

INFO NOTE 04/2026

Cigna has requested us to inform you of the following.

Starting 7th August 2026, country-led restrictions will be imposed on cheques, including claims reimbursements by Cigna, in **France, Germany, Hong Kong, India, Italy, Mexico, Philippines, Portugal, Spain, Thailand, and United Arab Emirates**. In these countries only bank transfers will be possible.

Please note, there are no changes for the **USA**—cheque payments will continue to be accepted there.

Cigna has informed us that they will be reaching out to plan participants who don't have active electronic banking information on file in those countries. However, there may be cases of retirees who do not have updated contact information and where Cigna may therefore fail to inform them. Members should therefore ensure that their contact information with Cigna is up to date.