Lucent Technologies
Bell Labs Innovations

Alumni Connection

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

SPECIAL EDITION: Pension Service Center News

On April 1, 2004, we will have completed our move to CitiStreet, our new vendor for the Pension Service Center. As previously communicated, there is a new Web site available, as well as a new phone number for the Pension Service Center. Effective April 1, you will be able to access your pension information one of two ways:

- Log on to the new Web site at http://lucentpension.csplans.com; or
- Call the Lucent Pension Service Center toll-free at 1-866-429-5764. (For the hearing impaired, the TDD number is 1-866-429-5765).

The Web site and automated phone system are 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, customer service specialists will be available Monday through Friday from 8 a.m. to 8 p.m. (Eastern time).

Accessing Your Information

A Word about Security

Lucent and CitiStreet take security issues seriously, particularly when it comes to your personal information. The new Web site has a number of security features designed to protect the confidentiality of your data. The site uses VeriSign Global Certificates technology, a recognized Internet security product. This technology protects your data so that no one can access your information except you.

In addition, be sure to log off the Web site when you are finished making inquiries or requests. Note: For your protection, the Web site will automatically log you off after 20 minutes if there has been no activity.

Your PIN Gets You In

When you log on to the new Lucent Pension Web site or call the new Lucent Pension Service Center phone number, you'll need your Social Security number and your Personal Identification Number (PIN). Your temporary PIN will be the last four digits of your Social Security number.

For added security, the first time you log on to the Web site or call the Pension Service Center, you'll be asked to change your temporary PIN to a four- to eight-digit number that only you will know. Be sure to choose a PIN that is not readily identifiable and that only you are likely to know. You'll use the same PIN to log on to the Web site and call the Pension Service Center.

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What's Inside …

This is the third and final edition of *Pension Service Center News*. This issue provides an update to the Prescription Drug Program, as well as the contact information for the new Web site and the Lucent Pension Service Center, available beginning April 1.

Also enclosed in this mailing is your first pension benefit payment processed by CitiStreet, our new vendor, and a guide to reading the new, more detailed information shown on your check.

You can also access information about the move to CitiStreet and related topics on the Alumni Center Web site at: **www.lucent.com/alumni**.

Internet Browser Requirements

To access the new CitiStreet Web site, you'll need to have the appropriate Web browser on your PC. You'll need Internet Explorer 5.x or Netscape Navigator 4.7 or higher. However, the site does not support Netscape 6.0. You must also enable JavaScript and cookies in order to use the site.

It's a good idea to write your PIN down, so that you'll have it handy whenever you need it. If you forget your PIN or lose it, you can request a new PIN on the Web site or through the new Pension Service Center automated phone system.

A Snapshot of New Pension Features

What You Can Do Online	What You Can Do by Calling the PSC
• View a summary and status of your most current pension payment; • View your pension payment detail, which will begin with your April 1 payment; • Review and update your phone number and home address information; • Change your PIN or request a new PIN; and • Print forms.	**Automated Phone System** • Change your PIN or request a new PIN; and • Request forms. **Customer Service Specialist** • Ask questions about your pension benefit.

Need Assistance?

- **If you're having technical difficulties accessing the Web site,** please contact your Internet service provider directly.
- **If you're having difficulty logging on or navigating the Web site,** you can call the Lucent Pension Service Center toll-free at 1-866-429-5764 (for the hearing impaired, the TDD number is 1-866-429-5765) and speak with a customer service specialist who can assist you.

Albertsons Joins Lucent Customer Retail Pharmacy Network

Effective February 19, 2004, Albertsons is participating in the Lucent Custom Retail Pharmacy Network. This means that employees covered by the Lucent Prescription Drug Program (i.e., those enrolled in a POS plan or the Traditional Indemnity) will now be able to fill prescriptions at Albertsons and receive in-network benefits.

Albertsons chains include more than 2,000 stores in 31 states, with pharmacies also located in Acme, Jewel-Osco, Lucky, Osco, Sav-On, Max Foods, Super Saver and Seessel's.

To find out if Albertsons is near you, or to locate another pharmacy in the Lucent Custom Retail Network, visit the Medco Health web site at: http://www.medcohealth.com, or call Medco Health Member Services at 1-800-336-5934.

Please note that if you are enrolled in an HMO, your prescription drug benefits are administered by your HMO and not by the Lucent Prescription Drug Program.