



Aetna Retirees Association, Inc
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News

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AETNA ANNUAL SHAREHOLDER MEETING

JUNE 2017

Aetna's Annual Shareholder meeting was held May 19th in Chicago. John Lang, a former Aetna employee and current ARA member represented us at the meeting. Following is his report to the ARA with his impressions of the meeting. His prepared remarks can be found on page 2.

The meeting was called to order by Chairman Bertolini at 9:30 AM. The Chairman reported a very successful financial year in 2016 with revenues of \$53 billion and net income of \$2.2 billion. Membership growth was strong, resulting in 23.1 million members. Aetna continues to serve its Medicare member base, providing services that emphasize healthcare results and supplemental wellness services.

Individual commercial membership associated with the Affordable Care Act continued its deteriorating performance level leading to 2016 losses in excess of \$400 million. Aetna is managing its exposure to this market and expects losses of \$200 million in 2017. The Company is committed to serving the needs of America's population requiring individual insurance and is working to produce affordable products to this market while avoiding large losses to our shareholders.

The first quarter financial results provided an indication of a strong 2017 annual performance.

Key business proposals were all passed. Three Directors are retiring. The Nominating Committee is focused on recruiting younger members with the necessary skill sets which are required for Aetna to remain an industry leader in this period of constantly shifting barriers and an exponentially expanding digital environment. KPMG was re-elected auditor, and requested changes to employee incentive plans were approved.

Upon adjournment of the business meeting, Chairman Bertolini entertained questions and comments from the floor. The Aetna Retirees Association prepared a strong statement of support which was very enthusiastically received by

attendees and Chairman Bertolini. Following the meeting, a number of Senior Executives expressed their appreciation for ARA's support and joined the Chairman in expressing their admiration for the innovation and solid business model they had inherited from the Aetna retirees.



Chairman Bertolini with John Lang

AETNA ANNUAL SHAREHOLDER MEETING (Continued)

Following is a transcript of John Lang's remarks that he read and were recorded into the minutes.

Good morning Mr. Chairman. My name is John Lang and I am here representing the Aetna Retirees Association. My appointment as representative and proxy was voted upon on April 10, 2017 and this action has been duly communicated to the Corporate Secretary in a letter dated April 24, 2017.

The Aetna Retirees Association, or ARA, has no questions this year, but has asked that I deliver a statement of respect and support for Aetna, and that this statement be delivered in person at this annual meeting to be shared with the Directors, executives and shareholders.

As you are aware, the establishment of the Aetna Retirees Association several years ago, was motivated by what the retirees felt was a breakdown in constructive communication between Aetna and its retirees. The association was intended to bridge that gap, which has been a successful endeavor, particularly with the current administration. There are regularly scheduled meetings between the Board of ARA and Aetna's Human Resources Department which has resulted in a relationship likely unequalled by any other corporation and its retirees.

For years the ARA representative presented questions or concerns at the annual meeting and I was honored to fill that role for several of the last few years. Fortunately, it has become increasingly difficult to identify appropriate issues to bring to the annual meeting due to the high quality of communication and co-ordination between the Aetna and the ARA Board. Examples range from dialogue with legal/government relations to the addition of "Silver Sneakers" to the Medicare Advantage plan for retirees.

That remains the case today. However the ARA Board felt that a formal recognition of the strength of the relationship formed between Aetna and the ARA should be recognized and that Aetna's strong support of the welfare of its retirees should be reciprocated by a show of support by all Aetna retirees for the Company we so admire. In conclusion we wish to commend you, Mr. Chairman, and all of the current Aetna team for continuing the integrity and professionalism we worked so hard to achieve to make Aetna the gold standard of the industry, standards that we recognize have become increasingly challenging in a healthcare environment that often defies clear definitions and goals. Thank you.

SILVER SNEAKERS

by Sharon Reed

Silver Sneakers! I've been a big fan for many years . . . just was not able to take advantage of the free fitness program - until now. Starting in 2017, Aetna began offering Silver Sneakers to its senior members. While Aetna could benefit from reduced medical costs from us having a healthy lifestyle, our benefits as members should far surpass that by encouraging and facilitating us to do balance exercises to keep us mobile, strength training to keep our bones strong and cardio to keep our hearts healthy so hopefully we can enjoy life longer.

Since joining the program in 2017, I have joined 3 gym/fitness centers - one in Florida and two in Connecticut. They all have different offerings and each member needs to review their own fitness goals in order to select the fitness center that partners with what one is seeking to accomplish.

In Florida, I joined the National Training Center where they train athletes for the Olympics as well as other fitness challenges. As part of their program, they offered me a one-hour evaluation which included tailoring an exercise plan especially for me that incorporated the areas that were important to me. Once I was comfortable with the regime, I was able to sit with a different instructor to "kick it up a notch" and learn some new machines. This fitness center also offers fitness classes specifically for Silver Sneakers but allow you to participate in any fitness class.

I share these details because all gyms and fitness centers that offer Silver Sneakers operate differently. For instance, in Connecticut I joined two gyms - one in my town that was convenient for everyday gym use and one that is about a half hour ride but offers the 75-foot indoor pool for my swimming. They also offer instructor-led classes and special Silver Sneakers classes as well.

The local gym has all the equipment I was looking for but they do not offer instructor-led classes to Silver Sneakers participants - instead they offer virtual training classes on a big screen. Still, it's a great place to go on a rainy day when I can't walk or ride a bike.

It is easy to join a gym but note that you need to find one that accepts Silver Sneakers - if in doubt, call the facility. You need to bring your Silver Sneakers card that was mailed to you in early 2017. All the gyms I joined provided me with a membership card that contained a code that allows the gyms to be reimbursed for my utilization of their facility each time I visit.

So if you have been thinking about looking into this "perk" that Aetna provided us, please walk - or run - to a gym near you. A couple of side effects - it promotes good brain health and increases your "happy factor."



As you communicate with a retiree, retiree group or a colleague, we encourage you to provide them with information and the benefits of joining ARA. Please refer any prospective members to our website at www.aetnaretirees.com for additional information and an application form. Further, you may encourage prospective members to contact any Board Member for additional information. If, however, a retiree or colleague does not wish to become an active member and would still like to hear what we are doing, please have them state “communications only” on the application. We will send them our communications.

CONTACT ARA!

We welcome your comments, questions, ideas and letters to the editor. See mail and website addresses on page 1.

Marilyn Wilson, Editor