• Print/obtain personalized claim forms</li> <li>• Request a prescription drug card</li> <li>• Submit a health and/or dental claim</li> </ul>	<p>Sun Life Web portal (<a href="http://mysunlife.ca">mysunlife.ca</a>) or 1-866-896-6976</p>
<ul style="list-style-type: none"> <li>• Complete annual re-enrollment and ask any related questions re options/costs</li> <li>• Questions regarding pension payroll benefit deductions or taxable benefits associated with benefits coverage</li> <li>• Direct Billing of benefits premiums</li> </ul>	<p>Contact Pension &amp; Benefits Centre at 1-855-722-0355 / +1-872-763-2347 (outside Canada), between 10 a.m. and 6 p.m. ET, Monday through Friday</p>
<p>Out-of-province or out-of-country coverage:</p> <ul style="list-style-type: none"> <li>• Initiate support; specific claims questions and follow-ups for out-of-province or out-of-country coverage.</li> </ul>	<p>Global Excel Management (GEM). In the US and Canada: 1-800-511-4610 Elsewhere, call collect: 1-519-514-0351 Fax: 1-509-514-0374</p>
<b>Life Insurance coverage</b>	
<ul style="list-style-type: none"> <li>• Clarify coverage, verify/change beneficiaries</li> <li>• File claims (or for estates to make claims)</li> </ul>	<p>Create a Help Request ticket at Your Total Rewards portal (<a href="http://digital.alight.com/iolemcc">digital.alight.com/iolemcc</a>) or call the Pension and Benefits Centre at 1-855-722-0355</p>

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What do I need to do?	Contact
<b>Escalations</b>	
Pension & Benefits Centre phone call <ul style="list-style-type: none"> <li>Escalate a phone call which was not responded in the expected timeline or with a satisfactory resolution</li> </ul>	Call the Pension and Benefits Centre back and request the item to be researched further as no solution was provided.  Request to get a call back from the customer care supervisor so the caller can be explicit on the concern and services received.
Pension & Benefits Centre Ticket in Your Total Rewards portal <ul style="list-style-type: none"> <li>Escalate a ticket which was not responded in the expected timeline or with a satisfactory resolution</li> </ul>	Reply to the ticket that you need to escalate with the subject <b>URGENT/ESCALATION</b> and clearly state the concern/question
Sun Life <ul style="list-style-type: none"> <li>Escalate a phone call or Sun Life website inquiry where the response was not provided or resolution is not satisfactory</li> </ul>	Call Sun Life Centre back and request the item to be researched further as no solution was provided.  Request to be redirected to <b>Resolution Case Manager</b> so the caller can be explicit on the concern and services received.
Sun Life website <ul style="list-style-type: none"> <li>Escalate through the chat box interaction where the response was not provided or resolution is not satisfactory directly through the chat box</li> </ul>	Through the Chat box on the website, members can request a <b>call back</b> through the Chat feature.
<b>Others</b>	
<ul style="list-style-type: none"> <li>Annuitant Club Enrollment</li> </ul>	Complete the "Annuitant Club Membership Application" form in the "Forms and Materials" section and create a Help Request ticket at Your Total Rewards portal to submit completed form
<ul style="list-style-type: none"> <li>Higher Education Awards</li> </ul>	Universities Canada (UC) 613-563-1236, ext. 203, or toll-free 1-866-848-7299 E-mail to <a href="mailto:awards@univcan.ca">awards@univcan.ca</a>