

Benefits Handbook Date January 1, 2014

Ayco's *SurvivorSupport*[®] Service
Marsh & McLennan Companies



Ayco's SurvivorSupport® Service

Ayco's SurvivorSupport® Service is a comprehensive financial counseling service that provides objective, professional answers to the myriad of questions that arise when a death occurs. A qualified and compassionate Ayco counselor will meet one-on-one with you or your eligible family members, provide a written Personal Financial Plan and remain available for six months to answer questions and address issues as they arise. Ayco's SurvivorSupport® Service provides the specific, personalized answers needed when one of life's most overwhelming events has happened.

Plan Summary

This section provides a summary of Ayco's SurvivorSupport® as of January 1, 2014.

A Note about ERISA

Ayco's SurvivorSupport® Service is not governed by the Employee Retirement Income Security Act of 1974 (ERISA). For example, ERISA requirements such as providing a Summary Plan Description, filing an annual report (Form 5500 Series), or making a summary annual report available do not apply to Ayco's SurvivorSupport® Service.

Ayco's SurvivorSupport® Service at a Glance

Ayco's SurvivorSupport® Service is a financial counseling service that provides a qualified and compassionate financial counselor with the specific, personalized answers needed after a death. The chart below contains some important features of Ayco's SurvivorSupport® Service. For more information, see "How Ayco's SurvivorSupport® Service Works" on page 4.

Ayco's SurvivorSupport® Service Features	Highlights
How Ayco's SurvivorSupport® Service Works	<ul style="list-style-type: none"> ▪ Ayco's SurvivorSupport® Service provides financial counseling following notification of a death. ▪ See "How Ayco's SurvivorSupport® Service Works" on page 4 for details.
Eligibility	<ul style="list-style-type: none"> ▪ You are eligible to participate in Ayco's SurvivorSupport® Service if you meet the eligibility requirements described under "Eligible Employees" on page 3. ▪ See "Participating in Ayco's SurvivorSupport® Service" on page 3 for details.
Family Member Eligibility	<ul style="list-style-type: none"> ▪ Your family members can use Ayco's SurvivorSupport® Service if they meet the eligibility requirements described under "Family Member Eligibility" on page 4. ▪ See "Participating in Ayco's SurvivorSupport® Service" on page 3 for details.
Enrollment	<ul style="list-style-type: none"> ▪ There is no need to enroll and coverage is automatic for eligible employees.
Cost	<ul style="list-style-type: none"> ▪ There is no cost to you or your family for using Ayco's SurvivorSupport® Service.
Confidentiality	<ul style="list-style-type: none"> ▪ Your personal information, including what you or your family members share with Ayco's SurvivorSupport® Service counselors, is completely confidential and will not be shared with anyone at Marsh & McLennan Companies.
Contact Information	<p>For more information, contact:</p> <p>Ayco's SurvivorSupport® Financial Counseling Service The Ayco Company, L.P., A Goldman Sachs Company One Wall Street Albany, NY 12205</p> <p>Hours: Normal business hours are Monday through Friday, 8:00 a.m. – 5:00 p.m. Eastern time, with evening appointments available.</p> <p>Phone: +1 800 235 3417 Fax: +1 212 428 3145 Email: mailto:survivorsupport@ayco.com</p> <p>The Ayco Company, L.P. administers this tool for Marsh & McLennan Companies.</p>

Participating in Ayco's *SurvivorSupport*® Service

The following section provides information on how you start participating in Ayco's *SurvivorSupport*® Service.

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.

Your eligible surviving family member is also covered under this program.

Eligible Employees

An eligible employee is an employee whose spouse, domestic partner or dependent adult child has recently passed away. The employee must use the service within one year of the date of death.

To be eligible for Ayco's *SurvivorSupport*® Service, you must meet the eligibility criteria listed below.

Marsh & McLennan Companies Employees (other than MMA)

You are eligible for Ayco's *SurvivorSupport*® Service if you are an employee classified on payroll as a US regular or temporary 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 independent contractors are not eligible to participate.

MMA Employees

You are eligible for Ayco's *SurvivorSupport*® Service if you are an employee classified on payroll as a US regular or temporary employee of MMA. This includes employees on Marsh & McLennan Companies payroll and non-Marsh & McLennan Companies payroll.

Individuals who are classified on payroll as independent contractors are not eligible to participate.

Your Eligibility Date

If you meet the eligibility requirements, you are immediately eligible.

"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 affiliate of Marsh & McLennan Companies (other than MMA) on a US payroll.
- For MMA participants: a US regular employee of MMA.

Family Member Eligibility

Your eligible family members can use Ayco's *SurvivorSupport*® Service. An eligible family member is your surviving family member. A surviving family member includes anyone in your immediate family (generally your parents, spouse, domestic partner, siblings and children/step-children), including estate representatives and guardians. The surviving family member must use the service within one year of the date of death.

When Coverage Starts and Ends

You are covered under Ayco's *SurvivorSupport*® Service on the date you meet the eligibility requirements.

Coverage ends on the date when the first of the following occurs:

- you no longer meet the eligibility requirements
- you terminate employment
- the benefit program is terminated.

Cost

There is no cost to you or your eligible family member for using Ayco's *SurvivorSupport*® Service. Ayco's *SurvivorSupport*® Service is funded by Marsh & McLennan Companies.

How Ayco's *SurvivorSupport*® Service Works

Ayco's counselors provide objective professional answers to the myriad of questions and concerns that arise after a death. The process begins once the Marsh & McLennan Companies Employee Service Center (Phone +1 866 374 2662 Monday through Friday, 8 a.m. to 8 p.m., Eastern time.) is notified of a death.

- Marsh & McLennan Companies Employee Service Center confirms eligibility.
- The Employee Service Center completes the appropriate Employee Benefit Questionnaire and notifies Ayco. Marsh & McLennan Companies will provide Ayco with benefits information regarding your survivor benefits. The information provided will include: compensation, life insurance, Marsh & McLennan Companies Stock Option Awards that are outstanding at the time of death, Marsh & McLennan Companies stock unit awards (RSUs, DSU, PSU, etc.) outstanding at the time of death, Mandatory Bonus Deferral, other cash awards that are outstanding, Marsh & McLennan Companies 401(k) Savings & Investment Plan, MMA 401(k) Savings & Investment Plan, Supplemental Savings & Investment Plan, Marsh & McLennan Companies Retirement Plan, Benefit Equalization Plan and Supplemental Retirement Plan coverage details.
- Marsh & McLennan Companies Employee Service Center sends a condolence letter describing Ayco's *SurvivorSupport*® services to the eligible survivor.

- An Ayco's *SurvivorSupport*® Service administrator contacts the survivor by telephone within 24 hours of notification, but never within seven days of the date of death. If the survivor wants to participate in the service, a meeting is scheduled according to the survivor's wishes.
- Ayco requests any additional information from Marsh & McLennan Companies.
- Ayco's *SurvivorSupport*® Service counselor meets with survivor.

Do I have to follow the recommendation of Ayco's SurvivorSupport® Service?

No, you remain in full control of your financial decisions. You are responsible for making decisions that are best suited for your personal needs, preferences and financial situation.

Do I have to use Ayco's SurvivorSupport® Service?

No. Participation is completely voluntary.

If I have an authorized unpaid leave of absence or become disabled, can I still participate in Ayco's SurvivorSupport® Service?

During a period of authorized leave of absence or disability, you will remain eligible for the benefit.

Services Provided

- One-on-one counseling session with an Ayco counselor to review your family's financial position, establish objectives and priorities and assist in making prudent decisions. The topics covered include: estate settlement, income tax planning, Social Security, investment planning, employee benefits, insurance planning, cash flow analysis, education funding, retirement planning and estate planning.
- Written Personalized Financial Plan and Action Item Checklist summarizing the topics discussed and prioritizing issues requiring immediate and future attention. In addition to the written summary, you will also receive appropriate personalized financial exhibits, such as a Summary of Assets and Expenses, Cash Flow Overview, Income Tax Projection and Current and Proposed Asset Allocation Mix. These recap materials focus on planning priorities and specific recommendations to act upon.
- Six months of ongoing pro-active assistance for help in implementing the financial plan to address issues as they arise or as new information becomes available. Ayco counselors make at least one outbound contact per month during the 6-month duration of the service for ongoing support and assistance with implementation.
- Access to the *Aycofn*® website, which includes interactive financial modeling tools, reference materials and electronic access to Ayco's *Updates* newsletter.

What if I am already working with a financial planner?

The Ayco *SurvivorSupport*® Service is designed to coordinate – not replace the efforts of your company's Human Resources personnel or other professionals already in place. The Ayco counselor will work with these individuals to help you make decisions in your best interest.

Can I have others present during the one-on-one counseling session?

Yes. You can have others present during your meeting with the Ayco *SurvivorSupport*® Service counselor.

What are the qualifications of Ayco's SurvivorSupport® Service counselors?

The Ayco *SurvivorSupport*® Service is delivered by dedicated Ayco counselors who are sensitive to the emotional as well as the financial impact of the situation at hand. The majority are trained as attorneys. Other credentials and professional certifications include MBA, Certified Financial Planner™, Financial Industry Regulatory Authority (FINRA) licenses and state life and health insurance licenses. In addition to regular ongoing technical training, Ayco *SurvivorSupport*® Service counselors also receive specific bereavement training.

Will Ayco's SurvivorSupport® Service counselors try to sell me anything?

Ayco *SurvivorSupport*® Service financial counselors are not commissioned salespeople. Your counselor's objective is to provide you with professional financial education and guidance as it pertains to your individual planning needs.

Complete Confidentiality

The personal information shared with Ayco *SurvivorSupport*® Service counselors is completely confidential and will not be shared with anyone, including Marsh & McLennan Companies. Your name and personal information are protected by Ayco's privacy policy. All financial information provided is kept confidential in accordance with Ayco's privacy policy.

Additional Information

For more information about Ayco's *SurvivorSupport*® Service, contact Ayco's *SurvivorSupport*® Service department at +1 800 235 3417.