



Don't miss out on benefit information from Lumen

Lumen is committed to green initiatives. Going green doesn't just benefit the planet – it also helps all of us save money, time and resources. You can help with this initiative by electing to receive Lumen benefit communications through email rather than a paper copy through the U.S. Postal Service.

Follow the below steps to add your personal email address as your contact preference on the Health and Life website. If you already added your personal email address, make sure to review your record to confirm you selected the **Primary** radio button. If it is not checked, you will not receive Lumen benefit communications from the Lumen Health and Life Service Center through email.

- Log in to lumen.com/healthbenefits
- Click on the **Profile** icon in the center of the home page, or you can click your name in the top right-hand corner and select Profile from the drop-down menu
- Select **Edit** next to Contact Preferences under the Personal Preferences section
- Choose the **Electronic Mail** radio button
- Add your Personal Email Address
- Select the **Primary** radio button
- Save

Once you save your entry, you will start to receive emails from **DoNotReply@benefits.lumen.com**, make sure emails are not going to your spam/junk folder as you may miss out on Lumen benefit communications.

Note: You can add your cell phone number and select the **Accept SMS Terms and Conditions** radio button to opt into receiving certain benefit communication via text messaging (data rates may apply).

Please make sure this is completed and updated as soon as possible as we are already starting to prepare for 2025 Annual Enrollment. You won't want to miss out!

The information in this article is intended to provide guidance about the retiree benefit plans presently sponsored by Lumen Technologies, Inc. and doesn't waive any reserved rights the company has with regard to the plans or their benefits, nor does this affect the terms of the written agreement specific to Legacy Qwest Pe-1991 and Legacy Qwest ERO'92 retirees. If there is any difference between the information in this article and the terms of the official plan documents, the terms of the official plan documents will govern. If you have questions regarding your benefits, please consult the Annual Enrollment Summary of Material Modifications (SMM), the Summary Plan Description, and prior SMMs or call the claims administrator for the plan or the Lumen Health and Life Service Center directly.