



UNDERSTANDING YOUR BENEFITS

JUNE 2012

TIPS, BACKGROUND
AND RESOURCES TO
HELP YOU MANAGE
COSTS AND COVERAGE

Health Advocate is on your side

Health Advocate – a new benefit for Hess employees and eligible family members – helps you navigate through the often complex worlds of healthcare and insurance. Health Advocate replaces and expands the advocacy services previously provided by RedBrick Health.

It's a new service that provides you with a personal healthcare advocate (usually a registered nurse) to help you through the red tape, talk to healthcare providers and insurance companies on your behalf and get you answers quickly and confidentially. You'll work with the same healthcare advocate until your issue is resolved, no matter how long it takes.

Even if you're not enrolled in the Medical Plan the service is free to you your spouse, children, parents and your spouse's parents.

Find out more about Health Advocate and how it works in the program brochure recently mailed to your home, or visit <https://members.healthadvocate.com/>

“Health Advocate saves you time and money by taking care of healthcare and insurance issues so you can get on with your day.”

HealthAdvocate™



So, what does Health Advocate cover?

Among the most common services, your Health Advocate can:



- ▶ Investigate insurance claims and billing issues
- ▶ Negotiate billing and payment arrangements with hospitals and other providers
- ▶ Explain benefits and facilitate access to proper care
- ▶ Schedule appointments, especially with hard-to-reach specialists
- ▶ Find the right doctors and hospitals
- ▶ Work with Anthem to obtain appropriate approvals for needed services
- ▶ Obtain services for your elderly parents and parents-in-law through Medicare
- ▶ Make cost comparisons for medical procedures and treatments
- ▶ Help you secure second opinions

Give your portfolio an annual check-up

When was the last time you made any significant changes to the investment allocation in your Hess Savings Plan account? Investment professionals consider rebalancing – which is reallocating money among asset classes to keep your portfolio in line with your tolerance for risk – to be an essential money-management practice.



Top Five Best Practices in Benefits

- 1 **Avoid Costly Out-Of-Network Surprises In the Medical Plan**
- 2 **Manage Your Pharmacy Meds Wisely**
- 3 **Set Yourself Up for Retirement *Now***
- 4 **Pay Attention to Your Savings Plan**
Your retirement savings need a checkup, too!
- 5 **Use Features to Lower Your Taxes**

This is the fourth in a series of articles focusing on tips for making the most of your benefits. In this issue, we look at your investment strategies.

However, many Hess Savings Plan investors don't take the time to look at their investment choices or make changes that may better meet their needs as they age or as the performance of their investments change.

Just as you know you should visit the doctor every year to get an update on how you're doing physically, it's important to check how you are doing financially.

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Your Hess Savings Plan check-up may include:

- ▶ **Defining your timeframe – how long do you have to save?**
- ▶ **Reviewing your current investments.**
- ▶ **Understanding the risk and return of your investment choices.**
- ▶ **Reviewing the concept of diversification.**
- ▶ **Reallocating your Hess Savings Plan funds.**
- ▶ **Considering an increase in your Hess Savings Plan contribution amount, especially if you are not currently receiving the full company match.**
- ▶ **Maximizing before-tax contributions for retirement planning.**

Call 1-888-741-2474 to speak with an Ayco AnswerLine® counselor, who can assist you with your Hess Savings Plan annual check-up. Counselors are available Monday – Friday, 9 a.m. – 5 p.m. Eastern, with evening appointments available Monday – Thursday until 8 p.m. Visit the Aycofn® website at www.aycofn.com/hess.afn. New users need to click “Register Now” to get started.

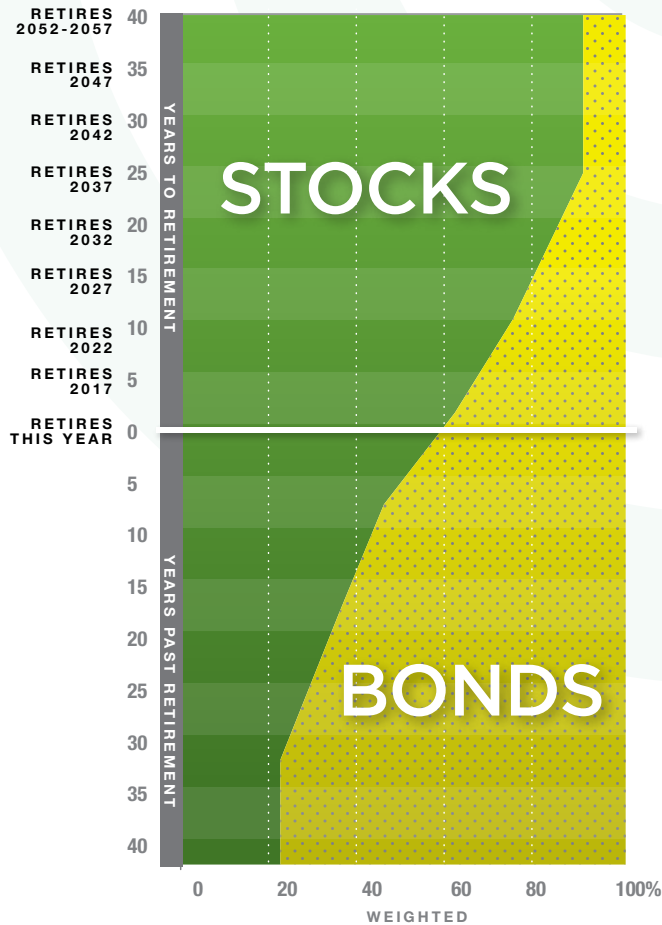
Target date funds – Are they right for you?

Target date funds provide an easy way for you to allocate your Savings Plan contributions among a mix of stock and bond funds that are managed by a professional fund manager.

The Hess Savings Plan offers 10 different T. Rowe Price funds that are pegged to target retirement years. For example, if you expect to retire in 2032, you would most likely invest in the Retirement 2030 fund.

As you grow older, the fund manager gradually shifts your investments so they become less aggressive and more conservative. To give you an idea, the Retirement 2040 and 2045 funds are made up of about 90 percent stocks and 10 percent bonds while the Retirement 2020 fund is about 70 percent stocks and 30 percent bonds (see chart).

The fund manager continues to make adjustments after you retire, reducing your exposure to risk during a retirement that could last 40 years or more. Visit www.HessResourceCenter.com or call 1-877-511-4377, Monday-Friday, 8 a.m.-8 p.m. Eastern to learn more about your target date fund options.



Hess pays most Savings Plan fees

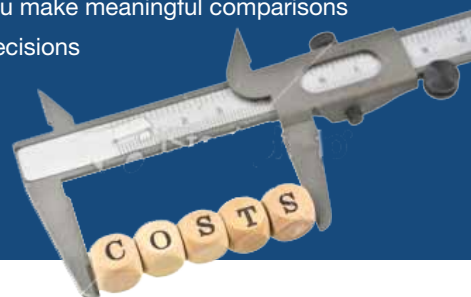
Did you know that the company pays most of the Hess Savings Plan's administrative fees and expenses?

New U.S. Department of Labor regulations require the company to disclose to you fees related to the Savings Plan in a consolidated, easy-to-understand format. A disclosure will be mailed to your home by the end of August. The information inside will help

you understand the types of fees and expenses that you may be charged when investing through the plan.

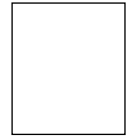
This will help you make meaningful comparisons and informed decisions

as you select from the plan's investment options.





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Survivor Support is there in the worst of times

No one wants to think about losing a loved one. But in the worst of times, it's reassuring to know that there are resources available so you can worry just a little less about your family's financial recovery. Survivor Support Financial Counseling is part of your Hess Benefits Plan, with services provided by Ayco, a Goldman Sachs company. Survivor Support provides guidance to family members on estate settlement and financial planning in the unfortunate event of an employee's or spouse's death. It brings a personal touch to financial planning at a time when families are



faced with difficult decisions—many of which are irrevocable and have a long term effect on their financial security.

Survivor Support provides a personal counseling session with a financial planner at your home. The counselor will ensure all survivor benefits are understood and will develop a detailed, personal financial plan. Six months of proactive follow-up and access to the Aycofn® interactive website are also available.



Summary of Benefits and Coverage being developed

The Summary of Benefits and Coverage (SBC) will be available to benefits plan participants later this year as required by the Patient Protection and Affordable Care Act. The SBC will describe benefits and coverage available under the Hess Medical Plan and other healthcare plans in a uniform format that includes standard definitions of medical and health coverage

terms; a description of the coverage including the cost sharing requirements (deductibles, coinsurance and copayments); and information regarding any exceptions, reductions, or limitations under the coverage.

The Hess SBC is expected to be available in time for fall Open Enrollment.

www.HessResourceCenter.com

Here to help

Questions about your benefits? Visit www.HessResourceCenter.com or call 1-877-511-4377 (Monday-Friday, 8 a.m. – 8 p.m. Eastern)

