



Dear Retiree/Survivor,

We are writing to let you know about a new online tool you have for managing information related to your **DuPont** healthcare benefits and more. The tool is called the **MyInfo** portal (website gateway) and you can begin using it today for many of the tasks you formerly performed using DuPont Connection. In addition there is a new service center to support your transactions in the MyInfo portal and answer associated questions.

- Please use **MyInfo** to manage information and perform transactions related to your healthcare benefits. Examples include: making your healthcare benefit choices, updating your eligible dependents and/or beneficiaries, viewing your current benefit coverage elections, creating/editing your direct bill bank account, viewing benefit provider information.
- Please continue to use DuPont Connection to change/add address information and perform transactions related to your DuPont pension.

Please see the table below for specific examples and access information.

Accessing your information:

Via the MyInfo Portal: Go to <https://myinfo.dupont.com>. The **MyInfo** portal is available seven days a week, 24 hour a day.

Via the MyInfo Service Center: If you have questions or need assistance related to using the portal or the information contained on the portal, you may contact the **MyInfo** Service Center, Monday through Friday, 7 a.m.-7 p.m. Eastern Time. Call 1-877-MYINFO4 (1-877-694-6364); if you are outside North America, call +1 513-588-1960.

You will need your Personnel Number and password to access your information. *Note: you should have received your Personnel Number in the letter you received at home.*

Your initial password is "D" plus your birthdate formatted as MMDDYYYY. For example, if you were born on April 19, 1927 your password would be D04191927.

The first time you log-on to **MyInfo**, you will be prompted to change your password. Please write down your new password and store it securely. The system will prompt you will to change your password every 90 days.

Once you access the **MyInfo** portal, you will see options to:

1. View your personal data (including addresses).
2. View your medical, dental and life insurance benefit elections, change your benefit elections, update your covered dependents, and view or change your life insurance beneficiary designation.

Simply click on either one of the options get to the details.

We have summarized the access information for **MyInfo** and DuPont Connection in the table below:

	MyInfo	DuPont Connection
	<p>Use the MyInfo portal to manage information or perform transactions related to your healthcare benefits, banking information (for direct billing only), and Health and Welfare dependent/beneficiary data.</p> <p>Within the MyInfo portal you will find links to important third-party websites, including DuPont Connection, Merrill Lynch (for management of your SIP or RSP account), MedCo Health Solutions (for prescriptions), and our Health Insurance providers.</p>	<p>Use DuPont Connection to manage information related to your DuPont pension, including tax withholdings and direct-deposit information. You will also use DuPont Connection to change your address.</p>
On the Web	https://myinfo.dupont.com	http://resources.hewitt.com/dupont/
By Phone	1-877-MYINFO4 (1-877-694-6364) (Outside North America: +1 513-588-1960) Hours: Monday-Friday, 7 a.m. to 7 p.m.(Eastern)	1-800-775-5955 Hours: Monday-Friday, 8 a.m. to 5 p.m. (Eastern)

We hope you find the **MyInfo** portal user-friendly, and we encourage you to make the most of its many capabilities.

MyInfo Service Center
 PO Box 29005
 Hot Springs National Park, AR 71903-9005
 1-877-MYINFO4 (1-877-694-6364)
 +1 513-588-1960 (Outside North America)

This letter contains confidential information and should be considered a sensitive document and protected appropriately. Please keep this letter in a safe place and available for your reference.

Retiree Q&A

1. Why is DuPont making this change to the way I access and manage my information?

The introduction of the **MyInfo** portal is a milestone in the ongoing transformation of DuPont to ensure the company's continued growth and success. That transformation includes the standardization and simplification of thousands of global processes and systems, including those related to managing payroll, benefits, pensions and employee and retiree information.

2. When should I use the **MyInfo** portal, rather DuPont Connection?

This table should help you understand when to use the **MyInfo** Portal and DuPont Connection:

	MyInfo	DuPont Connection
	<p>Use the MyInfo portal to manage information or perform transactions related to your healthcare benefits, banking information, personal information and dependent data.</p> <p>Within the MyInfo portal you will find links to important third-party websites, including Merrill Lynch (for management of your SIP account) and MedCo Health Solutions (for prescriptions).</p>	<p>Use DuPont Connection to manage information related to your DuPont pension, including tax withholdings and direct-deposit information. You will also use DuPont Connection to change your address.</p>
On the Web	https://myinfo.dupont.com	http://resources.hewitt.com/dupont/
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3. How do I manage my DuPont Savings and Investment Plan (SIP) account?

You can continue to access and manage your SIP or RSP account by going directly to www.benefits.ml.com (Merrill Lynch) or by calling 1-877-337-5267. This link is available within the **MyInfo** portal.

4. What is a “Personnel Number?”

Your “Personnel Number” is an eight-digit number assigned by DuPont to all active employees, pensioners and survivors that helps ensure the security of your data and information.

5. Do I use **MyInfo** to order MedCo prescriptions?

You cannot order prescriptions directly from MyInfo, but you can access the MedCo website (www.medcohealth.com) directly.

6. Can I access the **MyInfo** portal from any computer?

Yes. You should be able to access the **MyInfo** portal from any computer that is connected to the Internet.

7. Can I get support on the phone if I have a problem using the **MyInfo** portal?

Yes. You can obtain support from a MyInfo Service Center advisor by calling 1-877-MYINFO4 (1-877-694-6364); if you are outside North America, call US +1 513-588-1960. The MyInfo Service Center is open Monday-Friday, from 7 a.m. to 7 p.m. U.S. Eastern time. When you call the service center you will be asked for your Personnel Number and password to access your information. Your Personnel

Number is found above in this letter.

8. Is a “portal” the same as a website?

A “portal” is a website that serves as a gateway to a variety of information or functions and usually requires visitors to identify themselves with a username and password. The information is unique to the user.

9. Will I use *MyInfo* during the retiree healthcare annual enrolments?

Yes. Additional information on this topic will be sent in the fall.

10. Will my benefit information that was in DuPont Connection be transferred to the *MyInfo* portal?

Yes. Once you access the MyInfo portal using your Personnel Number and password, you will find it populated with your current health benefits information.

11. What should I do if I lose my Personnel Number and/or password?

If you misplace your Personnel Number or your password and cannot access the *MyInfo* portal, call the *MyInfo* Service Center (1-877-MYINFO4 (1-877-694-6364); if you are outside North America, call US +1 513-588-1960).

12. Does my computer need any special programs to run the portal?

It should run on most all computers. Specifically your computer should already have:

- Internet Explorer version 6 or above
- Flash player version 9.0.124.0
- Adobe Reader version 6.0.1 or above
- Video resolution 1024 X 768 or above
- Allow pop-ups