



How do 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.

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/
By Phone	<p>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)</p>	<p>1-800-775-5955 Hours: Monday-Friday, 8 a.m. to 5 p.m. (Eastern)</p>

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.

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.

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.

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.

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.

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.

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

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

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.

1. 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).