

Contact List – Dow Retirees

Dow Contacts		
Dow Benefits Center	Dow Benefits Center, P.O. Box 2169, Midland, MI 48641-9984 For overnight mail: Dow Benefits Center, Employee Development Center, Midland, MI 48674 Fax: (989) 638-7601	
General Benefits Information Address Changes/Personal Information Changes Beneficiary Changes/Beneficiary Forms Long Term Disability (LTD) Pension Status Changes (Marriage, Divorce, Birth, etc.) W-4, W-4P, State Tax and Banking	Retiree Service Center	(800) 344-0661 (989) 636-0977 fmdhrrb@dow.com
Plan Vendor Contacts		
COBRA Medical/Dental/FSA - COBRA Payments	CobraServ	(800) 877-7994 www.cobraserv.com
Elective Deferral Plan	Benefit Plan Services, Inc.	(800) 340-8151 www.executiveplan.com
Employees' Savings Plan [401(k)]	Fidelity	(877) 440-4015 netbenefits.fidelity.com
Life Insurance	MetLife	(800) MET-LIFE [(800) 638-5433]
Long Term Care	John Hancock	(800)582-4369 www.jhancock.com
Medical Plans Old Plan/New Plan, MAP Plus, Catastrophic Medical Plan, Prescription Drug Only Plan Plan & Claims Administrator Claims Status Inquiry, Conflict Resolution, ID Cards, Predetermination/Verification of Benefits Nurse and Audio Library Mail Order Prescription Service Over-the-counter, Mail Order, ID Cards Mental Health/Emotional/Substance Abuse HMO Medical Enrollment Claims, Conflict Resolution, ID Cards, Predetermination/Verification of Benefits, Mental Health/Emotional/Substance Abuse HMO Prescription Drug Plan HMO Plan Administrator – Enrollment issues Provider Information	Aetna Informed Health Aetna Rx Home Delivery Innovative Resource Group (IRG) Contact HMO Directly (If you are in an HMO, write in your HMO's phone number at the right – see the HMO charts included with your <i>Choices</i> information.) UltraLink The HealthPages	(800) 736-9369 [(800) 7DOWDOW] Outside U.S. www.aetna.com (800) 736-9369 (800) 736-9369 www.aetnarxhomedelivery.com (800) 736-9369 (800) 736-9369 www.dow.thehealthpages.com
Personal Lines Insurance (Home, Auto, etc.)	Travelers Insurance	(888) 695-4640 www.travelers.com/dow
RHCAP—Retirement Health Care Assistance Plan	Retiree Service Center	(800) 344-0661 (989) 636-0977 fmdhrrb@dow.com
Stock—General Dow Stock Information	The Bank of New York Shareholder Relations Department-12E PO Box 11258 Church Street Station New York, NY 10286	(800) 369-5606 US & Canada (610) 382-7833 Outside US & Canada
Voluntary Group Accident Insurance	Rueben Warner Associates, Inc. 1655 Richmond Avenue Staten Island, NY 10314	(800) 421-3005