

Textron Benefits Issue Resolution Process

- Step 1: For benefit inquiries and issue resolution, first contact the Textron HR Service Center at 866-698-9847. If issues require further research, you should always request a work item number from the phone representative before you end the call.
- Step 2: If you have not received a satisfactory response in the time frame that was indicated by the representative, or the response is not satisfactory, contact the Textron HR Service Center again and state that you wish to escalate your issue to a Service Center Supervisor. Have your work item number available.
- Step 3: If resolution of an issue still is unsatisfactory or has not been provided in the appropriate time, you should then contact the Service Delivery Business Partner (SDBP) at Textron Systems (TSC) by email or telephone. Contact:

Ms. Inta Brazelis-Simeone
Service Delivery Business Partner
201 Lowell Street
Wilmington, MA 01887
Tel: 978-657-2240
Fax: 978-657-1843
Email: ibrazelis-simeone@systems.textron.com

State your issue, and provide the communications history with the Service Center and work item number that is assigned. The Service Delivery Business Partner will escalate the issue to the Service Center. The Service Delivery Business Partner is to be contacted only after you have attempted to resolve your issue following Steps 1 and 2.

- Finally, if, at the end of the resolution process, you feel it necessary to appeal the determination that was made by the Service Center, you may elect to do so. You must initiate the appeal process described in your Benefit Summary Plan Description (SPD) as it is beyond the scope of this Issue Resolution Process.

Please provide feedback on this resolution process to TSRA by sending an email to either bprish@verizon.net or guyberube@verizon.net or calling either (978) 686-5251 or (978) 685-0114. This will enable the TSRA to further community with Textron Corporate the effectiveness of this process.