

Helpful Information for The Exchange Dependents on Pension and Insurance Benefits

**We want you to know the basics on pension and insurance benefits
from your retired sponsor.**

Remember: **these benefits belong to your sponsor**. To protect their privacy, the Exchange can only tell you basic policies, unless you produce a valid Power of Attorney. If a sponsor dies, we can only discuss benefits with the named beneficiary/beneficiaries.

For that reason, your sponsor should keep his/her Exchange benefits information in a safe place for reference. This may include plan booklets, enrollment forms and beneficiary form copies. We encourage employees and retirees to discuss benefits with their dependent(s) at least annually.

If your sponsor is retired from the Exchange	Contact the HQ Retiree Benefits office: 1-800-519-3381 / Benefits@aafes.com HQ The Exchange, Attn: FA-T Retiree Benefits, P.O. Box 650428, Dallas, TX 75265-0428
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If your sponsor is not retired from the Exchange	Contact the Human Resources Support Center: 1-214-312-6190 / HRSC@aafes.com HQ The Exchange, Attn: HR Support Center, P. O. Box 660202, Dallas, TX 75266-0202
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**** DETAILED CONTACT INFORMATION AT THE END ****

Health Insurance

If a retiree qualified for continued health insurance when they retired, their retirement papers would have given them these details.

OTHER COVERAGE: (“primary” = pays first, “secondary” = pays second) A person’s coverage through their own employer is always primary for them. If you, as a dependent, have your own coverage in addition to the Exchange coverage, your own is primary and the Exchange is secondary.

For Retirees over age 65: Medicare is primary, and your current plan is secondary. When a retiree and all covered dependents become Medicare-eligible (at age 65, or earlier due to disability) your plan will change to the Traditional Choice Plan if you are not already in that plan due to your location.

IF SPONSOR DIES: SEE TABLE BELOW. If your sponsor had any level of **family** coverage and dies, the covered dependents WILL be eligible for some "survivor" medical coverage if sponsor was enrolled for at least 90 days. The minimum is 4 months of free medical coverage. Coverage after the 4 months is available through the Exchange. Whether or not the Exchange pays any of the cost of the coverage depends on the retired category of your sponsor, the plan they were in, how long they had been enrolled, etc. The cost and coverage period can also vary.

If you only qualify for the minimum 4 months of survivor coverage, you may be able to get coverage after that through the Health Insurance Marketplace that may cost less than the continuation plans from Aetna. To find out more about these plans go to www.healthcare.gov or call 1-800-318-2596.

SURVIVING COVERED DEPENDENT(S) OF THIS SPONSOR WITH FAMILY MEDICAL/DENTAL COVERAGE:	HAS THIS TYPE & LENGTH OF COVERAGE:	AT THIS COST TO SURVIVOR:
1. An employee who: <ul style="list-style-type: none"> a. Had less than 15 years of cumulative participation in the DoD NAF HBP medical plan; or b. Was not participating in the applicable defined benefit retirement plan at the time of death. 	TCC in non-HMO DoD NAF HBP medical plan for up to 36 months. No dental coverage.	No cost for first 4 months. Survivor pays the full cost of the total (employee and employer share) medical premium, plus an administrative fee of 2 percent of the total premium for up to 32 additional months.
2. An employee who: <ul style="list-style-type: none"> a. Had 15 or more years of cumulative participation in the DoD NAF HBP medical plan; and b. Was participating in the applicable defined benefit retirement plan at the time of death; and c. Is not grandfathered 	Same medical coverage as employee. Same dental coverage, if employee also had 15 cumulative years in a DoD NAF HBP HMO or non-HMO dental plan.	No cost for first 4 months. After 4 months, the survivor pays the same premium rate as an active employee.

SURVIVING COVERED DEPENDENT(S) OF THIS SPONSOR WITH FAMILY MEDICAL/DENTAL COVERAGE:	HAS THIS TYPE & LENGTH OF COVERAGE:	AT THIS COST TO SURVIVOR:
3. An employee who: <ul style="list-style-type: none"> a. Had 15 or more years of cumulative participation in the DoD NAF HBP medical plan; and b. Was participating in the applicable defined benefit retirement plan at the time of death; and c. Is Grandfathered 	Same medical coverage as employee. Same dental coverage, if employee also had 15 cumulative years in a DoD NAF HBP HMO or non-HMO dental plan.	No cost for the lifetime of the survivor.
4. A retiree receiving PRM who: <ul style="list-style-type: none"> a. is non-grandfathered or b. who is grandfathered but retired after 1 Jan 2000 on an Optional Early Retirement (PAC 84) 	Same medical and dental coverage applicable to retiree	No cost for first 4 months. After 4 months, the survivor pays the premium rate applicable to the retiree or employee.
5. A retiree receiving PRM who: <ul style="list-style-type: none"> a. is grandfathered and b. retired before 1 Jan 2000 on an Optional Early Retirement (PAC 84) 	Same medical and dental coverage applicable to retiree	No cost for first 4 months. Survivor pays the full cost of the total (employee and employer share) medical premium, plus an administrative fee of 2 percent of the total premium for up to 32 additional months.
6. A retiree receiving PRM who: <ul style="list-style-type: none"> a. is-grandfathered and b. retirement was not an Optional Early Retirement (PAC 84) 	Same medical and dental coverage applicable to retiree	No cost for the lifetime of the survivor.

IF YOU DIVORCE: In cases of divorce, the sponsor's children are still eligible, but the ex-spouse who had been covered before divorce is no longer eligible.

The ex-spouse should explore coverage options through his/her employer or a continuation plan through the DoD NAF Health Benefit Plan. **Continuation plans have a limited number of days in which you can enroll – don't delay.** Check your Summary Plan Description for details.

Life Insurance on Sponsor

If a retiree qualified for the Exchange paid Basic Life Insurance after retirement, it will be indicated in the documentation HQ Retiree Benefits provided to sponsor at retirement. The coverage value reduces by 25% three times: at age 66, 67 and 68. The Hartford will send a letter, before the reduction age, offering the retiree an opportunity to convert the "lost" amount to an individual policy. After age 68, the coverage value will remain at the final 25% level until death.

IF THE SPONSOR DIES: The Exchange can only discuss the insurance amount with the beneficiary (we'll always use the most recent form on file, and sponsors can update beneficiaries at any time by contacting HQ Retiree Benefits office). To arrange for insurance payment, the HQ Retiree Benefits office must have a certified death certificate and the most recent beneficiary form from the electronic Official Personnel File (eOPF), eBenefits or our HQ Retiree Benefits files (for retired employees). For help with burial expenses, the beneficiary or the funeral home can call HQ Retiree Benefits to arrange for an 'assignment' of life insurance proceeds (all or a portion) directly to the funeral home. If the life insurance payable exceeds \$10,000 (after any assignments have been deducted), The Hartford deposits the remainder into a checking account in the beneficiary's name and sends them a set of checks.

IF YOU DIVORCE: A beneficiary change is the sponsor's responsibility. Sponsors can name anyone as a beneficiary - even an ex-spouse.

EVEREST FUNERAL PLANNING & CONCIERGE SERVICE: Offered as part of The Hartford's Life Insurance. Everest provides unbiased information on all funeral related issues. Nationwide database of funeral home services and prices for you to price compare. Go online to www.everestfuneral.com/hartford. Enter your email address and the Identification Code: **HFEVLC**. You may also call **1-800-854-5429**.

Long Term Care (LTC)

Long Term Care provides financial assistance for home health or nursing home care during a chronic disability or long-lasting illness. Retirees who continue their LTC coverage do so on an individual policy; HQ Retiree Benefits office does not maintain enrollment records.

The Exchange offered LTC coverage through Aetna until June 2009, then through Prudential from July 2009 – June 2013, and currently through Federal Long Term Care Insurance Program.

IF SPONSOR DIES: If a retiree had coverage, notify the LTC insurance company to make sure billing stops. If you (spouse) have coverage, confirm with the LTC company the amount and frequency of any future premium payments due for your coverage, and clarify to them whether or not you wish to continue your coverage, and where to send your payments. Depending on the plan of coverage your sponsor had, you may be entitled to a refund of some or all of the premiums they paid minus benefits that were paid, if any. The refund is also based on the age of the covered person at the time of death. Check your summary plan description or insurance carrier (Aetna at 1-800-537-8521, Prudential at 1-877-893-3306 and FEDLTC at 1-800-582-3337) for details regarding premium refunds.

IF YOU DIVORCE: Contact insurance company about converting your coverage.

Personal Accident Insurance (PAI)

Personal Accident Insurance covers accidental death or dismemberment (losing a hand/foot/eye). Retirees can continue coverage from active employment or can apply for single or family coverage within 30 days of retirement. No medical exam is required.

IF COVERED PERSON DIES DUE TO ACCIDENT: The sponsor listed the beneficiary(ies) on the enrollment form and the beneficiary(ies) should contact the HQ Retiree Benefits office to begin claim procedures.

IF YOU DIVORCE: The retiree needs to change any family coverage to remove the now-ineligible spouse. Retirees should contact the Plan's Administrator (AIG) to remove coverage.

IF COVERED PERSON DIES AND THE DEATH IS NOT DUE TO AN ACCIDENT: The beneficiary is entitled to a refund of some of the premiums paid depending on the age of the covered person at the time of death. Check your summary plan description for details or contact the Plan's Administrator at 1-856-802-6917.

Pension (Retirement)

A pension is based on: years in the pension plan, age at retirement, high-3 consecutive years earnings and Social Security benefits. The Exchange adds in a Cost of Living Adjustment (COLA), based on the CPI-W, each year on 1 December, if one is announced.

If *married* at retirement, the employee had to decide at that time whether to set up a "spousal annuity". This arrangement costs 10% of the retiree's pension, and after retiree dies, it gives the surviving spouse a maximum of 55% of the retiree's pension for the remainder of the spouse's life. It will begin the 1st of the month after the death of the retiree. The decision made at retirement cannot be changed later unless the spouse dies or they divorce.

If *unmarried* at retirement and the retiree didn't set up any 'extra' annuities at retirement, a retiree who marries after retirement can contact HQ Retiree Benefits to set up a spousal annuity within one year of the marriage. The cost will be higher than 10%. The pension to the surviving spouse will be the same maximum 55% of retiree's pension.

IF SPOUSE DIES: If the retiree had elected a spousal annuity at retirement, he/she should send HQ Retiree Benefits office an original copy of the spouse's Death Certificate. The 10% reduction will be removed, going forward. If the retiree later remarries, he/she has a one-year period after date of marriage in which to elect a spousal annuity, if desired, in the same percentage (if any) that was provided to the spouse at retirement. The cost at this point would be more than 10%.

IF RETIREE DIES: Notify HQ Retiree Benefits; that office must also receive an original certified copy of the retiree's death certificate. If retiree had elected a spousal annuity, it will begin the 1st of the month after the death of the retiree and after all documentation is received.

IF YOU DIVORCE: **Please consult with a legal and/or financial advisor.** A spouse may be eligible for some of the sponsor's pension, via a Qualified Domestic Relations Order (QDRO) at the time of divorce.

401(k) Retirement Savings Plan

Fidelity Investments administers this plan for the Exchange. The sponsor can name anyone as a beneficiary, within legal constraints.

IF SPONSOR DIES: Family or caregiver should send HQ Retiree Benefits a copy of the death certificate. We will tell Fidelity to set up a new account for the named beneficiary. If it is a spouse, he/she can either take the money as a distribution or a rollover. If not a spouse, the beneficiary can get a distribution. Either way, the beneficiary can call HQ Retiree Benefits for assistance. **Please also consult with a legal and/or financial advisor.**

IF YOU DIVORCE: **Please consult with a legal and/or financial advisor.** A spouse may be eligible for some of the sponsor's 401(k) savings, via a Qualified Domestic Relations Order (QDRO) at the time of divorce.

Survivor Base/Post (Installation) Access & Shopping Privileges

BASE ACCESS: If you wish to gain access to a base/post without a sponsor, we recommend you stop at the visitor's office and request a pass. Spouses should bring their ID card (Dept. of Defense Form 2574) and another form of identification, such as a driver's license. If there are still issues gaining access, you may need to contact the installation commander. Call the Human Resources Support Center (see contact info) for help with Retiree or Retiree Dependent ID cards

SHOPPING PRIVILEGES: A surviving spouse will retain limited Exchange shopping privileges if the eligible retiree dies. The limited shopping privileges are outlined in Dept. of Defense Instruction 1330.21, and they generally exclude tobacco products, alcoholic beverages and military uniforms.

THE EXCHANGE POINTS OF CONTACT

If your sponsor is retired from the Exchange	Contact the HQ Retiree Benefits office: 1-800-519-3381 / Benefits@aafes.com / fax 214-465-2801 HQ The Exchange, Attn: FA-T Retiree Benefits, P.O. Box 650428, Dallas, TX 75265-0428
If your sponsor is not retired from the Exchange	Contact the Human Resources Support Center: 1-214-312-6190 / HRSC@aafes.com HQ The Exchange, Attn: HR Support Center, P. O. Box 660202, Dallas, TX 75266-0202

ID CARDS for Retiree or dependents:

- Call Human Resources Support Center 1-800-508-8466 or email HRSC@aafes.com

LEGAL ADVICE AVAILABLE

1. Through the Exchange Employee Assistance Program (EAP)
 - CONUS: 1-800-424-5988
 - Overseas International Call Center in U.K.: 877-853-4704
 - <https://www.magellanassist.com/default.aspx>
2. Through The Hartford Life Insurance plan
 - Beneficiary Assist: 1-800-411-7239
 - Estate Guidance: www.estateguidance.com Code: **WILLHLF**

AETNA Medical/Dental & Long Term Care

MEDICAL/DENTAL:

- 1-800-367-6276
- PO Box 14079, Lexington, KY 40512-4079
- www.aetna.com

AETNA LONG TERM CARE: 1-800-537-8521

THE HARTFORD Life

LIFE:

- 1-855-524-3038
- Fax: 833-357-5151
- PO Box 14869, Lexington, KY 40512-4869
- GBUploadException@thehartford.com

PERSONAL ACCIDENT INSURANCE (PAI)

Accidental Death and Dismemberment Insurance

- Contact AIG (Plan Administrator) at 1-856-802-6917
AIG
PO Box 71322
Philadelphia, PA 19176-1322

PRUDENTIAL Long Term Care

- Contact Prudential at 1-800-732-0416

FEDLTC POINT OF CONTACT

- 1-800-582-3337

STATE STREET - PENSION PAYMENTS

- US: 1-877-247-2769 (toll-free)
- Overseas collect 1-904-791-2246. Leave message and your phone number. **A representative will return your call.**
- Use MyPenPay website to update bank account, tax withholding, address, or to review tax forms and pension check history: <https://aafesretirement.mypenpay.com>

FIDELITY 401(k) ACCOUNTS

- US: 1-800-835-5098
- From Overseas, get an AT&T Direct access number by visiting <http://www.att.com/traveler>, or calling 1-800-331-1140 for a list of country codes, or by asking the local operator. After you dial your AT&T Direct access number, enter 877-833-9900 to reach the Fidelity Retirement Benefits Line.
- www.401k.com or www.fidelity.com

HMO POINTS OF CONTACT *(only in Hawaii, Guam and Puerto Rico)*

If your sponsor had health coverage from the local HMO, call the number on that medical HMO insurance ID card.

GENERAL INFORMATION FOR FAMILIES DO YOU KNOW WHERE THESE ITEMS ARE?

DOES YOUR SPOUSE / BENEFICIARY KNOW WHERE THEY ARE?

Do not send any documents to HQ Retiree Benefits unless requested

- Social Security card(s) for sponsor and all dependents
- Copy of latest beneficiary forms (Can't find it? Log onto <https://exchangebenefits.ehr.com/> and print a copy. If you don't have designated benefits on the website, just set up the beneficiaries as you wish on the Beneficiary screen, and then print for your records.)
- Insurance policies - life, mortgage, accidental death, auto, credit card, health, etc. whether obtained privately or through an employer
- Military discharge papers (for any veteran's benefits, burial or otherwise)
- Marriage certificate(s)
- Divorce decree(s)
- Will(s)
- Property list and/or videotape
- Most recent tax return and supporting documentation
- Birth certificate(s) for dependent children
- Credit cards
- Legal advisor's name and number
- Financial advisor's name and number

Do you have a safety deposit box?

- Where is it?
- Who is on the access list held by the bank or credit union?
- Where are the keys / who has them?
- How recently did you inventory the contents of the box?

Plan Ahead Now

Do not send any documents to HQ Retiree Benefits unless requested