Lucent Technologies
Bell Labs Innovations

Alumni Connection

Important information for retirees and alumni of Lucent *February 2004*

SPECIAL EDITION: Pension Service Center News

As previously announced, Lucent will move the administration of its Pension Service Center to CitiStreet, effective April 1, 2004.

With the move to CitiStreet, you'll be able to take advantage of some exciting enhancements and more features than you've had available in the past, including:

- An easy-to-use, cost-effective Web site, making your pension information faster and more convenient to access,
- A new, more detailed pension statement, and
- A dedicated team of customer service specialists whom you can call for assistance.

This edition of *Pension Service Center News* provides you with more details on these new enhancements.

Pension Information at Your Fingertips: Convenient, Easy-to-Use Web Site

Beginning April 1, 2004, you'll have access to your pension information online and be able to perform transactions on the Web for the first time. Some of the things you'll be able to do online include:

- View a summary of your most current pension payment;
- View your pension payment detail, beginning with your April 1, 2004 payment;
- Review and update your phone number and home address information; and
- Print forms.

We'll be providing more information on how to access the new Web site in the next issue of *Alumni Connection*, which will arrive closer to the time the site becomes available.

continued on back

In This Edition …

This *Pension Service Center News* is the second in a series of special communications on the move to our new Pension Service Center vendor, CitiStreet. This edition focuses on some new features and enhancements that will be available beginning April 1. The next edition, to be included in your April pension statement, will provide more details on how to access these easy-to-use tools. You can also access information about the move to CitiStreet and related topics on the Alumni Center Web site at: **www.lucent.com/alumni.**

Watch for Your April 1st Payment

Your April 1st pension payment from Citibank will arrive in a white window envelope with the following message on the front: **"Important Information: Open Immediately."** The Lucent logo will appear in the return address window, which will also display a Jacksonville, Florida return address.

New Pension Statements to Provide More Information

You'll notice a new look for your statement, with more details than before.

The new statements are designed to give you a snapshot of what's included in your pension benefit, as well as provide a history of your payments (beginning with your April 1, 2004 payment). You'll also be able to see more details on any deductions that have been made for taxes or other benefits. In the near future, much of this same information will also be available to you on the new Web site.

Watch for a special insert with your April payment that will explain your new statement and help you understand the information that is shown.

At Your Service

With the move to CitiStreet on April 1, you'll be able to go to the new Web site for nearly all of your pension-related benefit needs. You'll also be able to call an automated phone system for certain requests. The Web site, as well as the automated phone system, will be available Monday through Saturday from 6 a.m. to 2 a.m. (Eastern time), and on Sundays from 6 a.m. to midnight.

If you need assistance with an issue that you're unable to resolve online, you can call the Pension Service Center at a new phone number. Lucent customer service specialists will be available on weekdays during certain hours to answer questions and help you.

More Details to Come

Look for more updates in next month's *Alumni Connection*, which will give you information on how to access the new Web site, as well as the new phone number and hours of operation for the Pension Service Center.