

Benefits Handbook Date January 1, 2021

# **LifeCare® Family Resource Program**

Marsh & McLennan Companies



## **LifeCare® Family Resource Program**

*The Company recognizes the challenges you may encounter in trying to balance work and family responsibilities. The Family Resource Program, offered 24/7/365 via telephone and online through LifeCare®, offers employees and their family members expert advice, personal consultations and qualified referrals to local or nationwide resources to help you better manage personal life needs such as: child care and parenting, adult care and aging, education, adoption and prenatal care, health and wellness, relocation and everyday responsibilities (pets, home, auto, etc.).*

## The Program at a Glance

The Family Resource Program can help you balance work and personal responsibilities by referring you to licensed providers in your area and nationwide—and providing information and resources to help you make informed decisions. The chart below contains some important program features. For more information, see “How the Program Works” on page 4.

<b>Program Feature</b>	<b>Highlights</b>
<b>How the Program Works</b>	<ul style="list-style-type: none"> <li>▪ The Family Resource Program is accessible 24/7/365 via telephone and online to help with virtually any life need.</li> <li>▪ The program offers access to Bachelor’s and Master’s level specialists with education and training in one specialty area (e.g. child care, adult care, etc.) who provide expert guidance, pre-screened referrals and information to helpful providers and resources nationwide. Specialists will help you evaluate your situation, research and explain available options in your community or nationwide, and send relevant materials and referrals for providers who meet your needs and criteria. You can also log on to the LifeCare website to access helpful content and tools such as provider locators, webinars, articles, videos and LifeMart, an employee discount center featuring brand-name discounts to save you money on everyday needs.</li> <li>▪ See “How the Program Works” on page 4 for details.</li> </ul>
<b>Employee Eligibility</b>	<ul style="list-style-type: none"> <li>▪ You are eligible to participate in this program if you meet the eligibility requirements described below.</li> <li>▪ See “Participating in the Program” on page 2 for details.</li> </ul>
<b>Family and Household Member Eligibility</b>	<ul style="list-style-type: none"> <li>▪ Your family and household members can use the Family Resource Program if they meet the eligibility requirements described below.</li> <li>▪ See “Participating in the Program” on page 2 for details.</li> </ul>
<b>Enrollment</b>	<ul style="list-style-type: none"> <li>▪ Coverage is automatic. There is no need to enroll.</li> </ul>
<b>Cost</b>	<ul style="list-style-type: none"> <li>▪ There is no cost to you for using the Family Resource Program. If the program provides you with referrals to providers or services, you are responsible for paying for any providers/services you choose to use.</li> </ul>
<b>Contact Information</b>	<p>For more information, contact:  LifeCare®, 24 hours a day, 7 days a week, 365 days a year  Phone: +1 877 399 8235  Website: <a href="http://member.lifecare.com">http://member.lifecare.com</a>  First time user: registration code is MMC and member ID is Employee ID.  Marsh &amp; McLennan Companies does not administer this program.  LifeCare®’s decisions are final and binding.</p>

## Participating in the Program

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 and you meet the requirements set forth below, you become eligible on your eligibility date.

Your eligible family and household members are also covered under this program.

### 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*

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.

Individuals who are classified on payroll as temporary employees, 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 (MMA).

Individuals who are classified on payroll as temporary employees 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.

### Family Member and Household Member Eligibility

Your family and household members can use the Family Resource Program. A family and household member is your:

- domestic partner
- child for whom you are the legal guardian
- child of a domestic partner
- legally adopted child

#### **“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.

- biological child
- spouse
- stepchild
- any individual who currently resides with you.
- any adult for whom you assume primary caregiving responsibilities (spouse, parent, grandparent).

For your child to be covered, your child must be:

- dependent on you for maintenance and support,
- unmarried, and
- under 19 years of age, *or*
- under 25 years of age if a full-time student in a college or other accredited institution (generally those with 12 or more accredited hours of course work per semester, or full-time as determined by the school) and not employed on a full-time basis.

The Company has the right to require documentation to verify the relationship (such as a copy of the court order appointing legal guardianship). Company medical coverage does not cover foster children or other children living with you, including your grandchildren, unless you are their legal guardian with full financial responsibility—that is, you or your spouse claims them as a dependent on your annual tax return.

## **When Coverage Starts and Ends**

You are covered under this program on the later of your first day of employment or eligibility.

Coverage ends when the first of the following occurs:

- the date you no longer meet the eligibility requirements
- the date you terminate employment
- the date of your death
- the date the program is terminated.

## **Cost**

There is no cost to you for using the Family Resource Program. If the program provides referrals to providers or services, you are responsible for paying for any providers/services you choose to use.

## Converting to an Individual Policy

### *Can I convert this coverage to an individual policy when my coverage ends?*

No. You can't convert this coverage to an individual policy when your coverage ends.

## How the Program Works

The Family Resource Program is administered by LifeCare®, a nationwide counseling, education and referral service. Experienced specialists at LifeCare® can help you locate the providers, information and resources you need to balance work and personal responsibilities.

You and your family members can call toll-free 24/7/365 to speak with Bachelor's or Master's level specialists in their fields (child care, elder care, etc.) who provide unlimited phone consultations, relevant educational materials, and confirmed referrals to help with any life need, including but not limited to:

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### Child Care & Parenting

- |  |                         |                              |
|--|-------------------------|------------------------------|
| ▪ Pregnancy & Adoption                             | ▪ Education & Schooling | ▪ Parenting infants to teens |
| ▪ Child care options (centers, in-home care, etc.) | ▪ Special needs         | ▪ Managing work and family   |

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### Senior Care/Caregiving

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|--|--|--|
| ▪ Care options and living arrangements | ▪ Information on diseases and conditions | ▪ Medicare, Medicaid and Social Security information |
| ▪ Caregiver concerns                   | ▪ Meal delivery programs                 | ▪ Retirement   |
| ▪ Emergency and respite care           | ▪ In-home care and services              | ▪ Senior health and safety                           |
| ▪ Hospice services                     | ▪ Transportation services                | ▪ Support groups                                     |

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### Wellness

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|--------------------|---------------------|---------------|
| ▪ Fitness programs | ▪ Nutrition         | ▪ Weight loss |
| ▪ Prevention       | ▪ Stress management | ▪ Safety      |

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### Daily Needs

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|--------------------|-----------------------|---------------------|
| ▪ Home improvement | ▪ Automotive services | ▪ Cleaning services |
| ▪ Pet care         | ▪ Relocation          |                     |
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You can also log on to the website to interact with specialists or access self-service information and tools, including:

- “Find a Provider” features that enable members to search for licensed providers nationwide, including: child and adult care providers; schools; fitness centers, pet care providers, and more

- Content to help with life events and all of the topics above
- Live and on-demand webinars
- Monthly live talks hosted by experts in their fields
- Financial articles, calculators, and budgeting tools
- Up-to-date wellness information, quizzes, and tools

Plus, save money on everyday products and services via LifeMart, the employee discount platform, conveniently accessible from the website.

## The Program Specialist

When you call, you will be connected to a Family Resource Program specialist most qualified to address your concern. For instance, if you need child care, you will speak with a specialist who has education and training in the child care field; while members seeking assistance with elder care will speak to a trained and educated specialist who has experience and training in social work and gerontology, for example.

These specialists are accessible 24/7/365 to provide expert guidance, relevant information and personalized referrals to providers that meet your unique needs—in terms of care option, budget, location and any special request. The specialist will help you evaluate your situation, research and explain the options in your community, and send you relevant materials and referrals.

The program aims to give you information you can use to evaluate providers and determine which one, if any, is best for you. The choice of services is always yours.

## Referrals

Specialists will provide you with personalized referrals containing detailed information on topics such as care providers; operating hours; fees and subsidies; licensing; and accreditations (if any); location; and any specific care needs.

Referrals can be relayed via phone by specialists; conveniently posted to an area of the website personalized for each employee; or sent via email.

The Company hopes that this benefit will help you to manage work and family responsibilities and save time and money with personal life needs. It is important to remember, however, that the Family Resource Program provides referrals and not recommendations. You are responsible for selecting the services that best suit your needs. You pay any costs associated with the providers/services you choose.

Neither the Company nor the Family Resource Program guarantees the quality of providers. The program aims to give you information you can use to evaluate providers and determine which one, if any, is best for you. The choice of services is always yours.

## Glossary

### ACTIVELY-AT-WORK

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You are “Actively-At-Work” if you are fulfilling your job responsibilities at a Company-approved location on the day coverage is supposed to begin (e.g., you are not out ill or on a leave of absence).

### ELIGIBLE MARSH & MCLENNAN COMPANIES EMPLOYEES

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As used throughout this document, “Marsh & McLennan Companies Employees” are defined as employees classified on payroll as US regular employees of Marsh & McLennan Companies or any subsidiary or affiliate of Marsh & McLennan Companies.

### ELIGIBLE MMA EMPLOYEES

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As used throughout this document, “MMA employees” are defined as employees classified on payroll as a US regular employee of Marsh & McLennan Agency LLC (MMA).