SHC Establishes a New Health & Wellness Business Unit

Sears Holdings believes there is a significant opportunity to leverage our company’s assets and focus our efforts on the health and wellness marketplace, one of the largest and fastest growing segments in the U.S. As a result of an aging population, innovative new technologies and the implementation of the healthcare reform law, our members have a greater need for comprehensive and coordinated healthcare solutions.

To move this strategy forward, SHC established a new business unit in May 2013, led by Doug Klinger as SVP and president. The Health and Wellness Solutions business unit is providing consumer products and services that helps millions of Americans get healthy and stay healthy.

“SHC already has a head start by offering the health and wellness products our members are and will be seeking,” said Mr. Klinger. “We offer everything from prescription and non-prescription drugs through Kmart pharmacy, to health and beauty products and fitness equipment, to active wear, consumer electronics and even mattresses to help our members sleep better.”

Through Shop Your Way, we have the technology in place that allows our members to find everything they need in one location, and get the information to make knowledgeable decisions about their health and wellness needs.

Mr. Klinger is a proven and accomplished leader in the healthcare industry, joining Sears Holdings from his role as President, Bee Mountain, LLC. He previously served as CEO of LifeCare, Inc., and as President of Monster.com North America. He also served for over 10 years at Cigna. He received his BA in Economics from Trinity College in Hartford, CT.

Aon Hewitt Can Help You Find an Individual Insurance Plan

Sears Holdings partners with AonHewitt in providing administration for retiree medical benefits through our Retiree Service Center. AonHewitt also offers a service that helps retirees navigate the complex individual healthcare marketplace. Because many of our retirees are not eligible for participation in Sears Holdings’ Retiree Medical Benefits, we want to make you aware of this service. Please review the following information, provided by AonHewitt and contact them if you are interested in taking advantage of their services.

Get the Know How on Medicare Insurance
You probably already know that for most retirees, Medicare Parts A and B provide some coverage for hospital and medical costs. What you may not know is that there is no limit on the amount of money you could have to pay annually out of your own pocket, and most prescriptions are not covered either! The good news? More affordable choices are available on the open market than ever before, enabling individuals to find the right coverage that suits their health and budget needs.

Know How to Get The Help You Need?
Aon Hewitt Navigators can help you find an individual insurance plan in your area that meets the needs of you and your dependents. The service is free to you and includes a comprehensive website where you can find local plans and compare them in the comfort of your own home. If you need more help, you can request a personal phone consultation with a licensed benefits advisor. Go online at aonhewittnavigators.com.

Get started today and find the coverage you want – the protection you need – and the peace of mind you deserve!
Alumni and Retiree Clubs

Austin and Central Texas
It’s the first Tuesday of the month so it must be time for the Austin and Central Texas Sears Retirees to show up at a local restaurant for lunch. Each month, 12 to 20 Sears retirees spend time visiting, reminiscing and updating. Most of the folks retired from the Austin area stores, but some are from the Chicago office and the Orlando group. All have stories to share and talk about how “it used to be.” Terri Carlton and Gary Howe from the Austin Hancock and Barton Creek Square Mall stores are the group communicators and manage to get everyone together. Georgia Strickland was the hostess for the July luncheon in Sun City, Georgetown, TX. We invite everyone who is visiting the area to contact Terri at tcarlton@austin.rr.com or Gary at garyhowe4@austin.rr.com or Georgia at georgiaes@aol.com. Come join us!

Are you looking to increase the membership of your local Kmart or Sears RETIREE CLUB? Send your club name along with the name, phone number and/or email address of your club’s contact to CorpComm@searshc.com.
# Who to Contact

## For Questions on: | Contact:
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Address Change | Retiree Service Center 1-800-762-7327
Death of a retiree or spouse | Retiree Service Center 1-800-762-7327
Retiree Medical Benefits for general questions or to enroll in medical coverage: | Retiree Service Center 1-800-762-7327
For specific questions about the Aetna Medical plans and prescription drugs, you can call Aetna directly numbers provided below. | 1-800-254-2239 http://searsretiree.aetnamedicare.com
Aetna Medicare Rx Access Prescription Drug Plans | 1-800-254-2239
Aetna Member Services (for general questions) | Pre-65: 1-800-432-1623 Post-65: 1-800-254-2239
Pre-65: 1-800-432-1623 Post-65: 1-800-254-2239
Aetna Rx Home Delivery™ | Pre-65: www.aetna.com/formulary Post-65: www.aetnamedicare.com
Aetna preferred drug list (Formulary) | Pre-65: www.aetna.com/formulary Post-65: www.aetnamedicare.com
Retiree Life Insurance | Prudential 1-800-778-3827
Group Universal Life Insurance | Prudential 1-800-778-3827
**Pension Plan** - For questions about: reporting a death; change of address; checks; pension options; direct deposit | Financial Benefits Service Center 1-888-875-0498
ING Pension Service Center PO 56856, Jacksonville, FL 32241-6856
The Savings Plans (formerly 401(k) Savings Plan) For questions about: reporting a death; change of address; investment changes | Sears Holdings Benefits Center 1-888-88sears (1-888-887-3277) Follow the prompts to financial benefits and speak to a Benefits Center representative.
Personal Plans Voluntary Benefits Program Insurance services offered through licensed insurance agency affiliates include: Auto, Home, Pet, Vision, Legal, Long Term Care and Mortgage assistance | Marsh Voluntary Benefits 1-800-845-6270 www.personal-plans.com/sears
Retiree Discount Cards For questions or to order a replacement card | Retiree Service Center 1-800-762-7327
Credit Customer Service: Sears Card® Sears MasterCard® | 1-800-917-7700 1-800-669-8488
To find a Sears or Kmart store | Go to Sears.com or Kmart.com
Sears Holdings Archives E-mail: Sears/Kmart archives web site | SHCarchives@searshc.com www.searsarchives.com
Sears/Kmart Retiree Web Site | www.SearsHoldingsAlumni.com
Sears Holdings retiree newsletter | Submit stories/ideas to e-mail: CorpComm@searshc.com
Everyone Has a Story – What’s Yours?

In the spring 2013 Alumni/Retiree Newsletter, we invited you to share your stories about working for Sears and Kmart. Thank you for your submissions! We will publish your stories in the next few editions of the newsletter. In this edition, we’d like to share the following story submitted by Mr. James Lindsay of Monroe, La. Mr. Lindsay overcame many odds throughout the course of his career at Sears. The following is an edited submission from Mr. Lindsay, in his own words.

The Life Story of James Lindsay at Sears Holdings Corporation

"Mr. James Lindsay began his 53 years of service with Sears on Sept. 3, 1958. It all started at Store #2286 located at 1501 Louisville Ave. in Monroe, La. Mr. C.D. McAdams was the store manager."

"The South was very segregated at that time and the Sears store showed it with the signs that were posted over the restroom doors, the water fountains and the snack bar that read “white only.” In addition to those signs, there was a sign over the bathroom that read “colored.” All African Americans had to go to a door with a window to get food."

"Back then, men were hired as porters. Their job was to help customers take out their packages, keep the floor clean and restock the floor with merchandise. Porters were responsible for finding someone to relieve them during their vacation. And that is how I got my chance to work at Sears."

"I was hired to work for two weeks while one of the porters was on vacation. At the end of the two weeks, the Store Manager called me into his office and said that one of the Division Managers had asked him to give me a full-time job. I worked as a porter until 1964. One Friday evening, the Store Manager called me to his office again, promoting me to a salesman. The promotion would go into effect the following Monday. This would be a big step for me; therefore, I asked for time to talk to my wife and family."

"It was 1964 and the South was still segregated and there were no black salesmen. I would be the first black man to sell merchandise on the floor. What a big challenge this would be; not to mention the responsibility it would carry. That evening I discussed the promotion with my wife, Lucille."

"She told me that whatever I decided to do she would support me one hundred percent. She also told me to talk to my grandmother to get her advice. My grandmother said that “I should never be afraid, because if your customers see that you are afraid, you have lost the war before the battle began."

"On Monday morning, I went on the sales floor for the first time as a salesman. I was met with all kinds of racial remarks. In spite of the threats received, I was never afraid. My high school principal, my college president and the Black community were very supportive. They came by every week just to see how things were going. Sometimes they would purchase merchandise. Their support and encouragement gave me the strength to survive. After a year things began to get better. The customers could see that I wasn’t going away and Sears was supporting me. I began to gain the respect of the customers."

"In 1967 I was promoted to Division Manager. This was another first for my race at Sears. At first I was the manager of one department. After about six months, I was given additional departments to manage: Hardware, Sporting Goods, Paint, Beauty Aids and Lawn & Garden. As a manager I was responsible for all of the merchandise in my areas as well as the employees. I was determined to succeed. Some of my accomplishments include:

• In 1976, voted Division Manager of the month six times in one year.
• In 1977, recognized as the first manager to do over a million dollars’ worth of business in the Hardware Department.
• In 1977, voted Division Manager of the year."

"In 2008, Sears gave my wife Lucille and I a trip to Chicago, Ill., to celebrate 50 years of service along with six other Sears employees celebrating their 50 years of service. Once again, I was the only Black there that had 50 years."

I want to thank all of the people that have helped and supported me during my years of service at Sears. I know that without their help and support I would not have made it."
Jeff Balagna: Brings Extensive Technology & Operations Experience

Jeff Balagna joined Sears Holdings in May 2013 as EVP and Chief Information Officer. Innovation and technology are cornerstones in our efforts to build lasting relationships with our Shop Your Way members, and Mr. Balagna’s deep expertise in IT infrastructure, customer loyalty programs and leveraging IT as a business enabler is a strong addition to our team.

Mr. Balagna stated: “Sears Holdings is at the forefront of leveraging technology and ‘big data’ initiatives to better understand and build its relationships with members. I welcome the opportunity to advance these efforts in support of our stores and associates.”

Mr. Balagna previously served as CIO for Eli Lilly and Company since 2012 where he applied his expertise in consumer loyalty strategies, analytics and technology to the global pharmaceutical industry. Prior to Eli Lilly, he served as CEO, Carlson Marketing and President, U.S. and Asia Pacific, for Groupe Aeroplan, Inc. from 2009 to 2011. Before joining Eli Lilly, Mr. Balagna spent four years with Carlson Companies, holding a variety of roles of increasing responsibility, starting as Chief Information Officer, Executive Vice President and Customer Technology Officer and most recently as Chief Executive Officer, Carlson Marketing. He also held a number of senior roles over a 12 year period, including positions with Medtronic, Inc., General Electric Company and Ford Motor Company.

Mr. Balagna received a Bachelor’s degree in Computer Science and Engineering from Oakland University.

Obituaries

Leona C. Curran

Mrs. Leona C. Curran, 93 of Albany, MN, died June 29, 2013.

She was born Oct. 31, 1919 in Albany and worked as a retail manager for Sears Roebuck & Co. for 20 years and Montgomery Ward for 20 years. She married Charles Curran in 1988 in Minneapolis. After Charles’s passing, Leona retired back to Albany where she lived the rest of her life. She was a true crafter at heart and will be remembered for her beautiful crafts including the many crocheted blankets she gifted over the years.

Leona is survived by her sister, brother-in-law, stepchildren and grandchildren.

Virginia Stockman

Mrs. Virginia “Ginny” Stockman, 91, of Linden, TX, died Jan. 23, 2013.

Ginny was born in 1922 in Sulligent, Ala and started her career with Sears in 1955 in McAllen, TX. She retired after 30 years to travel with her husband Mutt. She loved fishing and going back to Alabama to see family and friends. She loved her family at Sears and her church, the First Baptist McAllen, TX.

She is survived by her daughter Dianne Wenzel, five grandchildren, 12 great grandchildren and four great great children.

Melville T. “Mel” Gardner


He was born Jan. 1, 1919 in Flint, Mich. to the late David and Harriet Gardner. He married Doris Garside on July 1, 1950 in Flint.

Mr. Gardner was employed with Sears Roebuck & Co. for 40 years, retiring in 1986. He served in the 82nd Infantry and 13th Air Force as a Sergeant during World War II. He had been an active member of Flint First Presbyterian Church since 1932 and later became a member of First Presbyterian Church in Port Huron. He was very proud of being a six gallon blood donor.

He is survived by his wife of 59 years, Doris, two daughters, a son, two sisters and a brother, six grandchildren and many nieces and nephews. Burial was in Lakeside Cemetery, Port Huron. Military honors were conducted under the auspices of the St. Clair Allied Veterans.

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