

<u>Selected Norfolk Southern Help Desk Directory Phone Numbers</u>	<u>April 2007</u>
<u>Description / Department</u>	<u>Number</u>
Address Change 7:00A -5:00P M-F, live voice	540-981-5252
Aetna (Care Coordination /Medical Management)	800-821-5615
Aetna Managed Medical Care Program (MMCP)	800-842-4044
BLE&T 401(k) - Merrill Lynch Retirement Group	800-845-3894
BLE&T Disability Insurance (LDS)	800-596-6445
Corporate Abuse 8:30A -5:30P M-F live voice	800-732-9279
DARS 8:00A -5:00P live voice	800-552-2306
Dental -Aetna US Healthcare	877-277-3368
Direct Deposit 7:00A -5:00P M-F live voice	800-624-4193
Dividends, NS Stock 24/7 voice response	800-531-6757
Eligibility, Payroll	540-981-5252
Employment Hotline (Jobline) 24/7 voice response	800-214-3609
Employment Verification, Employee Number (Need Employer Code & PIN)	800-367-2884
Employment Verification, Verifier Number	800-555-9675
Environmental Spills 24/7 voice response	540-981-4059
Equal Employment Opportunity 24/7 voice response	888-825-5336
Family Medical Leave Act Info 8:00A 5:00P M-F	800-552-2306
Fraud, Internal Audit Hotline 8:00A -5:00P M-F live voice	800-732-9279
Garnishments /Levies /Child Support (Payroll)	540-981-5224
Health and Welfare Certifications (Payroll)	540-981-5252
Highmark Blue Cross/Blue Shield	866-267-3320
Life & Accidental Death & Disability -Metlife	800-310-7770
Locomotive Disability Specialists (BLE&T Disability)	800-596-6445
Main Switchboard, NS (Norfolk, VA)	757-629-2600
Managed Medical Care Program (MMCP) Aetna US Healthcare	800-842-4044
Managed Medical Care Program (MMCP) United Healthcare	800-842-9905
Matching Gifts Program 8:00A -5:00P M-F live voice	757-629-2366
Medical Department (NS) 8:00A -5:00P M-F live voice	800-552-2306
Medical -Patient Advocate	800-842-4555
Medical -United Healthcare	800-842-5252
Mental Health/Substance Abuse Value Options	800-934-7245
Merrill Lynch Retirement Group - BLE&T 401(k)	800-845-3894
Metropolitan Life Insurance Co. Life Insurance Accidental Death & Dismemberment	800-310-7770
Network Support (Mainframe Computer issues) 24/7 live	800-525-2360
NS Main Switchboard (Norfolk, VA)	757-629-2600
Payroll Information 7:00A -5:00P M-F Live voice	800-624-4193
Police (NS Special Service)	800-453-2530
Prescription Drug Cards -Medco Health	800-842-0070
Prescription Drugs Medco Health Solutions, Inc.	800-842-0070
Railroad Retirement Board - Charlotte, NC	704-644-6118
Railroad Retirement Board 24/7 voice response	800-808-0772
Retirement (NS)	757-664-2008
Savings Bonds (purchased through payroll deduction)	800-426-9314
Stockholder Information 24/7 voice response	800-531-6757
Taxes (Payroll)	540-981-5247
Thoroughbred Retirement Investment Plan (TRIP) The Vanguard Group	800-523-1188
Tuition Assistance 8:00A -5:00P M-F live voice	757-629-2685
United Healthcare	800-842-9905
UNITEDHealthcare (Basic Health Care Benefit or MMCP)	800-842-9905
UNITEDHealthcare (Care Coordination /Medical Management)	800-842-4255
Vanguard Member Services	800-523-1188
Vision Service Plan	888-877-4782