



# United Technologies

Date: January, 2011  
To: UTC Retirees and Former Employees  
From: UTC Corporate Benefits  
Subject: UTC Employee Benefits contacts (after you leave UTC)

After you leave UTC, you may have questions, need to change your address or update your tax withholding information. The enclosed list provides important contact information for changing your mailing address and tax withholding information on file at UTC and with the vendors that manage UTC's benefits programs, as well as direct deposit instructions.

If you need to change your address with respect to your retiree medical insurance, retiree life insurance, savings plan or pension plan benefits, you may call the UTC Pension Service Center at the phone number provided on the enclosed list. Once you have updated your address with the UTC Pension Service Center, that information will be transmitted to the other vendors who provide retiree medical insurance, retiree life insurance, and savings plan benefits. For address changes with respect to other benefits, please contact the vendor provided on the enclosed list.

The vendors on the enclosed list cover most UTC benefit plans. If you are covered by a plan with another vendor (e.g., due to an acquisition or merger), please contact that vendor directly. The HR department at the business unit where you last worked can provide vendor contact information.

Please keep this information with your important records for future reference. This information is accurate as of January 2011 and will be updated periodically by the UTC Corporate Benefits and UTC Compensation departments.

## Vendor Contacts for Address Changes & Questions from UTC Retirees & Terminated Vested Employees

<b>UTC Plan or Coverage (If eligible/participating)</b>	<b>Vendor to contact</b>	<b>Phone number</b>	<b>Notes</b>
Address change for Retiree Medical Insurance, Retiree Life Insurance, Savings Plan and Pension Plan benefits	UTC Pension Service Center	1-800-243-8135 (and follow the Retirement & Investments prompts)	The UTC Pension Service Center will provide the address change to Hewitt (savings plan and retiree medical insurance) and CIGNA (retiree life insurance) so you do not need to call these vendors separately for an address change.
Retiree Medical Insurance	Aon Hewitt	1-800-243-8135	The UTC Benefits Center can provide you with plan or rate information on the program. You can log on to <a href="http://www.mydirectory.com/utc">www.mydirectory.com/utc</a> for benefits information or to change your address.
Retiree Life Insurance	CIGNA	1-800-858-9203	Contact CIGNA for questions on premium billings and to update a beneficiary.
Savings Plan (if you have a balance)	Aon Hewitt	1-800-243-8135 (and follow the Retirement & Investments prompts)	The UTC Benefits Center can update your direct deposit instructions for distributions, your beneficiary information or answer questions about your UTC savings plan.
Pension	UTC Pension Service Center	1-800-243-8135 (and follow the Retirement & Investments prompts)	The UTC Pension Service Center calculates your UTC pension benefit. Contact the Service Center to request pension information, start your pension benefit, change direct deposit instruction, change W-4P withholding instructions or if you have questions about your pension payment.
UTC Business Unit Human Resources (for address changes in the UTC HR system, and other vendor contacts not listed here)  General Phone #s:	Corporate UTRC P&W HS-HR Data Center HS-Operator UTC Power Sikorsky Otis Carrier UTC Fire & Security	1-860-728-7000 1-860-610-7000 1-860-565-4321 1-860-654-3470 1-860-654-6000 1-860-727-2200 1-203-386-4000 1-860-676-6000 1-315-432-6000 1-860-284-3000	Contact Human Resources (HR) at the last UTC location where you worked to update your address in UTC's HR system. HR will also update your address in the payroll system and this address will be used for determining your state tax obligation for any payments made by UTC.  If you do not have a direct phone number for your business unit HR, please use the general number provided here and ask to be transferred to the HR department.
Changes in W-4 Withholding Instructions (for payments processed by UTC Payroll)	UTC Payroll/ACS	1-866-627-2605	Contact UTC Payroll/ACS for payment and tax questions and to change your W-4 withholding instructions (e.g. if you are receiving annual deferred compensation payments or dividend equivalent payment). Please note that Payroll is not allowed to update your address in their system. Address changes are made by Human Resources (see above). You can also e-mail Payroll at <a href="mailto:gputchqsbscustserv@utc.com">gputchqsbscustserv@utc.com</a> .
UTC Stock Awards	UTC Compensation or UBS Corporate Employee Financial Services		For an address change, please send an email to <a href="mailto:stockoptionplans@utc.com">stockoptionplans@utc.com</a> . If you are a retiree, information on your outstanding stock awards or how to exercise those stock awards is available at the UBS 'One Source' website <a href="http://www.ubs.com/onesource/utx">http://www.ubs.com/onesource/utx</a> . If you have misplaced your user ID or PIN, please call a UBS Customer Service representative at 1-877-882-7889 (or 1-201-272-7672 outside the U.S.).
UTC Executive Programs (if you were eligible at any point in your UTC career)	UTC Compensation	1-860-728-7974	You can also send an email with your new address or any questions you have to <a href="mailto:utccorpcomp@corphq.utc.com">utccorpcomp@corphq.utc.com</a> .

