



Aetna Inc.

The following is a summary of certain 2004 projected financial information and metrics provided on Aetna's investor conference call on April 29, 2004. This information is provided for reference only, and has not been updated. You should consider the information to speak only as of its date of original publication. Aetna does not assume any responsibility to update the information to reflect subsequent events. Please also refer to the Cautionary Statement below for additional information regarding important risk factors that may affect the forward looking and other information.

You should read this information in conjunction with Aetna's earnings press release issued April 29, 2004 and should review the replay of the related investor call in full, since the press release provides further discussion of the Company's results, and the investor call provides important context for the forward looking information.

	Aetna Inc. 2004 Guidance as of 4/29/2004 (Full-year unless otherwise noted)
Aetna Inc.	
Operating Earnings (1)	\$1,056 - \$1,080 million \$6.60 - \$6.75 per share 2Q04 – slightly down from 1Q04 3Q04 and 4Q04 progression upward
Revenue (excluding net realized capital gains or losses) (2)	9% – 10% growth
Total Operating Expenses (3)	Reduce ≈ \$50 million
General and Administrative Expense	Reduce ≈ \$150 million
Selling Expense	Increase ≈ \$100 million
Operating Cash Flow (excluding Large Case Pensions) (4)	≈ Operating Earnings
Pretax Operating Margin (5)	8.5% - 9.0%
Total Debt to Total Capital Ratio Target	20%
Effective Tax Rate	36%
Corporate Interest Expense	≈ \$70 million
Information by Segment:	
Health Care	
Operating Earnings (1)	\$971 - \$990 million
Medical Membership (6)	Growth ≈ 600k – 750k
Commercial Risk Cost Trend (6) (7)	8.5% - 9.5%
Commercial Risk MCR (6) (8)	78.5% - 79.0%
Commercial Risk Premium Yield (6)	Slightly less than cost trend
Medicare Risk MCR (6) (8)	88.0% - 90.0%
Group Insurance	
Operating Earnings (1)	\$140 - \$145 million
LCP	
Operating Earnings (1)	≈ \$15 million

Note: The symbol “≈” means “approximately”.



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Footnotes

(1) Projected 2004 operating earnings and projected 2004 operating earnings per share exclude net realized capital gains or losses from income from continuing operations. Projected full year 2004 operating earnings and projected full year operating earnings per share exclude the following after tax net realized capital gains reported by the company for the three months ended March 31, 2004: Aetna Inc. \$17.0 million; Health Care \$7.1 million; Group Insurance \$7.9 million and Large Case Pensions \$2.0 million. The Company is not able to project the amount of future net realized capital gains or losses and cannot therefore reconcile projected 2004 operating earnings to projected income from continuing operations. Although the excluded item may recur, management believes that operating earnings and operating earnings per share provide a useful comparison of its underlying business performance from period to period. Management uses operating earnings to assess business performance and to make decisions regarding its operations and allocation of resources among its businesses. Projected full year 2004 operating earnings and projected full year operating earnings per share for Aetna Inc. and the Health Care segment exclude favorable development of prior-period health care cost estimates of approximately \$41 million pretax (approximately \$27 million after tax), which were included in the results reported for first quarter 2004. Operating earnings per share assumes 160 million weighted average diluted shares.

(2) Revenue excludes net realized capital gains or losses (pretax), which are included in reported GAAP revenue. Full year 2003 revenue of \$17.91 billion excludes net realized capital gains of \$65.2 million; GAAP revenue was \$17.98 billion. Full year 2004 revenue excludes net realized capital gains (pretax) of \$26.1 million reported by the Company for the three months ending March 31, 2004. The Company cannot reconcile the projected 2004 revenue to GAAP revenue as it cannot project net realized capital gains or losses. The Company may from time to time project revenue for the segments which cannot be reconciled for the same reasons.

(3) The projected reduction in operating expenses excludes the physician class action settlement of \$115.4 million pretax recorded in 2003. Including this settlement, GAAP operating expenses were \$4.15 billion for 2003.

(4) Operating cash flow excludes Large Case Pensions, as those liabilities are satisfied by related investment assets and, as such, do not impact our operating cash flows.

(5) Pretax operating margins are calculated by dividing pretax operating earnings, excluding net realized capital gains or losses, interest expense and amortization of other acquired intangible assets by total revenue excluding net realized capital gains or losses. The projected 2004 pretax operating margin also excludes the favorable development of prior-period health care cost estimates reported for first quarter 2004. The Company cannot reconcile the projected 2004 pretax operating margins to a comparable GAAP measure, as it cannot project net realized capital gains or losses.

(6) Commercial Risk includes all medical and dental risk products except Medicare and Medicaid. Risk includes all medical and dental products for which the Company assumes all or a majority of health care cost, utilization, or other risk. Administrative Services Contracts ("ASC") include all medical and dental products offered on an employer-funded basis. Under employer-funded plans, the plan sponsor, not the Company, assumes all or a majority of health care cost, utilization, or other risk.

(7) The rate of increase in health care costs for all Commercial Risk products excluding the favorable development of prior-period health care cost estimates.

(8) The projected 2004 MCRs exclude the 2004 favorable development of prior-period health care cost estimates reported for first quarter 2004 and any further prior-period reserve development, which the company cannot project.

ADDITIONAL INFORMATION; CAUTIONARY STATEMENT - The 2004 information in this document is forward looking. Forward-looking information is based on management's estimates, assumptions and projections, and is subject to significant uncertainties and other factors, many of which are beyond Aetna's control. Important risk factors could cause actual future results and other future events to differ materially from those currently estimated by management. Those risk factors include, but are not limited to: unanticipated increases in medical costs (including increased medical utilization, increased pharmacy costs, increases resulting from unfavorable changes in contracting or re-contracting with providers, changes in membership mix to lower-premium or higher-cost products or membership-adverse selection; as well as changes in medical cost estimates due to the necessary extensive judgment that is used in the medical cost estimation process, the considerable variability inherent in such estimates, and the sensitivity of such estimates to changes in medical claims payment patterns and changes in medical cost trends); decreases in membership or failure to achieve desired membership growth due to significant competition or other factors; increases in medical costs or Group Insurance claims resulting from any acts of terrorism; the ability to reduce administrative expenses while maintaining targeted levels of service and operating performance, and to improve relations with providers while taking actions to reduce



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medical costs; the ability to successfully implement Aetna's new operating model to a projected growing membership base; lower levels of investment income from continued low interest rates; adverse government regulation (including legislative proposals or court decisions eliminating or reducing ERISA pre-emption of state laws that would increase potential litigation exposure, and other proposals, such as patients' rights legislation, that would increase potential litigation exposure or mandate coverage of certain health benefits); adverse pricing actions by government payors; changes in size, product mix and medical cost experience of membership in key markets; and the outcome, including any negotiated resolution, of various litigation and regulatory matters, including ongoing reviews of business practices by various regulatory agencies. For more discussion of important factors that may materially affect Aetna, please see the risk factors contained in Aetna's 2003 Annual Report on Form 10-K, on file with the Securities and Exchange Commission. You also should read Aetna's 2003 Annual Report on Form 10-K and 2004 First Quarter Report on Form 10-Q when filed with the Securities and Exchange Commission for a discussion of Aetna's historical results of operations and financial condition.

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