
IMPORTANT ANNOUNCEMENT

ADMINISTRATION OF NORTEL NETWORKS GROUP BENEFITS TRANSFERS TO SUN LIFE FINANCIAL BEGINNING SEPTEMBER 1, 2003

As you may be aware, Clarica Life Insurance Company has become a member of the Sun Life Financial group of companies. As a result, group benefits currently administered by Clarica for Nortel Networks will be administered through the Sun Life Financial group benefit system beginning September 1, 2003.

Coverage under these group benefit plans **will not be affected by this change**. This change allows Nortel Networks to align both your investment plan and group benefits plan administration under one provider, maximizing service delivery opportunities. We appreciate your patience during the transition.

What You Need to Do:

UPDATE YOUR ADDRESS IF IT'S CHANGED. PLEASE DO SO BEFORE AUGUST 11, 2003

- If you have access to the Nortel Networks intranet – update your address using the HR Self-Service Tool at <https://nnsselfservice.us.nortel.com/hrportal/Top/index.html>
- If you don't have access to the Nortel Networks intranet – update your address by contacting Nortel Networks Employee Services at 1-800-684-4636, 1-905-863-4636, or ESN 333-4636.

SUBMIT ANY BENEFIT CLAIMS YOU'RE HOLDING to ensure they are processed before claims are suspended during the transition period (August 25-31, 2003, as referenced below).

What You Need to Know:

NEW PAY DIRECT DRUG CARDS WILL BE MAILED TO YOUR HOME THE WEEK OF AUGUST 25, 2003

If you don't receive your card(s) by August 31, 2003, please call Sun Life Financial.

IMPORTANT CLAIMS NOTICE

- **Medical and dental claims processing will be suspended during the transition period of August 25 to August 31, 2003**
 - Claims received during this transition period will be processed immediately following the transition period, on or about September 1, 2003.
- During this transition period, your dentist will not be able to submit claims electronically. A paper claim must be submitted.
- Continue to use your current pay direct drug card(s) during this period.

Questions?

We will be mailing another communication in late August 2003 to provide additional details. In the meantime, please call us at 1-800-229-7089 any business day between 7 a.m. and 8 p.m. EST if you have any questions.