

RETIREE CONTACT INFORMATION

WGL Retiree Reference Guide

Start by calling: 703-750-7779

Then, select Prompt 2

After selecting prompt 2 (follow the options below)

For Questions about Pension Payroll, Press 1:

Dial Direct: WGL Pension Service Center 866-427-8104

- Hours: Mon-Fri, 9:00am - 5:00pm EST
- Ask questions regarding your pension payments
- Request a Benefit Statement
- Submit change of address in writing:
WGL Pension Center
PO Box 197
Lincolnshire, IL 60069
- Update information related to Power of Attorney, spousal records and tax record information

For Questions about Retiree Medical or Retiree Life Insurance, Press 2:

- *Under the Age of 65, Press 1*

Dial Direct: Alight Customer Service Center 833-480-8675

Hours: Mon – Fri, 8:00am - 5:00pm EST

- *Over the Age of 65, Press 2*

Dial Direct: AON Retiree Health Exchange and YSA 844-695-8292

Hours: Mon – Fri, 9:00am - 9:00pm EST

www.retiree.aon.com/wgl

- *Retiree Life Insurance or Beneficiary Questions, Press 3*

Dial Direct: Alight Customer Service Center 833-480-8675

Hours: Mon – Fri, 8:00am – 5:00pm EST

For Questions about 401k, Press 3:

Dial Direct: Empower Retirement Services 844-465-4455

- Hours: Mon – Fri, 8:30am - 8:00pm EST
- 401(k) investment questions
- 401(k) rollover questions