

June 8, 2010

Dear Pension Plan Participant:

We are writing to remind you about the services available to you through the Banner Health Retirement Service Center regarding your pension benefit under the Pension Plan and Trust.

As a reminder, **you can now access your pension benefit online at any time through our website at [bannerhealth.websolution.fidelity.com](http://bannerhealth.websolution.fidelity.com)**. This website will allow you to personally run estimated and final benefit calculations for all of your eligible retirement dates. Furthermore, when you are ready to begin receiving your pension benefit you can simply run a final calculation and print the necessary forms directly from the website at your convenience. *Please note that depending on your specific employment situation you may not be able to run a pension calculation on the website. If this is the case a message will appear notifying you of this and you will be prompted to contact the Banner Health Retirement Service Center directly.*

If you are having difficulty with the website you may contact the Banner Health Retirement Service Center and we will be happy to assist you. You may contact us directly through the website by clicking on the "Pension Department" icon on the left hand side of the website. If you do not have access to a computer or are having trouble logging onto the website, we've outlined below the methods by which to contact the Banner Health Retirement Service Center.

### **How to Contact the Banner Health Retirement Service Center**

The following are the ways you can contact the Banner Health Retirement Service Center for any issues related to your Sun Health pension benefit:

#### **By telephone at 1-800-941-8043**

- Please note that your call will not be answered by a live phone representative, but rather by a dedicated voicemail box. The message on the voicemail box will detail what pieces of information you will need to provide in order to process your request. Messages are reviewed throughout the day and your call will be returned within 1-2 business days (excluding New York Stock Exchange holidays).

#### **By e-mail at [BannerPension@fmr.com](mailto:BannerPension@fmr.com)**

- All email inquiries will be responded to within 1-2 business days (excluding New York Stock Exchange holidays).

#### **By traditional mail at 1 Destiny Way, WB1L, Westlake, TX 76262**

If you have questions or concerns please contact the Banner Health Retirement Service Center through the methods listed above. **Please, do not contact your local Human Resources as they will not have the information to help you.**

**Banner Health Retirement Service Center**  
Benefits Administration