

Benefits Handbook Date January 1, 2020

Identity Protection Benefit Program

Marsh & McLennan Companies



Identity Protection Benefit Program

Identity protection solutions, supplied by InfoArmor, are made directly available to all eligible employees (family or household members are also eligible for coverage). Marsh & McLennan Companies' sole function with respect to the program is permitting it to be publicized to employees, collecting premiums through payroll deductions and remitting them to the insurer.

InfoArmor's PrivacyArmor and PrivacyArmor Plus includes identity and credit monitoring with additional privacy protection features, to alert you of suspicious activity most commonly associated with identity theft and fraud.

You also have access to remediation services and a \$1,000,000 Identity Theft Insurance Policy to help reimburse you for any expenses related to your credit and identity being stolen and or used fraudulently.

Contents

Identity Protection Benefit Program.....	i
The Plan at a Glance.....	1
Participating in the Plan.....	2
Eligible Employees	2
Family Member Eligibility.....	3
Enrollment	3
Cost of Coverage	4
When Coverage Starts	5
When Coverage Ends	5
How the Plan Works.....	6
Covered Services	7
Glossary	10

The Plan at a Glance

InfoArmor's technology detects fraud at the source (when your information is used to apply for accounts) to catch misuse sooner and minimize damages. The chart below contains some important program features. For more information, see "How the Plan Works" on page 6.

Plan Feature	Highlights
How the Plan Works	<ul style="list-style-type: none"> ▪ InfoArmor offers many benefit features with its comprehensive proactive services. ▪ Identity monitoring and additional protection services. ▪ Includes credit monitoring, an annual credit report, and monthly credit scores. PrivacyArmor Plus includes unlimited credit reports from TransUnion, and an annual credit report from all three credit bureaus. PrivacyArmor provides an annual credit report from TransUnion only. ▪ See "How the Plan Works" on page 6 for details.
Eligibility	<ul style="list-style-type: none"> ▪ You are eligible to participate in this plan if you meet the eligibility requirements described under "Eligible Employees" on page 2. ▪ Your spouse or domestic partner is also eligible for coverage under this plan. ▪ See "Participating in the Plan" on page 2 for details.
Family and Household Member Eligibility	<ul style="list-style-type: none"> ▪ Your family and household members can use the Identity Protection Benefit Program if they meet the eligibility requirements described under "Family Member Eligibility" on page 3. ▪ See "Participating in the Plan" on page 2 for details.
Enrollment	<ul style="list-style-type: none"> ▪ You can enroll for coverage for yourself and your spouse or domestic partner in the Identity Protection Benefit Program at any time during the year. ▪ To make an initial election, go to Voluntary Benefits (www.mmcvoluntarybenefits.com) or Colleague Connect at https://colleagueconnect.mmc.com. Go to Career & Rewards and select Voluntary Benefits under Tools.
Contact Information	<p>For more information, contact:</p> <p>InfoArmor 7001 N. Scottsdale Road Suite 2020 Scottsdale, AZ 85253</p> <p>Mercer Voluntary Benefits (provided by Mercer Health & Benefits Administration) Phone: +1 800 225 2265</p> <p>Monday through Friday, 8 a.m. to 9 p.m. and Saturday 8 a.m. to 2 p.m. Eastern time.</p>

Participating in the Plan

The following section provides information on how you start participating in the program.

If you are an employee of Marsh & McLennan Companies or any subsidiary or affiliate of Marsh & McLennan Companies and you meet the requirements set forth below, you become eligible on your eligibility date.

All family or household members are eligible for coverage under this Plan.

Eligible Employees

To be eligible for the benefits described in this Benefits Handbook you must meet the eligibility criteria listed below.

Marsh & McLennan Companies Employees (other than MMA)

You are eligible if you are an employee classified on payroll as a US regular employee of Marsh & McLennan Companies or any subsidiary or affiliate of Marsh & McLennan Companies (other than Marsh & McLennan Agency LLC and any of its subsidiaries (MMA)).

Individuals who are classified on payroll as temporary employees or expatriates, who are compensated as independent contractors or who are employed by any entity in Bermuda, Barbados or Cayman Islands are not eligible to participate.

MMA Employees

You are eligible if you are an employee classified on payroll as a US regular employee of Marsh & McLennan Agency LLC – Corporate (MMA-Corporate), Marsh & McLennan Agency LLC – Alaska (MMA-Alaska), Marsh & McLennan Agency LLC – Northeast (MMA-Northeast), or Security Insurance Services of Marsh & McLennan Agency LLC.

Individuals who are classified on payroll as temporary employees or expatriates or who are compensated as independent contractors are not eligible to participate.

Your Eligibility Date

There is no waiting period if you are Actively-At-Work. Your eligibility date is the first day you are Actively-At-Work on or after your date of hire.

“You,” “Your,” and
“Employee”

As used throughout this plan summary, “employee”, “you” and “your” always mean:

- For Marsh & McLennan Companies participants: a US regular employee of Marsh & McLennan Companies or any subsidiary or affiliate of Marsh & McLennan Companies (other than MMA).
- For MMA participants: a US regular employee of MMA-Corporate, MMA-Alaska, MMA-Northeast, or Security Insurance Services of Marsh & McLennan Agency LLC.

Family Member Eligibility

Your family and household members may be eligible to use the Identity Protection Benefit Program. A family and household member is your:

- spouse
- domestic partner
- child for whom you are the legal guardian
- child of a domestic partner
- legally adopted child
- biological child
- stepchild.

Enrollment

You can enroll for coverage for yourself and any household or family member in the Identity Protection Benefit Program at any time during the year. To make an initial election, go to Voluntary Benefits at www.mmcvoluntarybenefits.com or Colleague Connect at <https://colleagueconnect.mmc.com>. Go to **Career & Rewards** and select **Voluntary Benefits** under Tools.

When can I enroll in the Plan?

You can enroll in the Plan at any time during the year.

How do I enroll for InfoArmor protection?

You can enroll for InfoArmor protection for yourself and all household or family members by going to Voluntary Benefits at www.mmcvoluntarybenefits.com or Colleague Connect at <https://colleagueconnect.mmc.com>. Go to **Career & Rewards** and select **Voluntary Benefits** under Tools. After you make the initial election for the Identity Protection Benefit Program, InfoArmor will email you welcome and ongoing material using the email address provided at time of enrollment. If you provided no email address at the time of enrollment, you will instead be mailed a welcome letter to your address on file.

How do I change my InfoArmor coverage?

You can change your InfoArmor coverage by going to Voluntary Benefits at www.mmcvoluntarybenefits.com or Colleague Connect at <https://colleagueconnect.mmc.com>. Go to **Career & Rewards** and select **Voluntary Benefits** under Tools.

To discontinue coverage, call Mercer Voluntary Benefits (provided by Mercer Health & Benefits Administration) at +1 800 225 2265.

Can I cancel InfoArmor protection at any time?

You can cancel your protection at any time. After you cancel coverage, your payroll deductions will stop.

Cost of Coverage

You pay the full cost for your InfoArmor coverage. PrivacyArmor and PrivacyArmorPlus offer two flat rates—one for employee only and one for employee plus family or household members. Your cost is listed below.

	Semi-Monthly Cost	Weekly Cost
Employee (One Bureau)	\$3.48	\$1.60
Employee + spouse or domestic partner (One Bureau)	\$5.98	\$2.76
Employee (Tri-Bureau)	\$4.48	\$2.07
Employee + spouse or domestic partner (Tri-Bureau)	\$7.98	\$3.68

For billing inquiries, call Mercer Voluntary Benefits (provided by Mercer Health & Benefits Administration) at +1 800 225 2265.

How do I pay for InfoArmor coverage?

You pay for InfoArmor coverage through after-tax payroll deductions.

How do I make contributions while I take a paid leave of absence?

Your coverage will remain in effect. Your contributions will continue to be withheld from your pay.

How do I make contributions while I take an unpaid leave of absence?

Eligible employees may continue to make the required contributions at the group rate through electronic funds transfer or credit card payments.

Do I have to make contributions to my InfoArmor coverage if I become disabled?

You must continue to pay for InfoArmor coverage if you become disabled and chose to continue coverage.

Will my cost change?

Your costs for InfoArmor coverage may change. Generally, if the cost changes, it will occur on January 1.

InfoArmor reserves the right to change the amount you are required to contribute at any time.

Taxes

Do I pay for coverage with before-tax or after-tax dollars?

You pay for InfoArmor coverage with after-tax dollars.

When Coverage Starts

Identity Protection Benefit Program coverage starts once you make the initial election on the Voluntary Benefits website at www.mmcvoluntarybenefits.com or Colleague Connect at <https://colleagueconnect.mmc.com>. Go to **Career & Rewards** and select **Voluntary Benefits** under Tools. Identity Monitoring, \$1,000,000 Identity Theft Insurance Policy, and Internet Surveillance begin once you have finalized your enrollment. Log into your online account or call InfoArmor to access WalletArmor, CreditArmor (credit monitoring and reports), SocialArmor, and Digital Identity tools for additional protection. You may also call our Privacy Advocate team at any time.

When Coverage Ends

Coverage ends when the first one of the following occurs:

- the date of your death
- the date the program is terminated
- the date you no longer meet the eligibility requirements
- the date you discontinue coverage
- the date you terminate your employment
- the last date you've paid contributions if you do not make the required contributions.

You can continue coverage on a group basis if you terminate your employment.

Portability

Can I continue coverage on a group basis when my employment terminates?

Yes, you can continue coverage on a group basis when your employment terminates, provided you continue to make the required contributions directly to InfoArmor through direct billing. Please make sure to contact InfoArmor within 90 days of your employment terminating to set up direct billing, otherwise your record is expunged, and the discount no longer applies.

If I choose to continue coverage on a group basis, are post-employment contribution rates higher than employee rates?

No, post-employment contribution rates are not higher than employee rates.

How the Plan Works

InfoArmor's industry-leading privacy protection with identity and credit monitoring quickly alerts you of suspicious activity before major damages have been done. PrivacyArmor is available in two comprehensive packages with PrivacyArmor and PrivacyArmor Plus.

Both products include:

- Identity and credit monitoring alerts to uncover fraud quickly
- Annual credit report and monthly credit score tracking, making it easier to monitor your credit
- Threshold monitoring
- Social media reputation monitoring to protect against cyberbullying and reputational damage on social media accounts
- A digital wallet storage and monitoring service for securely storing important documents and a quick lost wallet replacement service
- Full-Service Identity Restoration
- \$1,000,000 Identity Theft Insurance Policy
- A Digital Exposure Report
- Data breach notification
- Deceased family member coverage

In addition, PrivacyArmorPlus offers:

- 3 Credit Bureau Monitoring: TransUnion, Equifax and Experian
- Data Sources and Proactive Alerts: Additional alert notifications from expanded data sources for transactions on credit, debit and checking accounts such as new account authorizations, new deposit accounts opened and personal information request changes.
- IP Address monitoring
- Unlimited credit scores
- Social Account Takeover
- Credit freeze assistance
- Unlimited Transunion Credit Reports
- Multibureau credit lock

- Annual Tri-bureau Report and Score
- Credit report disputes
- Stolen fund reimbursement
- Tax fraud refund advance
- 401(k) and HSA reimbursement.

The Identity Protection Benefit Program's industry-leading services help fight emerging fraud and keep participants safe. Proprietary technology helps detect fraud, sooner by monitoring the point of new account application/creation.

Covered Services

Identity Monitoring

By creating an identity blueprint, InfoArmor can help uncover identity fraud at its inception. InfoArmor detects fraud, including unauthorized account access, fund transfers, and password resets. This identity monitoring program searches for fraud at the point of new account application/creation. InfoArmor monitors billions of data elements on a daily basis, from sources such as:

- new credit cards
- wireless carrier applications
- retail credit card accounts
- automobile loans
- mortgage loans
- payday loans
- checking accounts and check reorders
- utility accounts
- change of address requests
- public records (DMV records, government databases, real estate records, court records, criminal records, Social Security records)
- High Risk Transactions such as online password resets, suspicious fund transfers and unauthorized account access.

CreditArmor

CreditArmor monitors your credit profile to generate alerts whenever new accounts are opened allowing you to identify issues early to minimize damages. You will also be able

to see your credit report once each year and your credit score every month. This allows you to closely review your report for significant changes or anything suspicious like accounts that you didn't open, unusually high spending, or unexplained dips in your score all from one place.

Internet Surveillance

Internet Surveillance continuously monitors the Underground Economy to uncover compromised, sensitive information. Internet Surveillance finds breached data and alerts you if your personal information is found. InfoArmor's Internet Surveillance monitors:

- Malicious Command & Control Networks
- Black Market Forums
- Known Compromised Machines & Servers
- Phishing Networks
- Exploited Websites

Digital Identity Report

Digital Identity showcases a subscriber's personal information exposure on the Internet with an interactive, easy-to-read report. The report includes:

- Phishing Networks
- Exploited Websites and Public Websites
- Summarization of real-time deep Internet search results
- Offers a Privacy Grade
- Tips to better secure your available personal information

WalletArmor

WalletArmor monitors to detect activity such as compromised credit card information, medical insurance identification, etc. This secure, online document repository also makes a lost wallet replacement quick and easy.

Social Armor

InfoArmor monitors your Facebook, LinkedIn, Twitter, and Instagram profile to give actionable alerts of reputational damage, cyberbullying, or online predators.

Full Service Privacy Advocate® Remediation

Upon notification of an identity theft incident, Privacy Advocates will immediately reach out to act on behalf of the victim as a dedicated case manager to:

- Investigate and, when appropriate, confirm fraudulent activity including known, unknown, and potentially complicated additional sources of identity theft.
- Complete and mail customized, pre-populated, state specific “Fraud Packet” via certified mail with pre-paid return instructions.
- Place phone calls, send electronic notifications, and prepare appropriate documentation on the victim’s behalf, including anything from dispute letters to defensible complaints, to all appropriate agencies, financial institutions, etc.
- Issue fraud alerts and victim’s statements when necessary, with the three consumer credit reporting agencies, the Federal Trade Commission, Social Security Administration, and US Postal Service.
- Submit Special Limited Power of Attorney and ID Theft Affidavit to involved creditors for card cancellation and new card issuance.
- Contact, follow up and escalate issues with affected agencies, creditors, financial institutions, etc. to reinforce employee’s rights.
- Assist the employee in notifying local authorities to file an official report(s).
- Utilize real time access to public records reports for further investigation where applicable.
- Provide resolution of key issues from start to finish as swiftly as possible.
- Provide copies of documentation, correspondence, forms and letters for the victim’s personal records.

Remediation is provided in house by InfoArmor Privacy Advocates. InfoArmor’s services apply to fraud issues beyond just credit fraud, including criminal, medical and other forms of identity theft.

Solicitation Reduction

InfoArmor provides important identity theft prevention measures and gives you guidance to reduce unwanted solicitations which prevent your personal information from falling into the wrong hands:

- Junk mail
- Telemarketing calls
- Pre-approved credit card offers

Identity Theft Insurance Policy

This \$1,000,000 Identity Theft Insurance Policy will help protect you from the financial damages of identity theft. InfoArmor spends time and money restoring your identity fraud issues, but this policy can help with any associated costs such as legal defense expenses, or lost wages that you may experience. If you do become a victim of identity theft while enrolled in this program, a dedicated Privacy Advocate will help you file a claim to recover funds lost related to the theft. There is no deductible for this coverage.

Glossary

AFTER-TAX PAYCHECK DEDUCTIONS

Deductions taken from your pay after Social Security (FICA and Medicare) and federal unemployment insurance (FUTA) taxes and other applicable federal, state and local taxes are withheld.