

Benefits Handbook Date May 1, 2014

# **Administrative Information**

Marsh & McLennan Companies



## Administrative Information

*This section provides administrative details about how the benefits plans are structured and administered including:*

- *plan funding and claims administration*
- *how to obtain plan documents*
- *the claims review and appeal process*
- *your rights under ERISA (the Employee Retirement Income Security Act of 1974)*
- *other important facts about the plans.*

*Included in this document is information about the Benefits Handbook itself (such as the plans for which the Benefits Handbook serves as the Summary Plan Description and the official plan document), description of certain laws that apply to the benefit plans, and your rights under those laws.*

*In addition, this section describes the claims and appeals processes for some of the benefits.*

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## How the Benefits Handbook Is Used

### ***Claims Administrators (or Account Administrator or Plan Administrator, as applicable)***

The Claims Administrator (or Account Administrator or Plan Administrator, as applicable) for each plan described in the Benefits Handbook uses the description of the applicable plan in the Benefits Handbook to make determinations on claims for benefits under the plan. (Should any plan provision described become invalid or unenforceable, it will not affect the validity or enforceability of any other plan provision.) When necessary, the Claims Administrators may also refer to their internal guidelines in making claims/benefits determinations. The Claims Administrator (or Account Administrator or Plan Administrator, as applicable) has full discretion and authority to make all such claims/benefits determinations.

### ***Headings, Navigation Menus, Tables of Contents, Etc.***

Note that the various headings and sub-headings in the Benefits Handbook (which produce the website navigation menus and the tables of contents in the printed version) are provided for your convenience and in no way define, limit, or otherwise describe the scope or intent of the plans.

## Administrative Details about the Plans

The following are administrative facts about the benefits described in the Benefits Handbook.

### **The Basic Life Insurance Plan**

#### ***Plan Name***

Marsh & McLennan Companies Basic Life Insurance Plan

The plan forms part of the Marsh & McLennan Companies Health & Welfare Benefits Program.

#### ***Plan Number***

501

#### ***Plan Type***

This is a welfare plan.

#### ***Plan Year***

The plan year is January 1 - December 31.

## ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator (described below) to learn which employers participate in this plan.

## ***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan Administrator – Basic Life Insurance  
c/o Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

## ***Group Contract Number***

The group contract number is 1098400.

## ***Source of Benefits Funding***

The Basic Life Insurance Plan is insured through contracts with the Claims Administrator, who administers claims for this plan and is solely responsible for providing benefits.

Contributions are intended to be made solely by the Company. These contributions are held in the Marsh & McLennan Companies Employer Funded Welfare Benefit Trust by the trustees:

Mellon Trust  
135 Santilli Highway  
Everett, MA 02149

Benefits are payable solely from the trust.

### ***Claims Administrator***

Metropolitan Life Insurance Company  
200 Park Avenue  
New York, NY 10166

(Be sure to check your claim form for the address of the claims processing office.)

### ***Contacts***

For filing a claim:

Met Life  
Group Life Claims  
P.O. Box 3016  
Utica, NY 13504

For appealing a claim:

Met Life  
Group Life Claims  
P.O. Box 3016  
Utica, NY 13504

For converting your coverage:

Metropolitan Life Insurance Company  
Phone: +1 877 431 1167

Website: [www.metlife.com/metlife-advice](http://www.metlife.com/metlife-advice)

## **The Basic Long Term Disability Plan**

### ***Plan Name***

Marsh & McLennan Companies Basic Long Term Disability Plan

The plan forms part of the Marsh & McLennan Companies Health & Welfare Benefits Program.

### ***Plan Number***

501

***Plan Type***

This is a welfare plan.

***Plan Year***

The plan year is January 1 - December 31.

***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan Administrator – Basic Long Term Disability  
c/o Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

***Group Contract Number***

The group contract number is 83082035.

***Source of Benefits Funding***

The Basic Long Term Disability Plan is self-insured by the Company through contributions intended to be made solely by the Company. These contributions are held



in the Marsh & McLennan Companies Employer Funded Welfare Benefit Trust by the trustees:

Mellon Trust  
135 Santilli Highway  
Everett, MA 02149

Benefits are payable solely from the trust.

The Company has engaged the services of the Claims Administrator who is responsible for processing claims for this self-insured plan.

### ***Claims Administrator***

The Hartford Life Insurance Companies  
P.O. Box 946710  
Maitland, FL 32794-6710  
Phone: +1 800 303 9744  
Fax: +1 407 919 6329

### ***Contacts***

For filing a claim:

A claim form will automatically be sent to your home address. If you have been disabled for more than four months, and you have not received the forms, you can contact your Human Resources Representative.

For regular mail:  
The Hartford  
P.O. Box 14306  
Lexington, KY 40512-4306

For overnight mail:  
The Hartford – Maitland Disability  
2432 Fortune Drive  
Lexington, KY 40509

For appealing a claim:

The Hartford Life Insurance Companies  
Group Benefits  
P.O. Box 946710  
Maitland, FL 32794-6710  
Phone: +1 800 303 9744

### **Best Doctors Program**

#### ***Plan Name***

The Best Doctors Program

The Best Doctors Program forms part of the Marsh & McLennan Companies Group Benefits Plan.

**Plan Number**

503

**Plan Type**

This is a welfare plan.

**Plan Year**

The plan year is January 1 - December 31.

**Plan Sponsor**

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

**Plan Administrator**

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Marsh & McLennan Companies, Inc. – Best Doctors  
c/o Global Benefits, 6<sup>th</sup> Floor  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

**Group Contract Number**

N/A.

**Source of Benefits Funding**

The Best Doctors Program is insured through contracts with the Claims Administrator, who administers claims for this plan and is solely responsible for paying benefits.

The Company has engaged the services of the Claims Administrator, who is responsible for processing claims for this insured plan.

**Claims Administrator**

Best Doctors  
1 Boston Place, 32<sup>nd</sup> Floor  
Boston, MA 02108  
Phone: +1 866 904 0910

**Contacts**

For filing a claim:

Best Doctors  
1 Boston Place, 32<sup>nd</sup> Floor  
Boston, MA 02108  
Phone: +1 866 904 0910

For appealing a claim:

Best Doctors  
1 Boston Place, 32<sup>nd</sup> Floor  
Boston, MA 02108  
Phone: +1 866 904 0910

For COBRA coverage:

Trion  
Phone: +1 866 324 4087

**The Business Travel Accident Insurance Plan****Plan Name**

Marsh & McLennan Companies Business Travel Accident Insurance Plan

The plan forms part of the Marsh & McLennan Companies Group Benefits Plan.

**Plan Number**

503

***Plan Type***

This is a welfare plan.

***Plan Year***

The plan year is January 1 - December 31.

***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan Administrator – Business Travel Accident Insurance  
c/o Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

***Group Contract Number***

The active group contract number is GTP 9129189.  
The retiree group contract number is GTP 9132260.

## ***Source of Benefits Funding***

The Business Travel Accident Insurance is insured through contracts with the Claims Administrator, who administers claims for this plan and is solely responsible for providing benefits.

## ***Claims Administrator***

National Union Fire Insurance Company of Pittsburgh, PA. (a member company of Chartis)  
Executive Offices: 175 Water Street  
18<sup>th</sup> Floor  
New York, NY 10038  
Phone: +1 646 857 1589

(Be sure to check your claim form for the address of the claims processing office.)

## ***Contacts***

For filing a claim:

National Union Fire Insurance Company of Pittsburgh, PA (a member company of Chartis)  
Accident & Health Claims  
P.O. Box 25897  
Shawnee Mission, KS 66225  
Phone: +1 800 551 0824

For appealing a claim:

National Union Fire Insurance Company of Pittsburgh, PA (a member company of Chartis)  
Accident & Health Claims  
P.O. Box 25897  
Shawnee Mission, KS 66225  
Phone: +1 800 551 0824

## **The Comprehensive Medical Plan (CMP)**

### ***Plan Name***

Marsh & McLennan Companies Comprehensive Medical Plan.

### ***Plan Number***

504

### ***Plan Type***

This is a welfare plan.

### ***Plan Year***

The plan year is January 1 - December 31.

## ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030

Eligible retirees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible retirees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

## ***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan Administrator – Comprehensive Medical Plan  
c/o Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

## ***Group Contract Number***

The group contract number is 98400.

## ***Source of Benefits Funding***

The Comprehensive Medical Plan is self insured by the Company through contributions made jointly by the Company and participating retirees. These contributions are held in the Marsh & McLennan Companies, Inc. Employer Funded Welfare Benefit Trust by the trustees:

Mellon Trust  
135 Santilli Highway  
Everett, MA 02149

Benefits are payable solely from the trust.

The Company has engaged the services of the Claims Administrator, who is responsible for processing claims for this self-insured plan.

### ***Claims Administrator***

United Healthcare  
P.O. Box 740800  
Atlanta, GA 30374-0800  
Phone: +1 800 645 6555

(Be sure to check your claim form or instructions for the address of the claims processing office.)

### ***Contacts***

For filing a medical claim:

United Healthcare  
P.O. Box 740800  
Atlanta, GA 30374-0800  
Phone: +1 800 645 6555

For precertification:

United Healthcare  
Phone: +1 800 645 6555

For filing a retail prescription drug claim:

Express Scripts  
P.O. Box 2187  
Lee's Summit, MO 64063-2187  
Phone: +1 800 987 8360  
Website: [www.express-scripts.com](http://www.express-scripts.com)  
Group #: MMCRX05

For filing a mail-order prescription drug claim

Express Scripts  
P.O. Box 30493  
Tampa, FL 33630-3493  
Phone: +1 800 987 8360  
Website: [www.express-scripts.com](http://www.express-scripts.com)  
Group #: MMCRX05

For appealing a medical claim:

United Healthcare Appeals  
P.O. Box 3043  
Salt Lake City, UT 84130-0432  
Phone: +1 800 645 6555

For appealing a prescription drug claim:

Express Scripts  
8111 Royal Ridge Parkway  
Irving, TX 75063  
Attn: Coverage Appeals

For COBRA coverage:

Trion  
Phone: +1 866 324 4087

## **The Consumer Directed Health Plan (“CDHP”)**

### ***Plan Name***

Marsh & McLennan Companies Consumer Directed Health Plan

The plan forms part of the Marsh & McLennan Companies Health & Welfare Benefits Program.

### ***Plan Number***

501

### ***Plan Type***

This is a welfare plan.

### ***Plan Year***

The plan year is January 1 - December 31.

### ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794



Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

### ***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan Administrator – CDHP  
c/o Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

### ***Group Contract Number***

The group contract number is 876230.

### ***Source of Benefits Funding***

The CDHP is self insured by the Company through contributions made jointly by the Company and by the participating employees. These contributions are held in the Marsh & McLennan Companies, Inc. Employer Funded Welfare Benefit Trust by the trustees:

Mellon Trust  
One Cabot Road  
Medford, MA 02149-5159

Benefits are payable solely from the trust.

The Company has engaged the services of the Claims Administrator, who is responsible for processing claims for this self-insured plan.

## ***Claims Administrator***

Aetna  
P.O. Box 843  
Blue Bell, PA 19422-0843  
Phone: +1 866 210 7858

(Be sure to check your claim form or instructions for the address of the claims processing office.)

## ***Contacts***

For filing a medical claim:

Aetna  
P.O. Box 981109  
El Paso, TX 79998-1109  
Phone: +1 866 210 7858

For precertification:

Aetna  
Phone: +1 800 333 4432

For filing a retail prescription drug claim:

Express Scripts  
P.O. Box 2187  
Lee's Summit, MO 64063-2187  
Phone: +1 800 987 8360  
Web site: [www.express-scripts.com](http://www.express-scripts.com)  
Group #: MMCRX05

For filing a mail-order prescription drug claim:

Express Scripts  
P.O. Box 30493  
Tampa, FL 33630-3493  
Phone: +1 800 987 8360  
Web site: [www.express-scripts.com](http://www.express-scripts.com)  
Group #: MMCRX05

For appealing a medical claim:

Aetna  
Appeals Resolution Team  
P.O. Box 14463  
Lexington, KY 40512

For appealing a prescription drug claim:

Express Scripts  
8111 Royal Ridge Parkway  
Irving, TX 75063  
Attn: Coverage Appeals

For COBRA coverage:

Trion  
Phone: +1 866 324 4087

## **Dental Plan**

### ***Plan Name***

Marsh & McLennan Companies Dental Plan

The plan forms part of the Marsh & McLennan Companies Health & Welfare Benefits Program.

### ***Plan Number***

501

### ***Plan Type***

This is a welfare plan.

### ***Plan Year***

The plan year is January 1 - December 31.

### ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

### ***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan Administrator – Dental Plan  
c/o Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

### ***Group Contract Number***

The group contract number is 302176.

### ***Source of Benefits Funding***

The Dental Plan is self insured by the Company through contributions made jointly by the Company and participating employees. These contributions are held in the Marsh & McLennan Companies, Inc. Employer Funded Welfare Benefit Trust by the trustees:

Mellon Trust  
135 Santilli Highway  
Everett, MA 02149

Benefits are payable solely from the trust.

The Company has engaged the services of the Claims Administrator, shown below, who is responsible for processing claims for this self-insured plan.

### ***Claims Administrator***

Metropolitan Life Insurance Company (MetLife)  
One Madison Avenue  
New York, NY 10010

(Be sure to check your claim form or instructions for the address of the claims processing office.)

## **Contacts**

For filing a claim:

Metlife Dental Claims  
P.O. Box 981282  
El Paso, TX 79998-1282  
Phone: +1 800 942 0854

For appealing a claim:

Metlife  
Group Claim Review  
P.O. Box 14589  
Lexington, KY 40512

For COBRA coverage:

Trion  
Phone: +1 866 324 4087

For a copy of participating dentists:

[www.MetLife.com/dental](http://www.MetLife.com/dental)  
Phone: +1 800 942 0854

## **The Dependent Care Flexible Spending Account Plan ("DCFSA")**

### ***Plan Name***

Marsh & McLennan Companies Dependent Care Flexible Spending Account

The DCFSA forms part of the Marsh & McLennan Companies Health & Welfare Benefits Program.

### ***Plan Number***

501

### ***Plan Type***

This is a welfare plan.

### ***Plan Year***

The plan year is January 1 - December 31.

## ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

## ***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan Administrator –DCFSA  
c/o Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

## ***Group Contract Number***

The group contract number is 876230.

## ***Source of Benefits Funding***

The DCFSA is self insured by the Company through contributions intended to be made solely by participating employees. These contributions are held in the Marsh & McLennan Companies, Inc. Employer Funded Welfare Benefit Trust by the trustees:

Mellon Trust  
One Cabot Road  
Medford, MA 02155-5159

Benefits are payable solely from the trust.

The Company has engaged the services of the Claims Administrator, who is responsible for processing claims for this self-insured plan.

### ***Claims Administrator***

PayFlex Systems, USA  
P.O. Box 4000  
Richmond, KY 40476-4000  
Phone: +1 888 678 8242  
Fax: +1 888 238 3539

(Be sure to check your claim form or instructions for the address of the claims processing office.)

### ***Contacts***

For sending a completed claim:

PayFlex Systems, USA  
P.O. Box 4000  
Richmond, KY 40476-4000  
Phone: +1 888 678 8242  
Fax: +1 888 238 3539

For appealing a claim:

PayFlex Systems, USA  
P.O. Box 4000  
Richmond, KY 40476-4000  
Phone: +1 888 678 8242  
Fax: +1 888 238 3539

## **The Dependent Children Life Insurance Plan**

### ***Plan Name***

Marsh & McLennan Companies Dependent Children Life Insurance Plan

The plan forms part of the Marsh & McLennan Companies Group Benefits Plan.

### ***Plan Number***

503

### ***Plan Type***

This is a welfare plan.

### ***Plan Year***

The plan year is January 1 - December 31.

## ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

## ***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan Administrator – Dependent Children Life Insurance  
c/o Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

## ***Group Contract Number***

The group contract number is 0100212.

## ***Source of Benefits Funding***

Dependent Children Life Insurance is insured through contracts with the Claims Administrator, who administers claims for this plan and is solely responsible for providing benefits.



Contributions are made solely by participating employees.

The Company has engaged the services of a Claims Administrator for processing claims of this fully insured plan.

### ***Claims Administrator***

Metropolitan Life Insurance Company  
200 Park Avenue  
New York, NY 10166

### ***Contacts***

For filing a claim:

Met Life  
Group Life Claims  
P.O. Box 3016  
Utica, NY 13504

For appealing a claim:

Met Life  
Group Life Claims  
P.O. Box 3016  
Utica, NY 13504

For converting your coverage:

Metropolitan Life Insurance Company  
Phone: +1 877 ASK MET7  
E-mail: solutions@metlife.com

## **The Employee Assistance Program (EAP)**

### ***Plan Name***

Marsh & McLennan Companies Employee Assistance Program

The EAP forms part of the Marsh & McLennan Companies Group Benefits Plan.

### ***Plan Number***

503

### ***Plan Type***

This is a welfare plan.

### ***Plan Year***

The plan year is January 1 - December 31.

## ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

## ***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Marsh & McLennan Companies, Inc. – Employee Assistance Program  
c/o Global Benefits, 6<sup>th</sup> Floor  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

## ***Group Contract Number***

N/A.

## ***Source of Benefits Funding***

The Employee Assistance Program is insured through contracts with the Claims Administrator, who administers claims for this plan and is solely responsible for paying benefits.

The Company has engaged the services of the Claims Administrator, who is responsible for processing claims for this insured plan.

### **Claims Administrator**

CIGNA Behavioral Health  
3636 Nobel Drive Suite 150  
San Diego, CA 92122  
Phone: +1 800 382 3432

### **Contacts**

For filing a claim:

CIGNA Behavioral Health  
3636 Nobel Drive Suite 150  
San Diego, CA 92122  
Phone: +1 800 382 3432

For appealing a claim:

CIGNA Behavioral Health  
3636 Nobel Drive Suite 150  
San Diego, CA 92122  
Phone: +1 800 382 3432

For COBRA coverage:

Trion  
Phone: +1 866 324 4087

## **The Exclusive Provider Organization Plan (“EPO”)**

Administered by Anthem BCBS (BCBS) or UnitedHealthcare (UHC)

### **Plan Name**

Marsh & McLennan Companies Exclusive Provider Organization Plan

The plan forms part of the Marsh & McLennan Companies Health & Welfare Benefits Program.

### **Plan Number**

501

### **Plan Type**

This is a welfare plan.

### **Plan Year**

The plan year is January 1 - December 31.

## ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

## ***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan Administrator – EPO  
c/o Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

## ***Group Contract Number***

Aetna - The group contract number is 876230.

BCBS - The group contract number is 295648.

UHC - The group contract number is 098400.

### ***Source of Benefits Funding***

The EPO is self insured by the Company through contributions made jointly by the Company and participating employees. These contributions are held in the Marsh & McLennan Companies, Inc. Employer Funded Welfare Benefit Trust by the trustees:

Mellon Trust  
One Cabot Road  
Medford, MA 02155-5153

Benefits are payable solely from the trust.

The Company has engaged the services of the Claims Administrator, who is responsible for processing claims for this self-insured plan.

### ***Claims Administrator***

For Aetna:

Aetna  
P.O. Box 843  
Blue Bell, PA 19422-0843  
Phone: +1 866 210 7858

(Be sure to check your claim form or instructions for the address of the claims processing office.)

For BCBS:

Anthem BCBS  
P.O. Box 5076  
Middletown, N.Y. 10940  
Phone: +1 866 219 8695

(Be sure to check your claim form or instructions for the address of the claims processing office.)

For UHC:

UnitedHealthcare  
P.O. Box 740800  
Atlanta, GA. 30374-0800  
Phone: +1 866 540 5954

(Be sure to check your claim form or instructions for the address of the claims processing office.)

## **Contacts**

For filing a medical claim:

### **For Aetna:**

Aetna  
P.O. Box 981109  
El Paso, TX 79998-1109  
Phone: +1 866 210 7858

For precertification:

Aetna  
Phone: +1 800 333 4432

For filing a retail prescription drug claim:

Express Scripts  
P.O. Box 2187  
Lee's Summit, MO 64063-2187  
Phone: +1 800 987 8360  
Website: [www.express-scripts.com](http://www.express-scripts.com)  
Group #: MMCRX05

For filing a mail-order prescription drug claim

Express Scripts  
P.O. Box 30493  
Tampa, FL 33630-3493  
Phone: +1 800 987 8360  
Web site: [www.express-scripts.com](http://www.express-scripts.com)  
Group #: MMCRX05

For appealing a medical claim:

Aetna  
Appeals Resolution Team  
P.O. Box 14463  
Lexington, KY 40512

For appealing a prescription drug claim:

Express Scripts  
8111 Royal Ridge Parkway  
Irving, TX 75063-000  
Attn: Coverage Appeals

For COBRA coverage:

Trion  
Phone: +1 866 324 4087

**For BCBS:**

Anthem BCBS  
Attn: Claims  
P.O. Box 5076  
Middletown, N.Y. 10940  
Phone: +1 866 219 8695

For precertification:

Anthem BCBS  
Phone: +1 866 219 8695

For filing a retail prescription drug claim:

Express Scripts  
P.O. Box 2187  
Lee's Summit, MO 64063-2187  
Phone: +1 800 987 8360  
Website: [www.express-scripts.com](http://www.express-scripts.com)  
Group #: MMCRX05

For filing a mail-order prescription drug claim

Express Scripts  
P.O. Box 30493  
Tampa, FL 33630-3493  
Phone: +1 800 987 8360  
Web site: [www.express-scripts.com](http://www.express-scripts.com)  
Group #: MMCRX05

For appealing a medical claim:

Anthem BCBS  
Attn: Appeals  
P.O. Box 5076  
Middletown, N.Y. 10940  
Phone: +1 866 219 8695

For appealing a prescription drug claim:

Express Scripts  
8111 Royal Ridge Parkway  
Irving, TX 75063-000  
Attn: Coverage Appeals

For COBRA coverage:

Trion  
Phone: +1 866 324 4087

**For UHC:**

For filing a medical claim:

United Healthcare  
P.O. Box 740800  
Atlanta, GA 30374-0800  
Phone: +1 866 540 5954

For precertification:

UnitedHealthcare  
Phone: +1 866 540 5954, prompt 2

For filing a retail prescription drug claim:

Express Scripts  
P.O. Box 2187  
Lee's Summit, MO 64063-2187  
Phone: +1 800 987 8360  
Website: [www.express-scripts.com](http://www.express-scripts.com)  
Group #: MMCRX05

For filing a mail-order prescription drug claim

Express Scripts  
P.O. Box 30493  
Tampa, FL 33630-3493  
Phone: +1 800 987 8360  
Web site: [www.express-scripts.com](http://www.express-scripts.com)  
Group #: MMCRX05

For appealing a medical claim:

UnitedHealthcare  
P.O. Box 3041  
Salt Lake City, UT 84130-0432  
Phone: +1 866 540 5954

For appealing a prescription drug claim:

Express Scripts  
8111 Royal Ridge Parkway  
Irving, TX 75063  
Attn: Coverage Appeals



For COBRA coverage:

Trion  
Phone: +1 866 324 4087

## **The Group Benefits Plan**

### ***Plan Name***

Marsh & McLennan Companies Group Benefits Plan

The plan provides health, legal, death and disability benefits to eligible employees through several welfare plans.

### ***Plan Number***

503

### ***Plan Type***

This is a welfare plan.

### ***Plan Year***

The plan year is January 1 - December 31.

### ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Employees eligible to participate in the plan are described in the individual welfare plans that form the plan. You may write to the Plan Administrator to learn which welfare plans form this plan.

### ***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Marsh & McLennan Companies, Inc.  
c/o Global Benefits, 6<sup>th</sup> Floor  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the individual welfare plans that form the Group

Benefits Plan except to the extent authority has been granted to the Claims Administrator for adjudication of claims under such welfare plans.

**Group Contract Number**

N/A.

**Source of Benefits Funding**

The Group Benefits Plan provides benefits through various welfare plans. For information on the source of funding, see the individual welfare plans.

**Hawaii - HMSA's Health Plan Hawaii Plus ("HMO")****Plan Name**

Marsh & McLennan Companies HMSA's Health Plan Hawaii Plus HMO

The plan forms part of the Marsh & McLennan Companies Health & Welfare Benefits Program.

**Plan Number**

501

**Plan Type**

This is a welfare plan.

**Plan Year**

The plan year is January 1 - December 31.

**Plan Sponsor**

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

### ***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan Administrator – HMSA HMO  
c/o Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

### ***Group Contract Number***

The group contract numbers are 96770-1 & 96770-3 (COBRA).

### ***Source of Benefits Funding***

The plan is fully insured through the HMO which administers claims for this plan and is solely responsible for providing medical benefits and determinations.

Contributions are made jointly by the Company and participating employees. These contributions are held in the Marsh & McLennan Companies, Inc. Employer Funded Welfare Benefit Trust by the trustees:

Mellon Trust  
135 Santilli Highway  
Everett, MA 02149

Premium payments to the HMO are payable solely from the trust.

The Company has engaged the services of the Claims Administrator, who is responsible for processing claims for this fully-insured plan.

### ***Claims Administrator***

HMSA  
Health Plan Hawaii  
Honolulu, HI 96808-0860  
Phone: +1 808 948 6372

(Be sure to check your claim form or instructions for the address of the claims processing office.)

## **Contacts**

For appealing a medical or prescription drug claim:

HMSA - HPH  
Attention: Appeals Coordinator  
P.O. Box 1958  
Honolulu, HI 96805-1958  
Phone: +1 800 462 2085  
Fax: +1 808 952 7546

For COBRA coverage:

Trion  
Phone: +1 866 324 4087

## **Hawaii - HMSA's Preferred Provider Plan ("PPP")**

The plan forms part of the Marsh & McLennan Companies Health & Welfare Benefits Program.

### **Plan Name**

Marsh & McLennan Companies HMSA's Preferred Provider Plan

### **Plan Number**

501

### **Plan Type**

This is a welfare plan.

### **Plan Year**

The plan year is January 1 - December 31.

### **Plan Sponsor**

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

### ***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan Administrator – HMSA PPP  
c/o Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

### ***Group Contract Number***

The group contract numbers are 96770-1 & 96770-3 (COBRA).

### ***Source of Benefits Funding***

The plan is fully insured through the PPP which administers claims and is solely responsible for providing medical benefits and determinations.

Contributions are made jointly by the Company and participating employees. These contributions are held in the Marsh & McLennan Companies, Inc. Employer Funded Welfare Benefit Trust by the trustees:

Mellon Trust  
135 Santilli Highway  
Everett, MA 02149

Premium payments to the PPP are payable solely from the trust.

The Company has engaged the services of the Claims Administrator, who is responsible for processing claims for this self-insured plan.

### ***Claims Administrator***

HMSA  
Honolulu, HI 96808-0860  
Phone: +1 808 948 6111

(Be sure to check your claim form or instructions for the address of the claims processing office.)

## **Contacts**

For appealing a medical or prescription drug claim:

HMSA - HPH  
Attention: Appeals Coordinator  
P.O. Box 1958  
Honolulu, HI 96805-1958  
Phone: +1 800 462 2085  
Fax: +1 808 952 7546

For COBRA coverage:

Trion  
Phone: +1 866 324 4087

## **The Health Advocate Program**

### ***Plan Name***

The Health Advocate Program

### ***Plan Type***

This is a welfare plan.

### ***Plan Year***

The plan year is January 1 - December 31.

### ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

## ***Plan Administrator***

The Plan Administrator can be reached at:

Plan Administrator – Health Advocate  
c/o Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator will serve as the appellate body if an employee disagrees with the determination as to whether he/she comes within the definition of an eligible employee, or the determination as to whether he/she satisfies an eligibility date requirement or otherwise complied with the mandatory claim filing process.

All other matters not covered by the Plan Administrator appeal process should be referred to the Claims Administrator.

The Company has engaged the services of the Claims Administrator who is responsible for processing claims for this benefits policy.

## ***Claims Administrator***

Health Advocate  
3043 Walton Road, Suite 150  
Plymouth Meeting, PA 19462  
Phone: +1 866 799 2488

Claims Administrator Appeals should be sent to:

Health Advocate  
3043 Walton Road, Suite 150  
Plymouth Meeting, PA 19462  
Phone: +1 866 799 2488

## ***Contacts***

Health Advocate  
3043 Walton Road, Suite 150  
Plymouth Meeting, PA 19462  
Phone: +1 866 799 2488

## **The Health Care Flexible Spending Account Plan ("HCFSA")**

### ***Plan Name***

Marsh & McLennan Companies Health Care Flexible Spending Account Plan

The plan forms part of the Marsh & McLennan Companies Health & Welfare Benefits Program.

**Plan Number**

501

**Plan Type**

This is a welfare plan.

**Plan Year**

The plan year is January 1 - December 31.

**Plan Sponsor**

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

**Plan Administrator**

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan Administrator – HCFSA  
c/o Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.



### ***Group Contract Number***

The group contract number is 876230.

### ***Source of Benefits Funding***

The HCFSA is self insured by the Company through contributions intended to be made solely by participating employees. These contributions are held in the Marsh & McLennan Companies, Inc. Employer Funded Welfare Benefit Trust by the trustees:

Mellon Trust  
One Cabot Road  
Medford, MA 02155-5159

Benefits are payable solely from the trust.

The Company has engaged the services of the Claims Administrator, who is responsible for processing claims for this self-insured plan.

### ***Claims Administrator***

PayFlex Systems, USA  
P.O. Box 4000  
Richmond, KY 40476-4000  
Phone: +1 888 678 8242  
Fax: +1 888 238 3539

(Be sure to check your claim form or instructions for the address of the claims processing office.)

### ***Contacts***

For sending a completed claim:

PayFlex Systems, USA  
P.O. Box 4000  
Richmond, KY 40476-4000  
Phone: +1 888 678 8242  
Fax: +1 888 238 3539

For appealing a claim:

PayFlex Systems, USA  
P.O. Box 4000  
Richmond, KY 40476-4000  
Phone: +1 888 678 8242  
Fax: +1 888 238 3539

For COBRA coverage:

Trion  
Phone: +1 866 324 4087

## **The Health Savings Account (“HSA”)**

### ***Plan Name***

Marsh & McLennan Companies Health Savings Account Plan

### ***Plan Number***

N/A

### ***Plan Type***

This is a welfare plan.

### ***Plan Year***

N/A

### ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

### ***Plan Administrator***

The Plan Administrator can be reached at:

Plan Administrator – HSA  
c/o Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

### ***Group Contract Number***

The group contract number is 876230.

### ***Source of Benefits Funding***

The HSA is self insured by the Company through contributions made by participating employees. These contributions are held in the Marsh & McLennan Companies, Inc. Employer Funded Welfare Benefit Trust by the trustees:

Mellon Trust  
135 Santilli Highway  
Everett, MA 02149

Benefits are payable solely from the trust.

The Company has engaged the services of the Claims Administrator, who is responsible for processing claims for this self-insured plan.

### ***Claims Administrator***

PayFlex Systems, USA  
P.O. Box 4000  
Richmond, KY 40476-4000  
Phone: +1 888 678 8242  
Fax: +1 888 238 3539

(Be sure to check your claim form or instructions for the address of the claims processing office.)

### ***Contacts***

For sending a completed claim:

PayFlex Systems, USA  
P.O. Box 4000  
Richmond, KY 40476-4000  
Phone: +1 888 678 8242  
Fax: +1 888 238 3539

For appealing a claim:

PayFlex Systems, USA  
P.O. Box 4000  
Richmond, KY 40476-4000  
Phone: +1 888 678 8242  
Fax: +1 888 238 3539

## **The HelloWallet Program**

### ***Plan Name***

The HelloWallet Program

## ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

## **The Kaiser Foundation Health Plan, California – North & South (“HMO”)**

### ***Plan Name***

Marsh & McLennan Companies Kaiser Permanente – Northern & Southern California

The plan forms part of the Marsh & McLennan Companies Health & Welfare Benefits Program.

### ***Plan Number***

501

### ***Plan Type***

This is a welfare plan.

### ***Plan Year***

The plan year is January 1 – December 31.

### ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

### ***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan Administrator – Kaiser Foundation Health Plan, California - North & South  
("HMO")  
c/o Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

### ***Group Contract Number***

California - North group contract number is 8656.

California - South group contract number is 102756.

### ***Source of Benefits Funding***

The plan is fully insured through the HMO who administers claims and is solely responsible for providing vision benefits and determinations.

Contributions are made by the participating employees. These contributions are held in the Marsh & McLennan Companies Employer Funded Welfare Benefit Trust by the trustees;

Mellon Trust  
135 Santilli Highway  
Everett, MA 02149

Premium payments are payable solely from the trust.

The Company has engaged the services of the Claims Administrator, who is responsible for processing claims for this self-insured plan.

### ***Claims Administrator***

Kaiser Permanente  
393 East Walnut Street  
Pasadena, CA 91188

(Be sure to check your claim form or instructions for the address of the claims processing office.)

### ***Contacts***

For appealing a claim:

Kaiser Permanente  
393 East Walnut Street  
Pasadena, CA 91188

For COBRA coverage:

Trion  
Phone: +1 866 324 4087

## **The Legal Assistance Plan**

### ***Plan Name***

Marsh & McLennan Companies Legal Assistance Plan

The plan forms part of the Marsh & McLennan Companies Group Benefits Plan.

### ***Plan Number***

503

### ***Plan Type***

This is a welfare plan.

### ***Plan Year***

The plan year is January 1 - December 31.

### ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

### ***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan Administrator – Legal Assistance Plan  
c/o Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

### ***Group Contract Number***

The group contract number is 130.

### ***Source of Benefits Funding***

The Legal Assistance Plan is provided through contracts with the Claims Administrator, who administers claims for this plan and is solely responsible for providing benefits.

The Company has engaged the services of the Claims Administrator for processing claims for this fully-insured plan.

Contributions are made solely by participating employees.

### ***Delaware Law***

Except where preempted by ERISA or other US laws, the validity of the plan and any of its provisions will be determined under the laws of Delaware without giving effect to principles of conflict of laws.

## ***Claims Administrator***

Hyatt Legal Plans, Inc.  
1111 Superior Avenue  
Cleveland, OH 44114-2507

(This is the main business address for the Administrator. Be sure to check your claim form or instructions for the address of the claims processing office.)

## ***Contacts***

For filing a claim:

Hyatt Legal Plans, Inc.  
1111 Superior Avenue  
Cleveland, OH 44114-2507

For appealing a claim:

Hyatt Legal Plans, Inc.  
1111 Superior Avenue  
Cleveland, OH 44114-2507

For converting your coverage:

Hyatt Legal Plans, Inc.  
Phone: +1 800 821 6400  
Website: legalplans.com

## **The Limited Purpose Health Care Flexible Spending Account Plan (“LPHCFSA”)**

### ***Plan Name***

Marsh & McLennan Companies Limited Purpose Health Care Flexible Spending Account Plan

The plan forms part of the Marsh & McLennan Companies Health & Welfare Benefits Program.

### ***Plan Number***

501

### ***Plan Type***

This is a welfare plan.

### ***Plan Year***

The plan year is January 1 - December 31.



## ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

## ***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan Administrator – Limited Purpose HCFSA  
c/o Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

## ***Group Contract Number***

The group contract number is 876230.

## ***Source of Benefits Funding***

The Limited Purpose HCFSA is self insured by the Company through contributions intended to be made solely by participating employees. These contributions are held in the Marsh & McLennan Companies, Inc. Employer Funded Welfare Benefit Trust by the trustees:

Mellon Trust  
135 Santilli Highway  
Everett, MA 02149

Benefits are payable solely from the trust.

The Company has engaged the services of the Claims Administrator, who is responsible for processing claims for this self-insured plan.

### ***Claims Administrator***

PayFlex Systems, USA  
P.O. Box 4000  
Richmond, KY 40476-4000  
Phone: +1 888 678 8242  
Fax: +1 888 238 3539

(Be sure to check your claim form or instructions for the address of the claims processing office.)

### ***Contacts***

For sending a completed claim:

PayFlex Systems, USA  
P.O. Box 4000  
Richmond, KY 40476-4000  
Phone: +1 888 678 8242  
Fax: +1 888 238 3539

For appealing a claim:

PayFlex Systems, USA  
P.O. Box 4000  
Richmond, KY 40476-4000  
Phone: +1 888 678 8242  
Fax: +1 888 238 3539

For COBRA coverage:

Trion  
Phone: +1 866 324 4087

## **Long Term Care Insurance Plan**

### ***Plan Name***

Marsh & McLennan Companies Long Term Care Insurance Plan

The plan forms part of the Marsh & McLennan Companies Health & Welfare Benefits Program.

### ***Plan Number***

501

***Plan Type***

This is a welfare plan.

***Plan Year***

The plan year is January 1 - December 31.

***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan Administrator – Long Term Care Insurance  
c/o Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

***Group Policy Number***

The group policy numbers are 11034 and 11035.

### ***Source of Benefits Funding***

The Long Term Care Insurance Plan is insured through contracts with the following insurance company, who also administers claims for this plan and is solely responsible for providing benefits:

Genworth Life Insurance Company - Group LTC  
6620 West Broad Street  
Richmond, VA 23230

Contributions are intended to be made solely by participating employees.

### ***Claims Administrator***

Genworth Life Insurance Company  
Group Processing Center – Marsh & McLennan Companies  
P.O. Box 64010  
St. Paul, MN 55164-0010

Telephone: +1 800 416 3624

### ***Contacts***

For filing a claim:

Genworth Life Insurance Company  
Group Processing Center – Marsh & McLennan Companies  
P.O. Box 64010  
St. Paul, MN 55164-0010

For appealing a claim:

Genworth Life Insurance Company  
Group Processing Center – Marsh & McLennan Companies  
P.O. Box 64010  
St. Paul, MN 55164-0010

## **Long Term Disability Bonus Income Plan**

### ***Plan Name***

Marsh & McLennan Companies Long Term Disability Bonus Income Plan

The plan forms part of the Marsh & McLennan Companies Group Benefits Plan.

### ***Plan Number***

503

### ***Plan Type***

This is a welfare plan.

***Plan Year***

The plan year is July 1 - June 30.

***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan Administrator – Long Term Disability Bonus Income Plan  
c/o Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

***Group Contract Number***

The group contract number is 83082036.

## ***Source of Benefits Funding***

The Long Term Disability Bonus Income Plan is fully insured through The Hartford who administers claims for this plan and is solely responsible for providing disability benefits and determinations.

Contributions are made by the participating employees. These contributions are held in the Marsh & McLennan Companies Employer Funded Welfare Benefit Trust by the trustees:

Mellon Trust  
135 Santilli Highway  
Everett, MA 02149

The Company has engaged the services of the Claims Administrator who is responsible for processing claims for this self-insured plan.

## ***Claims Administrator***

The Hartford Life Insurance Companies  
LTD Benefit Management Services  
P.O. Box 946710  
Maitland, FL 32794-6710  
Phone: +1 800 303 9744  
Fax: +1 407 919 6329

## ***Contacts***

For filing a claim:

A claim form will automatically be sent to your home address. If you have been disabled for more than four months, and you have not received the forms, you can contact your Human Resources Representative.

For regular mail:  
The Hartford  
P.O. Box 14306  
Lexington, KY 40512-4306

For overnight mail:  
The Hartford – Maitland Disability  
2432 Fortune Drive  
Lexington, KY 40509

For appealing a claim:

The Hartford Life Insurance Companies  
Group Benefits  
P.O. Box 946710  
Maitland, FL 32794-6710

Phone: +1 800 303 9744

## **The Mercer HR Services Retirement Plan**

### ***Plan Name***

Mercer HR Services Retirement Plan

### ***Plan Number***

004

### ***Plan Type***

This a defined contribution plan under which accounts are maintained for each participant.

### ***Plan Year***

The plan year is January 1-December 31.

### ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
1166 Avenue of the Americas  
New York, NY 10036-2774

You are eligible to participate in the Plan if you are classified as a US regular or temporary employee of Mercer HR Services paid on a US payroll.

Your service with Mercer HR Services includes service with Mercer, Putnam Investments (if you were employed by Mercer HR Services as of August 3, 2007), and Marsh & McLennan Companies, Inc. and all affiliated companies, as well as service with acquired companies that was recognized as service under the Marsh & McLennan Companies Retirement Plan.

Please note that certain former Mercer DBAS employees were given the opportunity to elect to participate in this Plan or continue participation in the Marsh & McLennan Companies Retirement Plan. Eligibility to make this election was based on age and service. If you were in this group and you elected to continue your participation in the Marsh & McLennan Companies Retirement Plan or you did not make an election, you are not eligible to participate in this Plan.

### ***Plan Administrator***

The Plan provides for administration by a Committee (consisting of three or more persons appointed by Marsh & McLennan Companies' Chief Executive Officer or Board of Directors). The Committee members may be removed at any time with or without cause. The Committee has full power and authority to administer the plan in its complete discretion.

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan Administration — Mercer HR Services Retirement Plan  
c/o Global Benefits Department, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of the Plan.

### ***Source of Benefits Funding***

The Mercer HR Services Retirement Plan is funded through Company contributions. The assets under the Mercer HR Services Retirement Plan are held in a tax-exempt trust by the following:

Northern Trust Company  
801 South Canal Street  
Chicago, IL 60607

The investment options currently available for investment are listed in the Mercer HR Services Retirement Plan section, in this Benefits Handbook,

The Plan provides that certain expenses of investment and administration, including fees of third-party service providers, may be paid out of Plan assets. Refunds of Section 12b-1 and other similar fees may be applied towards these expenses. The Plan Administrator will determine how to reasonably allocate these expenses among accounts.

### ***Claims Administration***

For filing a claim:

Mercer HR Services Retirement Plan Claims  
c/o Global Benefits Department, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River St.  
Hoboken, NJ 07030-5794



For appealing a claim

Plan Administration — Mercer HR Services Retirement Plan Claims  
c/o Global Benefits Department, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River St.  
Hoboken, NJ 07030-5794

## **The Marsh & McLennan Companies Health & Welfare Benefits Program**

### ***Plan Name***

Marsh & McLennan Companies Health & Welfare Benefits Program

The plan provides health, dependent care, long-term care, death and disability benefits to eligible employees through several welfare plans. Each of the welfare plans that form the Marsh & McLennan Companies Health & Welfare Benefits Program is not an individual “plan” but is, in fact, a component benefit under a single plan.

### ***Plan Number***

501

### ***Plan Type***

This is a welfare plan.

### ***Plan Year***

The plan year is January 1 - December 31.

### ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Employees eligible to participate in the plan are described in the individual welfare plans that form the plan. You may write to the Plan Administrator to learn which welfare plans form this plan.

### ***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Marsh & McLennan Companies, Inc.  
c/o Global Benefits, 6<sup>th</sup> Floor  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the individual welfare plans that form the Marsh & McLennan Companies Health & Welfare Benefits Program except to the extent authority has been granted to the Claims Administrator for adjudication of claims under such welfare plans.

### ***Group Contract Number***

N/A.

### ***Source of Benefits Funding***

The Marsh & McLennan Companies Health & Welfare Benefits Program provides benefits through various welfare plans. For information on the source of funding, see the individual welfare plans. Notwithstanding anything to the contrary, (i) all of the benefits payable under the Marsh & McLennan Companies Health & Welfare Benefits Program may be paid from contributions made by (a) Marsh & McLennan Companies, Inc., (b) the participating employee or (c) the participating employee paying a fixed fee amount with Marsh & McLennan Companies, Inc. paying the balance and that any of the benefits under the plan may be partly or completely funded through a trust or an insurance policy, (ii) as a condition of eligibility for benefits under any benefit available under the plan, a participant may be required to contribute to the plan in amounts determined by Marsh & McLennan Companies, Inc. in its sole discretion, and (iii) any assets of the plan, including participant contributions may be used to pay for any benefit costs and administrative expenses of the plan.

## **The Marsh & McLennan Companies Retirement Plan**

### ***Plan Name***

Marsh & McLennan Companies Retirement Plan

### ***Plan Number***

001

## ***Plan Type***

The Retirement Plan is a funded, tax-qualified defined benefit pension plan under which benefits are determined under a formula and contributions are actuarially determined. The Benefit Equalization Plan and Supplemental Retirement Plan are non-qualified defined benefit plans which are excess benefit plans or plans for a select group of management or highly-compensated employees.

## ***Plan Year***

The plan year is January 1-December 31.

## ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
1166 Avenue of the Americas  
New York, NY 10036-2774

In addition to eligible employees of Marsh & McLennan Companies, Inc., the employee benefits plan described in this document covers employees classified by the Company as a US regular or temporary employees (including employees who are classified by the Company as US expatriates) of Marsh & McLennan Companies or any participating company in the Plan. Participating companies include Marsh & McLennan Companies and all its subsidiaries and affiliates **other than** (with some exceptions for participants eligible for transition rules) (i) CS Stars, LLC (formerly Corporate Systems, Inc.), (ii) Mercer HR Services, LLC\* and Mercer Trust Company, (iii) Mercer Health and Benefits Administration, LLC (during the period from April 1, 2011 through June 30, 2013), and (iv) Marsh & McLennan Agency LLC (MMA).

\*Certain employees of Mercer HR Services who were formerly Mercer HR Consulting employees were given the opportunity to continue participation in the Plan or to elect participation in the Mercer HR Services Retirement Plan.

Individuals classified on payroll as employees in Puerto Rico, leased employees, US citizens (or non US citizens working in the US) covered by a retirement plan sponsored by another employer in the Marsh & McLennan Companies controlled group, any employee of a non-participating company who is seconded to a US participating company, whose legal employer remains a non-participating company or individuals who are compensated as independent contractors are not eligible to participate.

## ***Plan Administrator***

The Plan provides for administration by a Committee (consisting of three or more persons appointed by Marsh & McLennan Companies' Chief Executive Officer or Board of Directors). The Committee members may be removed at any time with or without cause. The Committee has full power and authority to administer the plan in its complete discretion.

The Plan Administrator is called the Marsh & McLennan Companies, Inc. Benefits Administration Committee. The committee can be reached at:

Plan Administrator – Marsh & McLennan Companies Retirement Plan  
c/o Global Benefits Department, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of the Plan.

### ***Source of Benefits Funding***

The tax qualified Retirement Plan is funded entirely through Company contributions and investment gains. Expenses not paid by the Company may be paid from the trust. The assets under the Retirement Plan are held in a tax-exempt master trust by the following:

The Northern Trust Company of Chicago, Illinois  
50 South La Salle Street  
Chicago, Illinois 60690

An Investment Committee of 3 or more persons is appointed by the Chief Executive Officer of the Company or the Board to manage and supervise Plan Investments.

### ***Contacts***

For filing a claim:

Plan Administrator  
c/o Global Benefits Department, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794

For appealing a claim:

Plan Administrator – Marsh & McLennan Companies Retirement Plan  
Global Benefits Department, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794

## **The Optional Life Insurance Plan**

### ***Plan Name***

Marsh & McLennan Companies Optional Life Insurance Plan

The plan forms part of the Marsh & McLennan Companies Health & Welfare Benefits Program.

### ***Plan Number***

501

### ***Plan Type***

This is a welfare plan.

### ***Plan Year***

The plan year is January 1 - December 31.

### ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

### ***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan Administrator – Optional Life Insurance Plan  
c/o Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

### ***Group Contract Number***

The group contract number is 0100212.

### ***Source of Benefits Funding***

The Optional Life Insurance Plan is insured through contracts with the Claims Administrator, who administers claims for this plan and is solely responsible for providing benefits.

Contributions are intended to be made solely by participating employees. These contributions are held in the Marsh & McLennan Companies Employee Funded Welfare Benefit Trust by the trustees:

Mellon Trust  
135 Santilli Highway  
Everett, MA 02149

Benefits are payable solely from the trust.

### ***Claims Administrator***

Metropolitan Life Insurance Company  
200 Park Avenue  
New York, NY 10166

### ***Contacts***

For filing a claim:

Met Life  
Group Life Claims  
P.O. Box 3016  
Utica, NY 13504

For appealing a claim:

Met Life  
Group Life Claims  
P.O. Box 3016  
Utica, NY 13504

For converting your coverage:

Metropolitan Life Insurance Company  
Phone: +1 877 431 1167  
Website: [www.metlife.com/metlife-advice](http://www.metlife.com/metlife-advice)

For continuing your coverage through portability:

Metropolitan Life Insurance Company  
Phone: +1 877 431 1167 (from 8 a.m. to 8 p.m. Eastern time)

## **The Optional Long Term Disability Plan**

### ***Plan Name***

Marsh McLennan Companies Optional Long Term Disability

The plan forms part of the Marsh & McLennan Companies Health & Welfare Benefits Program.

### ***Plan Number***

501

### ***Plan Type***

This is a welfare plan.

### ***Plan Year***

The plan year is January 1 - December 31.

### ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

### ***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan Administrator – Optional Long Term Disability  
c/o Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

### ***Group Contract Number***

The group contract number is 83082035.

### ***Source of Benefits Funding***

The Optional Long Term Disability Plan is self-insured by the Company through contributions intended to be made by participating employees. These contributions are held in the Marsh & McLennan Companies Employee-Funded Welfare Benefit Trust by the trustees:

Mellon Trust  
135 Santilli Highway  
Everett, MA 02149

The Company has engaged the services of the Claims Administrator who is responsible for processing claims for this self-insured plan.

### ***Claims Administrator***

The Hartford Life Insurance Companies  
P.O. Box 946710  
Maitland, FL 32794-6710  
Phone: +1 800 303 9744  
Fax: +1 407 919 6329

### ***Contacts***

For filing a claim:

A claim form will automatically be sent to your home address. If you have been disabled for more than four months, and you have not received the forms, you can contact your Human Resources Representative.



For regular mail:  
The Hartford  
P.O. Box 14306  
Lexington, KY 40512-4306

For overnight mail:  
The Hartford – Maitland Disability  
2432 Fortune Drive  
Lexington, KY 40509

For appealing a claim:

The Hartford Life Insurance Companies  
Group Benefits  
P.O. Box 946710  
Maitland, FL 32794-6710  
Phone: +1 800 303 9744

## **The Personal Accident Insurance Plan**

### ***Plan Name***

Marsh & McLennan Companies Personal Accident Insurance Plan

The plan forms part of the Marsh & McLennan Companies Group Benefits Plan.

### ***Plan Number***

503

### ***Plan Type***

This is a welfare plan.

### ***Plan Year***

The plan year is January 1 - December 31.

### ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

### ***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan Administrator – Personal Accident Insurance Plan  
c/o Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

### ***Group Contract Number***

The group contract number for active employees is PAI 9131403.

The group contract number for retired employees is PAI 8062289.

### ***Source of Benefits Funding***

The Personal Accident Insurance Plan is insured through contracts with the Claims Administrator, who administers claims for this plan and is solely responsible for providing benefits.

Contributions are made solely by participating employees and retirees.

### ***Claims Administrator***

National Union Fire Insurance Company, a Chartis Company  
32 Old Slip, 22<sup>nd</sup> floor  
New York, NY 10005  
Phone: +1 646 857 1589  
+1 800 551 0824 (for Claims)

(Be sure to check your claim form for the address of the claims processing office.)

## **Contacts**

For filing a claim:

Chartis  
A&H Claims Division  
P.O. Box 25987  
Shawnee Mission, KS 66225  
Phone: +1 800 551 0824

For appealing a claim

Chartis  
A&H Claims Division  
P.O. Box 25987  
Shawnee Mission, KS 66225  
Phone: +1 800 551 0824

For converting your coverage

Chartis  
c/o Reuben Warner Associates  
1655 Richmond Avenue  
Staten Island, New York 10312  
Phone: +1 800 421 3005

## **The Preferred Provider Organization Plan (“PPO”)**

### ***Plan Name***

Marsh & McLennan Companies Preferred Provider Organization Plan

The plan forms part of the Marsh & McLennan Companies Health & Welfare Benefits Program.

### ***Plan Number***

501

### ***Plan Type***

This is a welfare plan.

### ***Plan Year***

The plan year is January 1 - December 31.

## ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

## ***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan Administrator – PPO  
c/o Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

## ***Group Contract Number***

The group contract number is 876230.

## ***Source of Benefits Funding***

The PPO is self insured by the Company through contributions made jointly by the Company and participating employees. These contributions are held in the Marsh & McLennan Companies, Inc. Employer Funded Welfare Benefit Trust by the trustees:

Mellon Trust  
One Cabot Road  
Medford, MA 02155-5159

Benefits are payable solely from the trust.

The Company has engaged the services of the Claims Administrator, who is responsible for processing claims for this self-insured plan.

### ***Claims Administrator***

Aetna  
P.O. Box 843  
Blue Bell, PA 19422-0843  
Phone: +1 866 210 7858

(Be sure to check your claim form or instructions for the address of the claims processing office.)

### ***Contacts***

For filing a medical claim:

Aetna  
P.O. Box 981109  
El Paso, TX 79998-1109  
Phone: +1 866 210 7858

For precertification:

Aetna  
Phone: +1 800 333 4432

For filing a retail prescription drug claim:

Express Scripts  
P.O. Box 2187  
Lee's Summit, MO 64063-2187  
Phone: +1 800 987 8360  
Website: [www.express-scripts.com](http://www.express-scripts.com)  
Group #: MMCRX05

For filing a mail-order prescription drug claim

Express Scripts  
P.O. Box 30493  
Tampa, FL 33630-3493  
Phone: +1 800 987 8360  
Web site: [www.express-scripts.com](http://www.express-scripts.com)  
Group #: MMCRX05

For appealing a medical claim:

Aetna  
Appeals Resolution Team  
P.O. Box 14463  
Lexington, KY 40512

For appealing a prescription drug claim:

Express Scripts  
8111 Royal Ridge Parkway  
Irving, TX 75063  
Attn: Coverage Appeals

For COBRA coverage:

Trion  
Phone: +1 866 324 4087

## **The Marsh & McLennan Companies 401(k) Savings & Investment Plan**

### ***Plan Name***

Marsh & McLennan Companies 401(k) Savings & Investment Plan

### ***Plan Number***

003

### ***Plan Type***

This is a defined contribution plan under which accounts are maintained for each participant. The plan qualifies as both a stock bonus 401(k) savings plan and an employee stock ownership plan.

### ***Plan Year***

The plan year is January 1-December 31.

### ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
1166 Avenue of the Americas  
New York, NY 10036-2774

The Plan covers employees of participating employers who are at least 18 years of age, and classified as US regular or temporary employees (including US expatriates) of Marsh & McLennan Companies or any subsidiary or affiliate of Marsh & McLennan Companies (other than Marsh & McLennan Agency LLC), paid on a US payroll.

You may write to the Plan Administrator to learn which employers participate in this plan.

### ***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan-Administrator – Marsh & McLennan Companies 401(k) Savings & Investment Plan  
c/o Global Benefits Department, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of the plan.

### ***Source of Benefits Funding***

The Marsh & McLennan Companies 401(k) Savings & Investment Plan is funded through Company and employee contributions. The assets under the Marsh & McLennan Companies 401(k) Savings & Investment Plan are held in a tax-exempt trust by the following:

The Northern Trust Company  
801 South Canal Street  
Chicago, Illinois 60607

The investment options currently available for investment are listed in the Marsh & McLennan Companies 401(k) Savings & Investment Plan section in this Benefits Handbook. Current prospectuses and certain other financial information about these funds are available on request.

The Plan provides that certain expenses of investment and administration, including fees for third-party service providers, may be paid out of Plan assets. Refunds of Section 12b-1 and other similar fees may be applied towards these expenses. The Plan Administrator will determine how to reasonably allocate these expenses among accounts.

## **Contacts**

For filing a claim:

Marsh & McLennan Companies 401(k) Savings & Investment Plan Claims  
c/o Global Benefits Department, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794

For appealing a claim:

Plan Administrator – Marsh & McLennan Companies 401(k) Savings & Investment Plan  
c/o Global Benefits Department, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794

## **The MMA 401(k) Savings & Investment Plan**

### ***Plan Name***

Marsh & McLennan Agency 401(k) Savings & Investment Plan

### ***Plan Number***

006

### ***Plan Type***

This is a defined contribution plan under which accounts are maintained for each participant. The plan qualifies as a 401(k) savings plan.

### ***Plan Year***

The plan year is January 1-December 31.

### ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies  
1166 Avenue of the Americas  
New York, NY 10036-2774

The Plan covers employees of Marsh & McLennan Agency LLC (MMA) and any affiliate or subsidiary of MMA that adopts the Plan, who are at least 18 years of age, and paid on a US payroll.

You may write to the Plan Administrator to learn which employers participate in this plan.



## ***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan-Administrator – MMA 401(k) Savings & Investment Plan  
c/o Global Benefits Department, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of the plan.

## ***Source of Benefits Funding***

The MMA 401(k) Savings & Investment Plan is funded through Company and employee contributions. The assets under the MMA 401(k) Savings & Investment Plan are held in a tax-exempt trust by the following:

The Northern Trust Company  
801 South Canal Street  
Chicago, Illinois 60607

The investment options currently available for investment are listed in the MMA 401(k) Savings & Investment Plan section in this Benefits Handbook. Current prospectuses and certain other financial information about these funds are available on request.

The Plan provides that certain expenses of investment and administration, including fees for third-party service providers, may be paid out of Plan assets. Refunds of Section 12b-1 and other similar fees may be applied towards these expenses. The Plan Administrator will determine how to reasonably allocate these expenses among accounts.

## ***Contacts***

For filing a claim:

MMA 401(k) Savings & Investment Plan Claims  
c/o Global Benefits Department, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794

For appealing a claim:

Plan Administrator – MMA 401(k) Savings & Investment Plan  
c/o Global Benefits Department, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794

## **The Short Term Disability Benefits Policy**

### ***Plan Name***

Marsh & McLennan Companies Short Term Disability Benefits Policy

### ***Plan Type***

This is a welfare plan.

### ***Plan Year***

The plan year is January 1 - December 31.

### ***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

## ***Plan Administrator***

The Plan Administrator can be reached at:

Plan Administrator – Short Term Disability  
Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator will serve as the appellate body if an employee disagrees with the determination as to whether he/she comes within the definition of an eligible employee, or the determination as to whether he/she satisfies an eligibility date requirement or otherwise complied with the mandatory claim filing process.

All other matters not covered by the Plan Administrator appeal process should be referred to the Claims Administrator.

The Company has engaged the services of the Claims Administrator who is responsible for processing claims for this benefits policy.

## ***Claims Administrator***

The Hartford  
P.O. Box 946710  
Maitland, FL 32794-6710  
Phone: +1 800 303 9744

Claims Administrator Appeals should be sent to:

The Hartford-Comprehensive Employee Benefit Services Company  
Maitland Claim Appeal Unit  
P.O. Box 946710  
Maitland, FL 32794  
Phone: +1 800 303 9744

## ***Contacts***

For filing a claim, please refer to the *Filing a Claim* sub-section of the Short Term Disability Benefits Policy.

## **Spouse Life Insurance Plan**

### ***Plan Name***

Marsh & McLennan Companies Spouse Life Insurance Plan

The plan forms part of the Marsh & McLennan Companies Group Benefits Plan.

***Plan Number***

503

***Plan Type***

This is a welfare plan.

***Plan Year***

The plan year is January 1 - December 31.

***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan Administrator – Spouse Life Insurance Plan  
c/o Global Benefits, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of each of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

***Group Contract Number***

The group contract number is 0100212.

## ***Source of Benefits Funding***

Spouse Life Insurance is insured through contracts with the Claims Administrator, who administers claims for this plan and is solely responsible for providing benefits.

Contributions are made by participating employees.

The Company has engaged the services of the Claims Administrator, who is responsible for processing claims for this fully-insured plan.

## ***Claims Administrator***

Metropolitan Life Insurance Company  
200 Park Avenue  
New York, NY 10166

(This is the main business address of the Administrator. Be sure to check your claim form or instructions for the address of the claims processing office.)

## ***Contacts***

For filing a claim:

Met Life  
Group Life Claims  
P.O. Box 3016  
Utica, NY 13504

For appealing a claim:

Met Life  
Group Life Claims  
P.O. Box 3016  
Utica, NY 13504

For converting your coverage:

Metropolitan Life  
Phone: +1 877 431 1167  
Website: [www.metlife.com/metlife-advice](http://www.metlife.com/metlife-advice)

## **The Vision Care Plan**

### ***Plan Name***

Marsh & McLennan Companies Vision Care Plan

The plan forms part of the Marsh & McLennan Companies Group Benefits Plan.

### ***Plan Number***

503

***Plan Type***

This is a welfare plan.

***Plan Year***

The plan year is January 1 – December 31.

***Plan Sponsor***

The Plan Sponsor is:

Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street - Sixth Floor  
Hoboken, NJ 07030-5794

Eligible employees of Marsh & McLennan Companies, Inc. are covered by the employee benefits plan described in this document, as well as eligible employees of any subsidiary or affiliate which:

- Is designated by the Board of Directors of Marsh & McLennan Companies, Inc. as a participating employer under this plan; and
- Has adopted the plan.

You may write to the Plan Administrator to learn which employers participate in this plan.

***Plan Administrator***

The Plan Administrator is Marsh & McLennan Companies, Inc. Benefits Administration Committee and can be reached at:

Plan-Administrator – Vision Care Plan  
c/o Global Benefits Department, 6<sup>th</sup> Floor  
Marsh & McLennan Companies, Inc.  
Waterfront Corporate Center  
121 River Street  
Hoboken, NJ 07030-5794  
Telephone: +1 201 284 4000

The Plan Administrator has full discretion and authority to control and manage the operation and administration of the plans except to the extent authority has been granted to the Claims Administrator for adjudication of claims.

***Group Contract Number***

The group contract number is 12222153.

***Source of Benefits Funding***

The Vision plan is fully insured through VSP, who administers claims and is solely responsible for providing vision benefits and determinations.

Contributions are made by participating employees.

### ***Claims Administrator***

VSP  
3333 Quality Drive  
Rancho Cordova, CA 95670

(Be sure to check your claim form or instructions for the address of the claims processing office.)

### ***Contacts***

For filing an out-of-network claim:

VSP  
P.O. Box 997100  
Sacramento, CA 95899

For appealing a claim:

VSP  
3333 Quality Drive  
Rancho Cordova, CA 95670  
Phone: 800-877-7195

For COBRA coverage:

Trion  
Phone: +1 866 324 4087

## **Other Administrative Details**

### ***Employer Identification Number (EIN)***

As Plan Sponsor, the Company files benefit plan reports with the Federal Government under Employer Identification Number:

36-2668272

### ***Agent for Legal Process***

We hope you never feel you need to resort to legal action to enforce your rights. However, if you feel you have cause for legal action after you have exhausted the plan's claims appeal process, a timely complaint may be served on the Claims Administrator (or Plan Administrator, as applicable), shown below, or the Company's General Counsel at:

Marsh & McLennan Companies, Inc.  
1166 Avenue of the Americas  
New York, NY 10036

Service of legal process may be made upon the Plan Administrator or a Plan Trustee as well.

Remember, actions generally must be brought within three years of the date your benefit was denied (or the date your cause of action first arose, if earlier) unless a shorter period is allowed, or a longer period is required, by applicable state insurance law but only if such state insurance law is not pre-empted by ERISA.

### ***California State Law***

Except where pre-empted by ERISA or other US laws, the validity of the Kaiser HMO plan and any of its provisions will be determined under the laws of the State of California without giving effect to principles of conflict of laws.

### ***Hawaii State Law***

Except where pre-empted by ERISA or other US laws, the validity of the Hawaii HMO and PPP plans and any of their provisions will be determined under the laws of State of Hawaii without giving effect to principles of conflict of laws.

### ***New York State Law***

Except where pre-empted by ERISA or other US laws, the validity of the plans (with the exception of the Kaiser HMO, Hawaii HMO and Hawaii PPP) and any of their provisions will be determined under the laws of New York State without giving effect to principles of conflict of laws.

## **ERISA, and Your Rights under ERISA**

The following plans are subject to the Employee Retirement Income Security Act of 1974 (ERISA):

### ***Health & Welfare Plans***

- The Basic Life Insurance Plan
- The Basic Long Term Disability Plan
- The Best Doctors Program
- The Business Travel Accident Insurance Plan
- The Comprehensive Medical Plan (“CMP”)
- The Consumer Directed Health Plan (“CDHP”)
- The Dental Plan
- The Dependent Care Flexible Spending Account Plan (“DCFSA”)
- The Dependent Children Life Insurance Plan
- The Employee Assistance Plan (“EAP”)



- The Exclusive Provider Organization Plan (“EPO”)
- Hawaii – HMSA’s Health Plan Hawaii Plus (“HMO”)
- Hawaii – HMSA’s Preferred Provider Plan (“PPP”)
- The Health Care Flexible Spending Account Plan (“HCFSA”)
- The Kaiser Foundation Health Plan, California – North & South (“HMO”)
- The Legal Assistance Plan
- The Limited Purpose Health Care Flexible Spending Account Plan (“LPHCFSA”)
- The Long Term Care Insurance Plan
- The Long Term Disability Bonus Income Plan
- The Optional Life Insurance Plan
- The Optional Long Term Disability Plan
- The Personal Accident Insurance Plan
- The Preferred Provider Organization Plan (“PPO”)
- The Spouse Life Insurance Plan
- The Vision Care Plan

### ***Tax-qualified Retirement and Savings Plans***

- The Mercer HR Services Retirement Plan
- The Marsh & McLennan Companies Retirement Plan
- The Marsh & McLennan Companies 401(k) Savings & Investment Plan
- The MMA 401(k) Savings & Investment Plan

### **Your Rights under ERISA**

As a participant in a plan subject to ERISA, you are entitled to certain rights and protections under ERISA. ERISA entitles you to:

- Receive information about the plan and your benefits.
- Examine, at the Plan Administrator’s office and other specified locations, including work sites, without charge, all plan documents governing the plan. These documents may include insurance contracts, if applicable, and the latest annual report (Form 5500 Series) filed by the plan with the US Department of Labor and available at the Public Disclosure Room of the Employee Benefit Security Administration.

- Obtain, after sending a written request to the Plan Administrator, copies of documents governing the operation of the plan, including insurance contracts, if applicable, and copies of the latest annual report (Form 5500 Series) and updated Summary Plan Description. You may be asked to pay a reasonable charge for the copies of documents which are not part of the prospectus.
- Receive a written summary of the plan's annual financial report. The Plan Administrator is required by law to provide each participant with a copy of this summary annual report. See "Annual Funding Notice and Summary Annual Reports" on page 81.
- For applicable plans, obtain a statement telling you whether you have a right to receive a retirement plan benefit at normal retirement age (age 65) and, if so, what your benefits would be at normal retirement age if you stop working under the plan now. If you do not have a right to a retirement benefit, the statement will tell you how many more years you have to work to get a right to a benefit. This statement must be requested in writing and is not required to be given more than once every three years in the case of the Marsh & McLennan Companies Retirement Plan, and once every twelve months in the case of the Marsh & McLennan Companies 401(k) Savings & Investment Plan, the MMA 401(k) Savings & Investment Plan or the Mercer HR Services Retirement Plan. The plan must provide the statement free of charge. Currently, updated monthly statements are available on Total Rewards accessible via PeopleLink ([www.mmcpeoplelink.com](http://www.mmcpeoplelink.com)).
- For applicable plans, continue health care coverage for yourself, spouse, or covered family members if there is a loss of coverage under the plan as a result of a qualifying event. You or your covered family members may have to pay for such coverage. Review the Summary Plan Description and the documents governing the plan on the rules governing your continuation coverage rights under the Consolidated Omnibus Budget Reconciliation Act ("COBRA").
- For applicable plans, the reduction or elimination of exclusionary periods of coverage for preexisting conditions under your group health plan, if you have creditable coverage from another plan. You should be provided a certificate of creditable coverage, free of charge, from your group health plan or health insurance issuer when you lose coverage under the plan, when you become entitled to elect COBRA continuation coverage, when your COBRA continuation coverage ceases, if you request it before losing coverage, or if you request it up to 24 months after losing coverage. Without evidence of creditable coverage, you may be subject to a preexisting condition exclusion for 12 months (18 months for late enrollees) after your enrollment date in your coverage.

### **Prudent Actions by Plan Fiduciaries**

In addition to creating rights for plan participants, ERISA imposes duties on the people responsible for the operation of the plans. The people who operate these plans, called "fiduciaries", have a duty to do so prudently and in the best interest of you and other plan participants and beneficiaries. No one, including your employer, or any other person,

may terminate you or otherwise discriminate against you in any way to prevent you from obtaining a benefit or exercising your rights under ERISA.

## **Enforce Your Rights**

If your claim for a benefit under a plan is denied or ignored, in whole or in part, you have a right to know why this was done, including the provision of the plan on which the denial was based, to obtain copies of documents relating to the decision without charge, and to appeal any denial, all within certain time schedules.

Under ERISA, there are several steps you can take to enforce your rights. For instance, under certain circumstances, if you request a copy of plan documents or the latest annual report from the Plan Administrator and do not receive them within 30 days, you may file suit in federal court. In such a case, the court may require the Plan Administrator to provide the materials and pay you up to \$110 a day until you receive the materials, unless the materials were not sent because of reasons beyond the Plan Administrator's control.

If you have a claim for benefits that is denied or ignored, in whole or in part, and you have appealed all adverse determinations, you may file suit in a state or federal court. In addition, if you disagree with the plan's decision or lack of decision about the qualified status of a domestic relations order or a medical child support order, you may file suit in federal court, as applicable. If plan fiduciaries misuse the plan's money, or if you are discriminated against for asserting your rights, you may seek assistance from the US Department of Labor, or you may file suit in federal court. The court will decide who should pay court costs and legal fees. If you are successful, the court may order the person you sued to pay these costs and fees. If you lose, the court may order you to pay these costs and fees if, for example, it finds your claim is frivolous.

## **Assistance with Your Questions**

If you have any questions about any of these plans, contact the Claims Administrator or the Plan Administrator, as applicable. If you have questions about this statement or about your rights under ERISA, or if you need assistance in obtaining documents from the Plan Administrator, contact the nearest office of the Employee Benefits Security Administration, US Department of Labor, listed in your telephone directory. You may also contact the Division of Technical Assistance and Inquiries, Employee Benefits Security Administration, US Department of Labor, 200 Constitution Avenue N.W., Washington, D.C. 20210. You may also obtain certain publications about your rights and responsibilities under ERISA by calling the publications hotline of the Employee Benefits Security Administration.

## Summary Plan Descriptions

Plans subject to ERISA, described under “ERISA, and Your Rights under ERISA” on page 76, are required to provide Summary Plan Descriptions (SPDs) for those plans. This Benefits Handbook serves as the Summary Plan Description for the following plans:

### ***Health & Welfare Plans***

- The Basic Life Insurance Plan
- The Basic Long Term Disability Plan
- The Best Doctors Program
- The Business Travel Accident Insurance Plan
- The Comprehensive Medical Plan (“CMP”)
- The Consumer Directed Health Plan (“CDHP”)
- The Dental Plan
- The Dependent Care Flexible Spending Account Plan (“DCFSA”)
- The Dependent Children Life Insurance Plan
- The Employee Assistance Plan (“EAP”)
- The Exclusive Provider Organization Plan (“EPO”)
- Hawaii – HMSA’s Health Plan Hawaii Plus (“HMO”)
- Hawaii – HMSA’s Preferred Provider Plan (“PPP”)
- The Health Care Flexible Spending Account Plan (“HCFSA”)
- The Kaiser Foundation Health Plan, California – North & South (“HMO”)
- The Legal Assistance Plan
- The Limited Purpose Health Care Flexible Spending Account Plan (“LPHCFSA”)
- The Long Term Care Insurance Plan
- The Long Term Disability Bonus Income Plan
- The Optional Life Insurance Plan
- The Optional Long Term Disability Plan
- The Personal Accident Insurance Plan

### About SPDs

Summary Plan Descriptions (SPDs) are intended to provide you with easy-to-understand general explanations of the more significant provisions of your benefit plans. If any conflict should arise between the Summary Plan Description and the provisions of the plan, or if any provision is not explained or only partially explained in the Summary Plan Description, your rights will be determined under the provisions of the plan document (which may be changed from time to time), as interpreted by the Claims Administrator or Plan Administrator, as applicable.

- The Preferred Provider Organization Plan (“PPO”)
- The Spouse Life Insurance Plan
- The Vision Care Plan)

### ***Tax-qualified Retirement and Savings Plans***

- The Mercer HR Services Retirement Plan
- The Marsh & McLennan Companies Retirement Plan
- The Marsh & McLennan Companies 401(k) Savings & Investment Plan
- The MMA 401(k) Savings & Investment Plan

The information presented in these Summary Plan Descriptions is intended to comply with the disclosure requirements of the regulations issued by the US Department of Labor under the Employee Retirement Income Security Act of 1974 (ERISA).

## **Annual Funding Notice and Summary Annual Reports**

The Plan Administrator is required by federal law to provide participants with a copy of the annual funding notice or summary annual report for certain plans. The annual funding notice specifies the plan’s “funded status” and describes the plan’s funding/investment policy. The summary annual report (“SAR”) is a written summary of the plan’s annual financial report. SARs are provided for the plans listed in the tables. Beginning in 2008, the Marsh & McLennan Companies Retirement Plan SAR has been replaced with a Marsh & McLennan Companies Retirement Plan Annual Funding Notice.

The following tables list the available annual funding notice(s) and SARs and include links to a PDF file of each annual funding notice and SAR.

**2012 SARs**

<b>Annual Funding Notice/ SAR</b>	<b>PDF Link</b>	<b>Covering Year(s)</b>	<b>Reporting on Plan(s)</b>
Marsh & McLennan Companies 401(k) Savings and Investment Plan	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/003-Marsh%20&amp;%20McLennan%20Companies%20401(K)%20Savings%20&amp;%20Investment%20Plan-2012%20Summary%20Annual%20Report.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/003-Marsh &amp; McLennan Companies 401(K) Savings &amp; Investment Plan- 2012 Summary Annual Report.pdf</a>	2012	<ul style="list-style-type: none"> <li>▪ Marsh &amp; McLennan Companies 401(k) Savings and Investment Plan</li> </ul>
Marsh & McLennan Agency 401(k) Savings and Investment Plan	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/006-Marsh%20&amp;%20McLennan%20Agency%20401(K)%20Savings%20&amp;%20Investment%20Plan-2012%20Summary%20Annual%20Report.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/006-Marsh &amp; McLennan Agency 401(K) Savings &amp; Investment Plan- 2012 Summary Annual Report.pdf</a>	2012	<ul style="list-style-type: none"> <li>▪ Marsh &amp; McLennan Agency 401(k) Savings and Investment Plan</li> </ul>
Marsh & McLennan Companies, Inc. Health & Welfare Benefits Program	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/501-Marsh%20&amp;%20McLennan%20Companies,%20Inc.%20Health%20&amp;%20Welfare%20Benefits%20Program-2012%20Summary%20Annual%20Report.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/501-Marsh &amp; McLennan Companies, Inc. Health &amp; Welfare Benefits Program- 2012 Summary Annual Report.pdf</a>	2012	<ul style="list-style-type: none"> <li>▪ Aetna PPO</li> <li>▪ Aetna CDHP</li> <li>▪ MetLife Dental Plan</li> <li>▪ Blue Cross Blue Shield EPO</li> <li>▪ United Healthcare EPO</li> <li>▪ Medco Pharmacy Plan</li> <li>▪ Basic Long-Term Disability Plan</li> <li>▪ Basic Life Insurance Plan</li> <li>▪ Health Care Flexible Spending Account</li> <li>▪ Limited Purpose Health Care Flexible Spending Account</li> <li>▪ Dependent Care Flexible Spending Account</li> <li>▪ Fully Insured HMO and PPO (Kaiser and HMSA Plans)</li> <li>▪ Optional Long-Term Disability Plan</li> <li>▪ Optional Life Insurance Plan</li> <li>▪ Long-Term Care Plan</li> </ul>

Annual Funding Notice/ SAR	PDF Link	Covering Year(s)	Reporting on Plan(s)
Marsh & McLennan Companies, Inc. Group Benefits Plans	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/503-Marsh%20%26%20McLennan%20Companies,%20Inc.%20Group%20Benefits%20Plan-2012%20Summary%20Annual%20Report.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/503-Marsh &amp; McLennan Companies, Inc. Group Benefits Plan- 2012 Summary Annual Report.pdf</a>	2012	<ul style="list-style-type: none"> <li>▪ Hyatt Legal Plan</li> <li>▪ American International Life (Accidental Death and Dismemberment Plan)</li> <li>▪ Vision Service Plan (VSP)</li> <li>▪ American International Life (Business Travel Accident Plan)</li> <li>▪ Connecticut General Life Insurance Company (Employee Assistance Program)</li> <li>▪ Long Term Disability Bonus Income Plan</li> <li>▪ Dependent Children Life Insurance Plan</li> <li>▪ Spouse Life Insurance Plan</li> </ul>
Mercer HR Services Retirement Plan	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/004-Mercer%20HR%20Services%20Retirement%20Plan-2012%20Summary%20Annual%20Report.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/004- Mercer HR Services Retirement Plan- 2012 Summary Annual Report.pdf</a>	2012	<ul style="list-style-type: none"> <li>▪ Mercer HR Services Retirement Plan</li> </ul>
The Comprehensive Medical Plan	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/504-Marsh%20%26%20McLennane%20Companies,%20Inc.%20Comprehensive%20Medical%20Plan-2012%20Summary%20Annual%20Report.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/504-Marsh &amp; McLennane Companies, Inc. Comprehensive Medical Plan- 2012 Summary Annual Report.pdf</a>	2012	<ul style="list-style-type: none"> <li>▪ United Healthcare Comprehensive Medical Plan (“Post-65 Retiree Medical Plan”)</li> </ul>

**2011 SARs**

<b>Annual Funding Notice/ SAR</b>	<b>PDF Link</b>	<b>Covering Year(s)</b>	<b>Reporting on Plan(s)</b>
Marsh & McLennan Companies 401(k) Savings and Investment Plan	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/MMC-401k-Savings-and-Investment-Plan-2011-SAR.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/MMC-401k-Savings-and-Investment-Plan-2011-SAR.pdf</a>	2011	<ul style="list-style-type: none"> <li>▪ Marsh &amp; McLennan Companies 401(k) Savings and Investment Plan</li> </ul>
Marsh & McLennan Agency 401(k) Savings and Investment Plan	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/MMA-401k-Savings-and-Investment-Plan-2011-SAR.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/MMA-401k-Savings-and-Investment-Plan-2011-SAR.pdf</a>	2011	<ul style="list-style-type: none"> <li>▪ Marsh &amp; McLennan Agency 401(k) Savings and Investment Plan</li> </ul>
Marsh & McLennan Companies, Inc. Employee Funded Welfare Benefit Trust	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/MMC-Employee-Funded-Welfare-Benefits-Plan-2011-SAR.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/MMC-Employee-Funded-Welfare-Benefits-Plan-2011-SAR.pdf</a>	2011	<ul style="list-style-type: none"> <li>▪ Optional Long-Term Disability Plan</li> <li>▪ Optional Life Insurance Plan</li> <li>▪ Long-Term Care Plan</li> </ul>
Marsh & McLennan Companies, Inc. Employer Funded Welfare Benefit Trust	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/MMC-Employer-Funded-Welfare-Benefit-Plan-2011-SAR.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/MMC-Employer-Funded-Welfare-Benefit-Plan-2011-SAR.pdf</a>	2011	<ul style="list-style-type: none"> <li>▪ Aetna PPO</li> <li>▪ Aetna CDHP</li> <li>▪ MetLife Dental Plan</li> <li>▪ Blue Cross Blue Shield EPO</li> <li>▪ United Healthcare EPO</li> <li>▪ Medco Pharmacy Plan</li> <li>▪ Basic Long-Term Disability Plan</li> <li>▪ Basic Life Insurance Plan</li> <li>▪ Health Care Flexible Spending Account</li> <li>▪ Limited Purpose Health Care Flexible Spending Account</li> <li>▪ Dependent Care Flexible Spending Account</li> <li>▪ Fully Insured HMO and PPO (Kaiser and HMSA Plans)</li> </ul>



Annual Funding Notice/ SAR	PDF Link	Covering Year(s)	Reporting on Plan(s)
Marsh & McLennan Companies, Inc. Group Benefits	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/MMC-Group-Benefits-Plans-2011-SAR.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/MMC-Group-Benefits-Plans-2011-SAR.pdf</a>	2011	<ul style="list-style-type: none"> <li>▪ Hyatt Legal Plan</li> <li>▪ American International Life (Accidental Death and Dismemberment Plan)</li> <li>▪ Vision Service Plan (VSP)</li> <li>▪ American International Life (Business Travel Accident Plan)</li> <li>▪ Connecticut General Life Insurance Company (Employee Assistance Program)</li> <li>▪ Long Term Disability Bonus Income Plan</li> <li>▪ Dependent Children Life Insurance Plan</li> <li>▪ Spouse Life Insurance Plan</li> </ul>
Mercer HR Services Retirement Plan	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Mercer-HR-Services-Retirement-Plan-2011-SAR.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Mercer-HR-Services-Retirement-Plan-2011-SAR.pdf</a>	2011	<ul style="list-style-type: none"> <li>▪ Mercer HR Services Retirement Plan</li> </ul>
The Comprehensive Medical Plan	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/MMC-Comprehensive-Medical-Plan-2011-SAR.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/MMC-Comprehensive-Medical-Plan-2011-SAR.pdf</a>	2011	<ul style="list-style-type: none"> <li>▪ United Healthcare Comprehensive Medical Plan (“Post-65 Retiree Medical Plan”)</li> </ul>

**2010 SARs**

<b>Annual Funding Notice/ SAR</b>	<b>PDF Link</b>	<b>Covering Year(s)</b>	<b>Reporting on Plan(s)</b>
Marsh & McLennan Companies 401(k) Savings and Investment Plan	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Marsh%20&amp;%20McLennan%20Companies%20401k%20Savings%20and%20Investment%20Plan%20-%202010%20SAR.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Marsh &amp; McLennan Companies 401k Savings and Investment Plan - 2010 SAR.pdf</a>	2010	<ul style="list-style-type: none"> <li>▪ Marsh &amp; McLennan Companies 401(k) Savings and Investment Plan</li> </ul>
Marsh & McLennan Agency 401(k) Savings and Investment Plan	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Marsh%20&amp;%20McLennan%20Agency%20401k%20Savings%20and%20Investment%20Plan%20-%202010%20SAR.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Marsh &amp; McLennan Agency 401k Savings and Investment Plan - 2010 SAR.pdf</a>	2010	<ul style="list-style-type: none"> <li>▪ Marsh &amp; McLennan Agency 401(k) Savings and Investment Plan</li> </ul>
Marsh & McLennan Companies Retirement Plan	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Marsh%20&amp;%20McLennan%20Companies%20Retirement%20Plan%20_2010_AFN.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Marsh &amp; McLennan Companies Retirement_Plan_2010_AFN.pdf</a>	2010	<ul style="list-style-type: none"> <li>▪ Marsh &amp; McLennan Companies Retirement Plan</li> </ul>
Marsh & McLennan Companies, Inc. Employee Funded Welfare Benefit Trust	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Marsh%20&amp;%20McLennan%20Companies%20Employee%20Funded%20Welfare%20Benefits%20Trust%20-%202010%20SAR.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Marsh &amp; McLennan Companies Employee Funded Welfare Benefits Trust - 2010 SAR.pdf</a>	2010	<ul style="list-style-type: none"> <li>▪ Optional Long-Term Disability Plan</li> <li>▪ Optional Life Insurance Plan</li> <li>▪ Long-Term Care Plan</li> </ul>

Annual Funding Notice/ SAR	PDF Link	Covering Year(s)	Reporting on Plan(s)
Marsh & McLennan Companies, Inc. Employer Funded Welfare Benefit Trust	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Marsh &amp; McLennan Companies Employer Funded Welfare Benefits Trust - 2010 SAR.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Marsh &amp; McLennan Companies Employer Funded Welfare Benefits Trust - 2010 SAR.pdf</a>	2010	<ul style="list-style-type: none"> <li>▪ Aetna PPO</li> <li>▪ Aetna CDHP</li> <li>▪ MetLife Dental Plan</li> <li>▪ Blue Cross Blue Shield EPO</li> <li>▪ United Healthcare EPO</li> <li>▪ United Healthcare Comprehensive Medical Plan ("Retiree Medical Plan")</li> <li>▪ Medco Pharmacy Plan</li> <li>▪ Basic Long-Term Disability Plan</li> <li>▪ Basic Life Insurance Plan</li> <li>▪ Health Care Flexible Spending Account</li> <li>▪ Dependent Care Flexible Spending Account</li> <li>▪ Fully Insured HMO and PPO (Kaiser Plans)</li> </ul>
Marsh & McLennan Companies, Inc. Group Benefits	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Marsh &amp; McLennan Companies Group Benefits Plans - 2010 SAR.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Marsh &amp; McLennan Companies Group Benefits Plans - 2010 SAR.pdf</a>	2010	<ul style="list-style-type: none"> <li>▪ Hyatt Legal Plan</li> <li>▪ American International Life (Accidental Death and Dismemberment Plan)</li> <li>▪ Vision Service Plan (VSP)</li> <li>▪ American International Life (Business Travel Accident Plan)</li> <li>▪ Connecticut General Life Insurance Company (Employee Assistance Program)</li> <li>▪ MetLife (Personal Life Insurance Plan)</li> </ul>
Mercer HR Services Retirement Plan	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Mercer HR Services Retirement Plan - 2010 SAR.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Mercer HR Services Retirement Plan - 2010 SAR.pdf</a>	2010	<ul style="list-style-type: none"> <li>▪ Mercer HR Services Retirement Plan</li> </ul>

**2009 SARs**

<b>Annual Funding Notice/ SAR</b>	<b>PDF Link</b>	<b>Covering Year(s)</b>	<b>Reporting on Plan(s)</b>
Marsh & McLennan Companies 401(k) Savings and Investment Plan	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Marsh &amp; McLennan Companies 401k Savings and Investment Plan - 2009 SAR.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Marsh &amp; McLennan Companies 401k Savings and Investment Plan - 2009 SAR.pdf</a>	2009	<ul style="list-style-type: none"> <li>▪ Marsh &amp; McLennan Companies 401(k) Savings and Investment Plan</li> </ul>
Marsh & McLennan Companies Retirement Plan	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Marsh &amp; McLennan Companies Retirement Plan _2009_AFN.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Marsh &amp; McLennan Companies Retirement Plan _2009_AFN.pdf</a>	2009	<ul style="list-style-type: none"> <li>▪ Marsh &amp; McLennan Companies Retirement Plan</li> </ul>
Marsh & McLennan Companies, Inc. Employee Funded Welfare Benefit Trust	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Marsh &amp; McLennan Companies Employee Funded Welfare Benefit Trust - 2009 SAR.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Marsh &amp; McLennan Companies Employee Funded Welfare Benefit Trust - 2009 SAR.pdf</a>	2009	<ul style="list-style-type: none"> <li>▪ Optional Long-Term Disability Plan</li> <li>▪ Optional Life Insurance Plan</li> <li>▪ Long-Term Care Plan</li> </ul>
Marsh & McLennan Companies, Inc. Employer Funded Welfare Benefit Trust	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Marsh &amp; McLennan Companies Employer Funded Welfare Benefit Trust - 2009 SAR.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Marsh &amp; McLennan Companies Employer Funded Welfare Benefit Trust - 2009 SAR.pdf</a>	2009	<ul style="list-style-type: none"> <li>▪ Aetna PPO</li> <li>▪ Aetna CDHP</li> <li>▪ MetLife Dental Plan</li> <li>▪ Blue Cross Blue Shield EPO</li> <li>▪ United Healthcare EPO</li> <li>▪ United Healthcare Comprehensive Medical Plan ("Retiree Medical Plan")</li> <li>▪ Medco Pharmacy Plan</li> <li>▪ Basic Long-Term Disability Plan</li> <li>▪ Basic Life Insurance Plan</li> <li>▪ Health Care Flexible Spending Account</li> <li>▪ Dependent Care Flexible Spending Account</li> <li>▪ Fully Insured HMO and PPO (Kaiser Plans)</li> </ul>

<b>Annual Funding Notice/ SAR</b>	<b>PDF Link</b>	<b>Covering Year(s)</b>	<b>Reporting on Plan(s)</b>
Marsh & McLennan Companies, Inc. Group Benefits	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Marsh &amp; McLennan Companies Group Benefits Plan - 2009 SAR.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Marsh &amp; McLennan Companies Group Benefits Plan - 2009 SAR.pdf</a>	2009	<ul style="list-style-type: none"> <li>▪ Hyatt Legal Plan</li> <li>▪ American International Life (Accidental Death and Dismemberment Plan)</li> <li>▪ Vision Service Plan (VSP)</li> <li>▪ American International Life (Business Travel Accident Plan)</li> <li>▪ Connecticut General Life Insurance Company (Employee Assistance Program)</li> <li>▪ MetLife (Personal Life Insurance Plan)</li> </ul>
Mercer HR Services Retirement Plan	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Mercer HR Services Retirement Plan - 2009 SAR.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/Mercer HR Services Retirement Plan - 2009 SAR.pdf</a>	2009	<ul style="list-style-type: none"> <li>▪ Mercer HR Services Retirement Plan</li> </ul>

### **2008 SARs**

<b>Annual Funding Notice/ SAR</b>	<b>PDF Link</b>	<b>Covering Year(s)</b>	<b>Reporting on Plan(s)</b>
Marsh & McLennan Companies 401(k) Savings and Investment Plan	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2008-sar-mmc-sip.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2008-sar-mmc-sip.pdf</a>	2008	<ul style="list-style-type: none"> <li>▪ MMC 401(k) Savings and Investment Plan</li> </ul>
Marsh & McLennan Companies Retirement Plan	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2008-ann-fund-notice-mmc-retirement-plan.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2008-ann-fund-notice-mmc-retirement-plan.pdf</a>	2008	<ul style="list-style-type: none"> <li>▪ MMC Retirement Plan</li> </ul>
Marsh & McLennan Companies, Inc. Employee Funded Welfare Benefit Trust	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2008-sar-mmc-ees-welfare-ben-plan.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2008-sar-mmc-ees-welfare-ben-plan.pdf</a>	2008	<ul style="list-style-type: none"> <li>▪ Optional Long-Term Disability Plan</li> <li>▪ Optional Life Insurance Plan</li> <li>▪ Long-Term Care Plan</li> </ul>

Annual Funding Notice/ SAR	PDF Link	Covering Year(s)	Reporting on Plan(s)
Marsh & McLennan Companies, Inc. Employer Funded Welfare Benefit Trust	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2008-sar-mmc-er-welfare-ben-plan.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2008-sar-mmc-er-welfare-ben-plan.pdf</a>	2008	<ul style="list-style-type: none"> <li>▪ Aetna PPO</li> <li>▪ Aetna CDHP</li> <li>▪ MetLife Dental Plan</li> <li>▪ Blue Cross Blue Shield EPO</li> <li>▪ United Healthcare EPO</li> <li>▪ United Healthcare Comprehensive Medical Plan (“Retiree Medical Plan”)</li> <li>▪ Medco Pharmacy Plan</li> <li>▪ Basic Long-Term Disability Plan</li> <li>▪ Basic Life Insurance Plan</li> <li>▪ Health Care Flexible Spending Account</li> <li>▪ Dependent Care Flexible Spending Account</li> <li>▪ Fully Insured HMO and PPO (Kaiser Plans)</li> </ul>
Marsh & McLennan Companies, Inc. Group Benefits	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2008-sar-mmc-group-benefit-plan.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2008-sar-mmc-group-benefit-plan.pdf</a>	2008	<ul style="list-style-type: none"> <li>▪ Hyatt Legal Plan</li> <li>▪ American International Life (Accidental Death and Dismemberment Plan)</li> <li>▪ Vision Service Plan (VSP)</li> <li>▪ American International Life (Business Travel Accident Plan)</li> <li>▪ Connecticut General Life Insurance Company (Employee Assistance Program)</li> <li>▪ MetLife (Personal Life Insurance Plan)</li> </ul>
Mercer HR Services Retirement Plan	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2008-sar-mhrs-ret-plan.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2008-sar-mhrs-ret-plan.pdf</a>	2008	<ul style="list-style-type: none"> <li>▪ Mercer HR Services Retirement Plan</li> </ul>

**2007 SARs**

<b>SAR</b>	<b>PDF Link</b>	<b>Covering Year(s)</b>	<b>Reporting on Plan(s)</b>
Marsh & McLennan Companies 401(k) Savings and Investment Plan	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2007-sar-mmc-sip.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2007-sar-mmc-sip.pdf</a>	2007	<ul style="list-style-type: none"> <li>▪ MMC 401(k) Savings and Investment Plan (formerly the MMC Stock Investment Plan)</li> </ul>
Marsh & McLennan Companies Retirement Plan	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2007-sar-mmc-retirement-plan.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2007-sar-mmc-retirement-plan.pdf</a>	2007	<ul style="list-style-type: none"> <li>▪ MMC Retirement Plan</li> </ul>
Marsh & McLennan Companies, Inc. Employee Funded Welfare Benefit Trust	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2007-sar-mmc-ees-welfare-ben-plan.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2007-sar-mmc-ees-welfare-ben-plan.pdf</a>	2007	<ul style="list-style-type: none"> <li>▪ Optional Long-Term Disability Plan</li> <li>▪ Optional Life Insurance Plan</li> <li>▪ Long-Term Care Plan</li> </ul>
Marsh & McLennan Companies, Inc. Employer Funded Welfare Benefit Trust	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2007-sar-mmc-er-welfare-ben-plan.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2007-sar-mmc-er-welfare-ben-plan.pdf</a>	2007	<ul style="list-style-type: none"> <li>▪ Aetna PPO</li> <li>▪ Aetna CDHP</li> <li>▪ Metlife Dental Plan</li> <li>▪ Blue Cross Blue Shield EPO</li> <li>▪ United Healthcare EPO</li> <li>▪ United Healthcare Comprehensive Medical Plan (“Retiree Medical Plan”)</li> <li>▪ Medco Pharmacy Plan</li> <li>▪ Basic Long-Term Disability Plan</li> <li>▪ Basic Life Insurance Plan</li> <li>▪ Health Care Flexible Spending Account</li> <li>▪ Dependent Care Flexible Spending Account</li> <li>▪ Fully Insured HMO and PPO (Kaiser Plans)</li> </ul>

<b>SAR</b>	<b>PDF Link</b>	<b>Covering Year(s)</b>	<b>Reporting on Plan(s)</b>
Marsh & McLennan Companies, Inc. Group Benefits	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2007-sar-mmc-group-benefit-plan.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2007-sar-mmc-group-benefit-plan.pdf</a>	2007	<ul style="list-style-type: none"> <li>▪ Hyatt Legal Plan</li> <li>▪ American International Life (Accidental Death and Dismemberment Plan)</li> <li>▪ Vision Service Plan (VSP)</li> <li>▪ American International Life (Business Travel Accident Plan)</li> <li>▪ Connecticut General Life Insurance Company (Employee Assistance Program)</li> <li>▪ MetLife (Personal Life Insurance Plan)</li> </ul>
Mercer HR Services Retirement Plan	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2007-sar-mmc-hr-services-plan.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2007-sar-mmc-hr-services-plan.pdf</a>	2007	<ul style="list-style-type: none"> <li>▪ Mercer HR Services Retirement Plan</li> </ul>
<b>2006 SARs</b>			
<b>SAR</b>	<b>PDF Link</b>	<b>Covering Year(s)</b>	<b>Reporting on Plan(s)</b>
Marsh & McLennan Companies 401(k) Savings and Investment Plan	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2006-sar-mmc-sip.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2006-sar-mmc-sip.pdf</a>	2006	<ul style="list-style-type: none"> <li>▪ MMC 401(k) Savings and Investment Plan (formerly the MMC Stock Investment Plan)</li> </ul>
Marsh & McLennan Companies Retirement Plan	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2006-sar-mmc-retirement-plan.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2006-sar-mmc-retirement-plan.pdf</a>	2006	<ul style="list-style-type: none"> <li>▪ MMC Retirement Plan</li> </ul>
Marsh & McLennan Companies, Inc. Employee Funded Welfare Benefit Trust	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2006-sar-mmc-ees-welfare-ben-plan.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2006-sar-mmc-ees-welfare-ben-plan.pdf</a>	2006	<ul style="list-style-type: none"> <li>▪ Optional Long-Term Disability Plan</li> <li>▪ Optional Life Insurance Plan</li> <li>▪ Long-Term Care Plan</li> </ul>



<b>SAR</b>	<b>PDF Link</b>	<b>Covering Year(s)</b>	<b>Reporting on Plan(s)</b>
Marsh & McLennan Companies, Inc. Employer Funded Welfare Benefit Trust	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2006-sar-mmc-er-welfare-benf-plan.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2006-sar-mmc-er-welfare-benf-plan.pdf</a>	2006	<ul style="list-style-type: none"> <li>▪ Aetna PPO</li> <li>▪ Aetna CDHP</li> <li>▪ Metlife Dental Plan</li> <li>▪ Blue Cross Blue Shield EPO</li> <li>▪ United Healthcare EPO</li> <li>▪ United Healthcare Comprehensive Medical Plan (“Retiree Medical Plan”)</li> <li>▪ Medco Pharmacy Plan</li> <li>▪ Basic Long-Term Disability Plan</li> <li>▪ Basic Life Insurance Plan</li> <li>▪ Health Care Flexible Spending Account</li> <li>▪ Dependent Care Flexible Spending Account</li> <li>▪ Fully Insured HMO and PPO (Kaiser Plans)</li> </ul>
Marsh & McLennan Companies, Inc. Group Benefits	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2006-sar-mmc-group-benefit-plan.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2006-sar-mmc-group-benefit-plan.pdf</a>	2006	<ul style="list-style-type: none"> <li>▪ Hyatt Legal Plan</li> <li>▪ American International Life (Accidental Death and Dismemberment Plan)</li> <li>▪ Vision Service Plan (VSP)</li> <li>▪ American International Life (Business Travel Accident Plan)</li> <li>▪ Connecticut General Life Insurance Company (Employee Assistance Program)</li> <li>▪ MetLife (Personal Life Insurance Plan)</li> </ul>
Mercer HR Services Retirement Plan	<a href="http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2006-sar-mmc-hr-services-plan.pdf">http://mmcbenefits-handbook.connect.mmc.com/Prod/CURR/2006-sar-mmc-hr-services-plan.pdf</a>	2006	<ul style="list-style-type: none"> <li>▪ Mercer HR Services Retirement Plan</li> </ul>

## Plan Summaries

This Benefit Handbook also includes plan summaries for non-ERISA plans. This Benefit Handbook includes plan summaries for the following plans:

- The Benefit Equalization Plan
- The Choice Auto and Home Insurance Program
- The Group Umbrella Liability Insurance Program
- The Health Advocate Program
- The HelloWallet Program
- Identity Theft Protection Benefit Program
- The Personal Life Insurance Plan
- The Pet Insurance Program
- The Short Term Disability Benefits Policy
- The Stock Purchase Plan
- The Supplemental Retirement Plan
- The Supplemental Savings & Investment Plan
- The Transportation Reimbursement Incentive Program
- The Vision Discount Program

## Official Plan Documents

This Benefits Handbook serves as the official plan document for the following plans:

- The Basic Life Insurance Plan
- The Basic Long Term Disability Plan
- The Best Doctors Program
- The Business Travel Accident Insurance Plan
- The Comprehensive Medical Plan (“CMP”)
- The Consumer Directed Health Plan (“CDHP”)
- The Dental Plan
- The Dependent Care Flexible Spending Account Plan (“DCFSA”)

- The Dependent Children Life Insurance Plan
- The Employee Assistance Plan (“EAP”)
- The Exclusive Provider Organization Plan (“EPO”)
- Hawaii – HMSA’s Health Plan Hawaii Plus (“HMO”)
- Hawaii – HMSA’s Preferred Provider Plan (“PPP”)
- The Health Care Flexible Spending Account Plan (“HCFSA”)
- The Kaiser Foundation Health Plan, California – North & South (“HMO”)
- The Legal Assistance Plan
- The Limited Purpose Health Care Flexible Spending Account Plan (“LPHCFSA”)
- The Long Term Care Insurance Plan
- The Long Term Disability Bonus Income Plan
- The Optional Life Insurance Plan
- The Optional Long Term Disability Plan
- The Personal Accident Insurance Plan
- The Preferred Provider Organization Plan (“PPO”)
- The Spouse Life Insurance Plan
- The Vision Care Plan

***Life and Accident Insurance, Long Term Care Insurance, Legal Assistance, EAP, and Best Doctors Plans***

The Claims Administrators use the Plans’ description in the Benefits Handbook to make determinations on claims for benefits under the Plans. (Should any plan provision described become invalid or unenforceable, it will not affect the validity or enforceability of any other plan provision.) When necessary, the Claims Administrators may also refer to their internal guidelines in making claims/benefits determinations. The Claims Administrators have full discretion and authority to make all such claims/benefits determinations.

## How to Obtain Plan Documents

Copies of plan documents and certain related documents such as insurance company contracts and trust agreements, (to the extent applicable) are available to review upon written request to the Plan Administrator or Marsh & McLennan Companies, Inc.'s General Counsel. A copy of any of these documents will be furnished to a plan participant or beneficiary (or an authorized representative) upon request at a reasonable charge of 25 cents per page to cover reproduction and handling. Note that this Benefits Handbook constitutes the plan document, as applicable.

## Plan Amendments

### *Health & Welfare Plans*

Amendments to any health or welfare plan provision, such as those regarding eligibility for coverage and the benefits provided under these plans, are made by updating this Benefits Handbook and, where applicable, these plans' Guide to Benefits. Any such amendments are communicated to you by revising the Benefits Handbook, or through Marsh & McLennan Companies, Inc.'s internal employee communication channels, and, where applicable, these plans' Guide to Benefits.

### *Tax-qualified Retirement and Savings Plans*

Amendments to any retirement or savings plan provision, including amendments regarding eligibility for participation and the benefits provided under these plan, are made only by written amendments to the applicable plan document. Amendments may be made by the Board of Directors of Marsh & McLennan Companies, Inc. The Board of Directors has in the past delegated to certain officers authority to adopt amendments necessary to keep these plans tax qualified or to make *de minimis* changes. Any material amendments are communicated to you by revising this section of the Benefits Handbook, or through Marsh & McLennan Companies, Inc.'s internal employee communication channels, including the distribution of a Summary of Material Modifications.

## Plan Termination

### *Life and Accident Insurance, Long Term Care Insurance, Legal Assistance, EAP, and Best Doctors Plans*

While the Company intends to continue these benefit plans and programs indefinitely, the Company reserves the right to terminate or amend this plan, in whole or part, at any time and for any reason as it deems advisable, as to any and all employees covered. In fact, as a matter of prudent business planning, the Company periodically evaluates the Benefits Program.

### *Retirement and Savings Plans*

While Marsh & McLennan Companies intends to continue the retirement plans described in the Benefits Handbook indefinitely, Marsh & McLennan Companies reserves the right

to terminate or amend any plan or plans, in whole or part, at any time and for any reason as it deems advisable, as to any and all employees covered. In fact, as a matter of prudent business planning, Marsh & McLennan Companies periodically evaluates its benefits programs.

However, if Marsh & McLennan Companies should exercise its right to amend, modify or terminate a retirement plan, you will not be deprived of any benefit you have accrued to the date of such modification, suspension or termination, and you may have preserved rights as to your benefits (such as an account balance in a savings plan) as of the date of the change, although changes may be made retroactively to comply with applicable laws.

For the following retirement plans, if a plan is terminated or if there is a complete discontinuance of contributions, all accounts of affected participants that are not otherwise fully (100%) vested will become 100% vested and will be paid to you under the circumstances and in the manner as determined by Marsh & McLennan Companies' Board of Directors:

- The Mercer HR Services Retirement Plan
- The Marsh & McLennan Companies 401(k) Savings & Investment Plan
- The MMA 401(k) Savings & Investment Plan

Amounts accumulated under these defined contribution plans are not insured by the Pension Benefit Guaranty Corporation (PBGC), a federal agency, if any of these plans terminates.

Your accrued benefits under the Marsh & McLennan Companies Retirement Plan are insured by the PBGC. If the plan terminates (ends) without enough money to pay all benefits, the PBGC will step in to pay pension benefits. Most people receive all of the pension benefits under their plan, but some people may lose certain benefits.

The PBGC guarantee generally covers:

- normal and early retirement benefits;
- disability benefits if you become disabled before the plan terminates; and
- certain benefits for your survivors.

The PBGC guarantee generally does *not* cover:

- benefits greater than the maximum guaranteed amount set by law for the year in which the plan terminates;
- some or all of benefit increases and new benefits based on plan provisions that have been in place for fewer than 5 years at the time the plan terminates;
- benefits that are not vested because you have not worked enough for the Company;

- benefits for which you have not met all of the requirements at the time the plan terminates;
- certain early retirement payments (such as supplemental benefits that stop when you become eligible for Social Security) that result in an early retirement monthly benefit greater than your monthly benefit at the plan's normal retirement age; and
- non-pension benefits, such as health insurance, life insurance, certain death benefits, vacation pay, and severance pay.

Even if certain of your benefits are not guaranteed, you may still receive some of these benefits from the PBGC depending on how much money your plan has and how much the PBGC collects from employers.

For more information about the PBGC and the benefits it guarantees, ask the Plan Administrator or contact the PBGC's Technical Assistance Division, 1200 K Street N.W., Suite 930, Washington, D.C. 20005-4026 or call +1 202 326 4000 (not a toll-free number). TTY/TDD users may call the federal relay toll-free at +1 800 877 8339 and ask to be connected to +1 202 326 4000. Additional information about the PBGC's pension insurance program is available through the PBGC's website on the Internet at [www.pbgc.gov](http://www.pbgc.gov).

If it ever becomes necessary to terminate the Marsh & McLennan Companies Retirement Plan, accrued benefits of affected participants will be 100% vested (to the extent funded or guaranteed) and assets will be used to pay out benefits in the form of non-transferable annuity contracts and/or lump sums in accordance with legal requirements. The Marsh & McLennan Companies Retirement Plan provides that, in the event of a complete termination, any excess assets remaining after all liabilities have been satisfied will revert to the Company.

Other qualified plans may be merged into any of the retirement and savings plans, and any of the retirement and savings plans may also be merged, in whole or in part, into or with another plan. However, in no event will your benefit immediately after the transfer or merger (determined as if the plan terminated) be less than your benefit immediately prior to the transfer or merger (determined as if the plan terminated).

## **Limits on Plan Amendments**

### ***Limits on plan amendments, including changes in actuarial factors, options and subsidies***

The Internal Revenue Code provides that no plan amendment may retroactively reduce your previously accrued benefit under a tax qualified plan, unless necessary to keep the plan tax qualified. This means, for example, that if the benefit formula is changed in the future by an amendment to the tax-qualified plan, your accrued benefit after the amendment may never be less than your accrued benefit before the amendment. These rules also currently provide that certain changes in the actuarial factors used to calculate your benefits and the options and early retirement subsidiaries available under that plan may not be applied to your accrued benefit prior to the change. In addition to being

notified of any future changes in the benefit formula, you will be notified when tax qualified plan assumptions or options are changed if you need to be informed of any rights you have that were protected by law as of the date of the change.

## **Claims, Reviews, and Appeals**

This section describes some general rules about claims and how benefits are paid, and how you can have payment decision reviewed and how you can appeal a claim decision.

### **Authority over Benefit Determinations and Appeals**

#### ***Health and Welfare Plans***

The Claims Administrator or Plan Administrator, as applicable, has full discretion and authority to determine all claims for benefits under the plan. Claims not involving specific benefits, but concerning eligibility or enrollment should be addressed to the Plan Administrator. Any action or determination in this review procedure will be final, conclusive, and binding on the Claims and Plan Administrators, the Company, the plan participant and his or her legal representative, and the participant's family members and their legal representatives. The Claims Administrator's decision is based only on whether or not benefits are available under the plan for the proposed treatment or procedure. The determination as to whether the pending health service is necessary and appropriate is determined by you and your physician.

No action for benefits may be brought by any participant or beneficiary unless the plan's claim review procedure has been exhausted (that is, all appeals of adverse decisions have been made). Any such action must be commenced within three years of the first date by which all essential facts and circumstances which support your claim had arisen, provided that the three year period will never begin later than the date on which the claim arose or a final determination denying your claim, in whole or in part, has been issued under the procedures described below.

#### ***Tax-qualified Retirement and Savings Plans***

The Plan Administrator and the Benefits Administration Committee of the retirement and savings plans use the claims procedure described in this section of the Benefits Handbook to make determinations on claims for benefits under a retirement or savings plan. The Plan Administrator has been delegated full discretion and the maximum authority to interpret the applicable plan and make all initial claims/benefits determinations permitted by law.

No action for benefits may be brought by any participant or beneficiary unless the plan's claim review procedure has been exhausted (that is, all appeals of adverse decisions have been made). Any such action must be commenced within three years of the first date by which all essential facts and circumstances which support your claim had arisen, provided that the three year period will never begin later than the date on which the claim arose or a final determination denying your claim, in whole or in part, has been issued under the procedures described below.

## Healthcare Plans and Healthcare Flexible Spending Accounts

Refer to the Kaiser HMO's member handbook for information on the benefits determination process including claims and appeals.

Refer to HMSA's "Guide to Benefits" document for information on the benefits determination process including claims and appeal for the Hawaii HMO and PPP plans.

For all other health care plans, see below for information on the benefits determination process including claims and appeals.

### ***Medical and Dental Benefit Determinations***

Three types of claims can be made for benefit determinations: pre-service claims, post-service claims, and claims involving urgent care.

- A pre-service claim is any claim for a benefit under a group health plan for which the plan requires approval or notification before medical care is obtained.
- A post-service claim is any claim for a benefit under a group health plan that is not a pre-service claim.
- A claim involving urgent care is any claim for medical care or treatment with respect to which the application of the time periods for making non-urgent care determinations could seriously jeopardize your life or health or your ability to regain maximum function, or, in the opinion of a physician with knowledge of your medical condition, would subject you to severe pain that cannot be adequately managed without the care or treatment that is the subject of the claim.

Note, a post-service claim would never constitute a claim involving urgent care.

Claims for benefits and appeals of claims should be directed to the Claims Administrator for the applicable plan. See "Headings, Navigation Menus, Tables of Contents, Etc." on page 1.

Note that the various headings and sub-headings in the Benefits Handbook (which produce the website navigation menus and the tables of contents in the printed version) are provided for your convenience and in no way define, limit, or otherwise describe the scope or intent of the plans. See "Administrative Details about the Plans" on page 1 for the name and contact information for the Claims Administrator for each plan.

### ***Vision, EAP, and Best Doctors Benefit Determinations***

The one type of claim that can be made for benefit determinations is a post-service claim.

- A post-service claim is any claim for a benefit under a group health plan that is not a pre-service claim.

Note, a post-service claim would never constitute a claim involving urgent care.



Claims for benefits and appeals of claims should be directed to the Claims Administrator for the applicable plan. See “Headings, Navigation Menus, Tables of Contents, Etc.” on page 1.

Note that the various headings and sub-headings in the Benefits Handbook (which produce the website navigation menus and the tables of contents in the printed version) are provided for your convenience and in no way define, limit, or otherwise describe the scope or intent of the plans.

See “Administrative Details about the Plans” on page 1 for the name and contact information for the Claims Administrator for each plan.

### ***Timing of Notification of Pre-service Claim Benefit Determination***

In the case of a pre-service claim, the Claims Administrator will notify you of the benefit determination (whether adverse or not) no later than 15 days after your claim is received. This period may be extended one time by the Claims Administrator for up to 15 days, provided that the extension is necessary due to matters beyond the control of the Claims Administrator and you are notified prior to the expiration of the initial 15-day period of the circumstances requiring the extension and the date by which the Claims Administrator expects to render a decision. If additional information is needed to process the claim, the Claims Administrator will notify you of the information needed within 15 days after the claim was received and may request a one-time extension not longer than 15 days and suspend your claim until all information is received. Once notified of the extension, you then have 45 days to provide this information. If all of the needed information is received within the 45-day timeframe, the Claims Administrator will notify you of the determination within 15 days after the information is received. If you don't provide the needed information within the 45-day period, your claim will be denied. A denial notice will explain the reason for denial, refer to the part of the plan on which the denial is based, describe any additional material or information necessary to complete the claim so it may be processed, and provide the claim appeal procedures.

### ***Timing of Notification of Post-service Claim Benefit Determination***

In the case of a post-service claim, the Claims Administrator will notify you of the benefit determination (whether adverse or not) no later than 30 days after your claim was received. This period may be extended one time by the Claims Administrator for up to 15 days, provided that the extension is necessary due to matters beyond the control of the Claims Administrator and you are notified prior to the expiration of the initial 30-day period of the circumstances requiring the extension and the date by which the Claims Administrator expects to render a decision. If additional information is needed to process the claim, the Claims Administrator will notify you within this 30-day period and may request a one-time extension of not more than 15 days and suspend your claim until all information is received. Once notified of the extension, you then have 45 days to provide this information. If all of the needed information is received within the 45-day timeframe, the Claims Administrator will notify you of the determination within 15 days after the information is received. If you don't provide the needed information within the 45-day

period, your claim will be denied. A denial notice will explain the reason for denial, refer to the part of the plan on which the denial is based, describe any additional material or information necessary to complete the claim so it may be processed, and provide the claim appeal procedures.

### ***Timing of Notification of Benefit Determinations Involving Urgent Care Claims***

In the case of a claim involving urgent care, the Claims Administrator will notify you of the benefit determination (whether adverse or not) no later than 72 hours after your claim is received. If additional information is needed to process the claim, the Claims Administrator will notify you within 24 hours after receipt of your claim of the specific information necessary to complete the claim. Once notified of the extension, you then have 48 hours to provide this information. If all of the needed information is received within the 48-hour timeframe, the Claims Administrator will notify you of the determination within 48 hours after the information is received. If you don't provide the needed information within the 48-hour period, your claim will be denied. A denial notice will explain the reason for denial, refer to the part of the plan on which the denial is based, describe any additional material or information necessary to complete the claim so it may be processed, and provide the claim appeal procedures.

### ***Ongoing Treatment Involving Urgent Care Claims***

If an ongoing course of treatment was previously approved for a specific period of time or number of treatments, and the treatment involves urgent care, your request will be decided within 24 hours, provided your request is made at least 24 hours prior to the end of the approved treatment. The Claims Administrator will make a determination on your request for the extended treatment within 24 hours from receipt of your request. If you do not make a request for extended treatment involving urgent care at least 24 hours prior to the end of the approved treatment, the request will be treated as an urgent care claim and decided according to the urgent care claim benefit determination timeframes, (i.e., no later than 72 hours from receipt of your request).

### ***Ongoing Treatment Not Involving Urgent Care Claims***

If a request to extend a course of treatment beyond the period of time or number of treatments previously approved does not involve urgent care, the request will be treated as a new benefit claim and decided within the time frame appropriate to the type of claim (i.e., as a pre-service or post-service claim).

### ***Appeal of Benefit Determinations Not Involving Urgent Care Claims***

If you believe your benefits under a plan were denied improperly, you may file a written appeal for the unpaid amount within 180 days of your receipt of notification of the adverse benefit determination. The written appeal should specify the amount of the claim, include any other written comments, documents, records or other information that may be pertinent and should be sent to the Claims Administrator.

If you are not satisfied with the first level appeal decision of the Claims Administrator, you have the right to request a second level appeal from the Claims Administrator. Your second level appeal request must be submitted to the Claims Administrator within 60 days from receipt of the first level appeal decision.

For appeals of a pre-service claim, the first level appeal will be conducted, and you will be notified by the Claims Administrator of the decision within 15 days from receipt of a request for appeal of a denied claim. The second level appeal will be conducted and you will be notified by the Claims Administrator of the decision within 15 days from receipt of a request for review of the first level appeal decision.

For appeals of a post-service claim, the first level appeal will be conducted, and you will be notified by the Claims Administrator of the decision within 30 days from receipt of a request for appeal of a denied claim. The second level appeal will be conducted, and you will be notified by the Claims Administrator of the decision within 30 days from receipt of a request for review of the first level appeal decision.

### ***Appeal of Benefit Determinations Involving Urgent Care Claims***

Your appeal may require immediate action if a delay in treatment could significantly increase the risk to your health or the ability to regain maximum function or cause severe pain. In these urgent situations, the appeal does not need to be submitted in writing. You or your physician should call the Claims Administrator as soon as possible. The Claims Administrator will provide you with a written or electronic determination within 72 hours following receipt of your request for review of the determination taking into account the seriousness of your condition.

### ***Improper Filing of Pre-service Claims and Urgent Care Claims***

If you filed a pre-service or urgent care claim improperly, the Claims Administrator will notify you of the improper filing and how to correct it within five days (24 hours in the case of a failure to file a claim involving urgent care) after the pre-service claim was received.

### ***Claims Concerning Eligibility and Enrollment***

If your claim concerns whether or not you or a family member is eligible for coverage under the plan or whether you or a family member has properly enrolled in the plan, you may file a claim with the Plan Administrator for coverage. The claim should be in writing and specify the circumstances under which you do not have coverage, why you believe you should have coverage and include any mitigating factors, documents, records or other information that may be pertinent and should be sent to the Plan Administrator. You may file a written appeal with the Plan Administrator within 180 days of your notification of an adverse claim determination. A written appeal of a denied claim should include all the information necessary for the original claim as well as any additional information you would like the plan to consider.

## ***Subrogation***

To the maximum extent permitted by law, the Plan is entitled to equitable or other permitted remedies, including a lien or constructive trust, to recover any amounts received as a result of a judgment, settlement or other means of compensation for conditions or injuries which have resulted in the payment of benefits under this Plan. This will include, but is not limited to, damages for pain and suffering and lost income.

The Plan is entitled to recover these amounts from you, any covered family member or beneficiary, or any other person holding them, up to the amount of all payments made or payable in the future plus the costs of recovery. The Plan has a priority interest in any and all funds recovered in any full or partial recovery, including funds intended to compensate for attorney's fees and other expenses.

As a condition of receiving benefits under this Plan, you agree that:

- You will promptly notify the Claims Administrator of any settlement negotiations, settlement, or judgment in any litigation related to an event or condition for which you have received, or expect to receive, benefits under this Plan; and
- Future benefits (even for an unrelated event or condition) may be reduced by the amount of any judgment or settlement, or similar compensation which the Plan would be entitled to under the rules above but is unable to recover.

## **Dependent Care Flexible Spending Account Plan**

### ***Timing of Notification of Benefits Determination***

In the case of a claim, the Claims Administrator will notify you of the benefit determination (whether adverse or not) no later than 90 days after your claim was received. This period may be extended one time by the Claims Administrator for up to 90 days, provided that the extension is necessary due to matters beyond the control of the Claims Administrator and you are notified prior to the expiration of the initial 90-day period of the circumstances requiring the extension and the date by which the Claims Administrator expects to render a decision. If additional information is needed to process the claim, the Claims Administrator will notify you within this 90-day period and may request a one-time extension of not more than 90 days and suspend your claim until all information is received. A denial notice will explain the reason for denial, refer to the part of the plan on which the denial is based, describe any additional material or information necessary to complete the claim so it may be processed, and provide the claim appeal procedures.

### ***Appeal of Benefits Determinations***

If you believe your benefits under a plan were denied improperly, you may file a written appeal for the unpaid amount within 60 days of receipt of notification of the adverse benefit determination. The written appeal should specify the amount of the claim, include any other written comments, documents, records or other information that may be pertinent, and should be sent to the Claims Administrator.

If you are not satisfied with the first level appeal decision of the Claims Administrator, you have the right to request a second level appeal from the Claims Administrator. Your second level appeal request must be submitted to the Claims Administrator within 180 days from receipt of the first level appeal decision. The second level appeal will be conducted, and you will be notified by the Claims Administrator of the decision within 60 days from receipt of a request for review of the first level appeal decision.

Upon request, you will be provided, free of charge, reasonable access to, and copies of, all documents, funds, and other information relevant to your claim for benefits.

## **Disability Plans**

### ***Timing of Notification of Claim for Disability Benefits Determinations***

In the case of a claim for disability benefits, the Claims Administrator will notify you of the benefit determination (whether adverse or not) no later than 45 days after your claim was received. This period may be extended one time by the Claims Administrator for up to 30 days, provided that the extension is necessary due to matters beyond the control of the Claims Administrator and you are notified prior to the expiration of the initial 45-day period of the circumstances requiring the extension and the date by which the Claims Administrator expects to render a decision. If prior to the end of the first 30-day extension period, the administrator determines that, due to matters beyond the control of the plan, a decision cannot be rendered within that extension period, the period for making the determination may be extended for up to an additional 30 days, provided that the Plan Administrator notifies the claimant, prior to the expiration of the first 30-day extension period, of the circumstances requiring the extension and the date as of which the plan expects to render a decision. If additional information is needed to process the claim, the Claims Administrator will notify you of the information needed within this 45-day period and may request a one-time extension not longer than 45 days and suspend your claim until all information is received. Once notified of the extension, you then have 45 days to provide this information. If all of the needed information is received within the 45-day timeframe, the Claims Administrator will notify you of the determination within 45 days after the information is received. If you don't provide the needed information within the 45-day period, your claim will be denied. A denial notice will explain the reason for denial, refer to the part of the Plan on which the denial is based, describe any additional material or information necessary to complete the claim so it may be processed, and provide the claim appeal procedures.

Note, for plans providing disability benefits, a copy of the specific rule, guideline or protocol relied upon or a statement that such rule, guideline or protocol will be provided free of charge to the claimant upon request must be provided.

### ***Timing of Appeal of Claim for Disability Benefits Determinations***

If you believe your claim for disability benefits under the plan was denied improperly, you may file a written claim for the unpaid amount within 180 days of receipt of the denial. The written claim should specify the amount of the claim and any other written

comments, documents, records or other information that may be pertinent and should be sent to the Claims Administrator.

The first level appeal will be conducted, and you will be notified by the Claims Administrator of the decision within 45 days from receipt of a request for appeal of a denied claim. This period may be extended one time by the Claims Administrator for up to 45 days, provided that you are notified prior to the expiration of the initial 45-day period of the circumstances requiring the extension and the date by which the Claims Administrator expects to render a decision.

If you are not satisfied with the first level appeal decision of the Claims Administrator, you have the right to request a second level appeal from the Claims Administrator. Your second level appeal request must be submitted to the Claims Administrator within 180 days from receipt of the first level appeal decision. The second level appeal will be conducted, and you will be notified by the Claims Administrator of the decision within 45 days from receipt of a request for review of the first level appeal decision.

If you do not file a written request for appeal of a denied claim within 180 days from the date you received your claim denial, your claim will be closed and your right to appeal will terminate. Appeals that are submitted after this timeframe cannot be considered.

### ***Subrogation***

To the maximum extent permitted by law, the disability plans are entitled to equitable or other permitted remedies, including a lien or constructive trust, to recover any amounts received as a result of a judgment, settlement or other means of compensation for conditions or injuries which have resulted in the payment of benefits under the disability plans.

This will include, but is not limited to, damages for pain and suffering and lost income. The disability plans are entitled to recover these amounts from you, any covered family member or beneficiary, or any other person holding them, up to the amount of all payments made or payable in the future plus costs of recovery. The disability plans have a priority interest in any and all funds recovered in any full or partial recovery, including funds intended to compensate for attorney's fees and other expenses.

As a condition of receiving benefits under the disability plans, you agree that:

1. You will promptly notify the Claims Administrator of any settlement negotiations, settlement, or judgment in any litigation related to an event or condition for which you have received, or expect to receive, benefits under the disability plans; and
2. Future benefits, even for an unrelated event or condition, may be reduced by the amount of any judgment or settlement, or similar compensation which the disability plans would be entitled to under the rules above but is unable to recover.

## **Life and Accident Insurance Plans**

### ***Timing of Notification of Benefits Determination***

In the case of a claim, the Claims Administrator will notify you of the benefit determination (whether adverse or not) no later than 90 days after your claim was received. If an extension of time for processing is required, the Claims Administrator will notify you within this 90-day period and may request a one-time extension not longer than 90 days. A denial notice will explain the reason for denial, refer to the part of the plan on which the denial is based, describe any additional material or information necessary to complete the claim so it may be processed, and provide the claim appeal procedures.

### ***Timing of Appeal of Benefits Determination***

If you believe your claim benefits under a plan was denied improperly, you may file a written claim for the unpaid amount within 60 days of receipt of the denial. The written claim should specify the amount of the claim and include any other written comments, documents, records or other information that may be pertinent. The claim should be sent to the Claims Administrator. The first level appeal will be conducted, and you will be notified by the Claims Administrator of the decision within 60 days from receipt of a request for appeal of a denied claim.

If you are not satisfied with the first level appeal decision of the Claims Administrator, you have the right to request a second level appeal from the Claims Administrator as the Plan Administrator. Your second level appeal request must be submitted to the Claims Administrator within 180 days from receipt of the first level appeal decision. The second level appeal will be conducted, and you will be notified by the Claims Administrator of the decision within 60 days from receipt of a request for review of the first level appeal decision.

Upon request, you will be provided, free of charge, reasonable access to, and copies of, all documents, records, and other information relevant to your claim for benefits.

## **Accident Insurance and Legal Assistance Plans**

### ***Timing of Notification of Benefits Determination***

In the case of a claim, the Claims Administrator will notify you of the benefit determination (whether adverse or not) no later than 90 days after your claim was received. This period may be extended one time by the Claims Administrator for up to 90 days, provided that the extension is necessary due to matters beyond the control of the Claims Administrator and you are notified prior to the expiration of the initial 90-day period of the circumstances requiring the extension and the date by which the Claims Administrator expects to render a decision. If additional information is needed to process the claim, the Claims Administrator will notify you within this 90-day period and may request a one-time extension of not more than 90 days and suspend your claim until all information is received. A denial notice will explain the reason for denial, refer to the part of the plan on which the denial is based, describe any additional material or information

necessary to complete the claim so it may be processed, and provide the claim appeal procedures.

### ***Appeal of Benefits Determination***

If you believe your claim benefits under a plan was denied improperly, you may file a written claim for the unpaid amount within 60 days of receipt of the denial. The written claim should specify the amount of the claim and include any other written comments, documents, records or other information that may be pertinent. The claim should be sent to the Claims Administrator. The first level appeal will be conducted, and you will be notified by the Claims Administrator of the decision within 60 days from receipt of a request for appeal of a denied claim.

If you are not satisfied with the first level appeal decision of the Claims Administrator, you have the right to request a second level appeal from the Claims Administrator as the Plan Administrator. Your second level appeal request must be submitted to the Claims Administrator within 180 days from receipt of the first level appeal decision. The second level appeal will be conducted, and you will be notified by the Claims Administrator of the decision within 60 days from receipt of a request for review of the first level appeal decision.

Upon request, you will be provided, free of charge, reasonable access to, and copies of, all documents, records, and other information relevant to your claim for benefits.

## **Long Term Care Insurance Plan**

### ***Timing of Notification of Benefits Determination***

To determine initial eligibility for benefits, you or someone acting on your behalf, must call the Claims Administrator (refer to the number on your identification card) to inform of your request for a determination of eligibility for benefits and the reasons for the request. You will be certified as Chronically III (as defined by the Claims Administrator), only if the Claims Administrator is provided with proof, satisfactory to the Licensed Health Care Practitioner employed or retained by the Claims Administrator that you are Chronically III. If we require more information: we or a person designated by us may contact you, your representative, your Physician or other persons familiar with your condition; and we or a person designated by the Claims Administrator may need to access your medical records to obtain information about your condition (the Licensed Health Care Practitioner employed or retained by the Claims Administrator cannot certify you as Chronically III if we are denied access to your medical records); and we have the right to have you examined, at our expense, by a healthcare provider and to conduct an on-site assessment.

If you are certified as Chronically III, you are eligible for benefits. We will send written notice of the certification decision as soon as reasonably possible. We will send this notice no later than 10 business days after we have received all the information we need to assess your condition. The notice will state the date as of which you have been certified as Chronically III. When we notify you that you are eligible for benefits, we will



provide you or your representative with forms to be used to submit proof of a claim for benefits. Contact the Claims Administrator for the claims submission requirements.

If you are not certified as Chronically Ill, you are not eligible for benefits. The Claims Administrator will send written notice of their decision no later than 10 business days after we have received all the information we need to assess your condition. You or your representative may ask us to more fully explain the denial. Within 60 days of the date the Claims Administrator receives such a written request: (a) the Claims Administrator will provide a written explanation of the reasons for the denial; and (b) make available all information directly relating to such denial.

### ***Appeal of Benefits Determination***

If you believe your claim for benefits under the plan was denied improperly, you or your representative may appeal the denial of eligibility for benefits. Contact the Claims Administrator for the “Appeals of Eligibility for Benefits or Claims Decisions” instructions.

## **Retirement and Savings Plans**

### ***Timing of Notification of Benefits Determination***

In the case of a claim, the Plan Administrator and/or the Benefits Administration Committee will notify you of the benefit determination (whether adverse or not) no later than 90 days after your claim was received. This period may be extended one time by the Plan Administrator and/or the Benefits Administration Committee for up to 90 days, provided that the extension is necessary due to matters beyond the control of the Plan Administrator and/or the Benefits Administration Committee and you are notified prior to the expiration of the initial 90-day period of the circumstances requiring the extension and the date by which the Plan Administrator and/or the Benefits Administration Committee expect to render a decision. If additional information is needed to process the claim, the Plan Administrator and/or the Benefits Administration Committee will notify you within this 90-day period and may request a one-time extension of not more than 90 days and suspend your claim until all information is received. A denial notice will explain the reason for denial, refer to the part of the plan on which the denial is based, describe any additional material or information necessary to complete claim so it may be processed, provide the claim appeal procedures, and include a statement of your right to bring a civil action under section 502(a) of ERISA if your appeal is denied.

### ***Appeal of Benefits Determinations***

If you believe a benefit under a retirement or savings plan was denied improperly by the Plan Administrator and/or the Benefits Administration Committee you or your representative may file a written appeal for the unpaid amount within 60 days of receipt of notification of the adverse benefit determination. The written appeal should specify the amount of the claim, include any other written comments, documents, records or other information that may be pertinent and should be sent to the Plan Administrator. A written decision will usually be issued by the Plan Administrator within 60 days of your written appeal. This period may be extended for up to 60 days by the Plan Administrator and/or the Benefits Administration Committee if the Plan Administrator and/or the Benefits Administration Committee determine that the extension is necessary. You will be notified

prior to the expiration of the initial 60-day period of the circumstances requiring the extension and the date by which the Plan Administrator and/or the Benefits Administration Committee expect to render a decision. If your appeal is denied, the written decision will explain the reason for denial, refer to the section of the plan on which the denial is based, inform you that, if you request, you are entitled to receive, at no cost, reasonable access and copies of all relevant documents, and include a statement of your right to bring a civil action under section 502(a) of ERISA if your appeal is denied.

Upon request, you will be provided, free of charge, reasonable access to, and copies of all documents, records, and other information relevant to your claim for benefits.

## **Conversion Rights**

### ***Basic, Optional, Spouse and Dependent Life Insurance Plans***

To exercise your conversion rights, you must be enrolled in plan coverage at the time you experience the event that results in the loss of policy. You must contact the Claims Administrator within 31 days to exercise your conversion rights for plan coverage.

You may convert the entire amount of your current plan coverage. Premiums for the converted policy are determined by the Claims Administrator and are based on the amount of coverage.

### ***Personal Accident Insurance Plan***

To exercise your conversion rights, you must be enrolled in plan coverage at the time you experience the event that results in the loss of policy. You must contact the Claims Administrator within 31 days to exercise your conversion rights for plan coverage.

You may convert the entire amount of your current plan coverage. Premiums for the converted policy are determined by the Claims Administrator and are based on the amount of coverage.

### ***Legal Assistance Plan***

If you are enrolled in the Legal Assistance Plan at the time you experience the event that results in the loss of coverage, you can elect to continue the plan for two years on an individual basis. You (or your approved spouse or domestic partner in the event of your death) must contact the Claims Administrator and pay the required contribution within 31 days of the date you lose coverage.

### ***Employee Assistance Plan***

If you or your eligible family members do not elect COBRA, your coverage will end. You cannot convert coverage to an individual policy.

### ***Best Doctors***

If you or your eligible family members do not elect COBRA, your coverage will end. You cannot convert coverage to an individual policy.

## ***Health Advocate***

If you or your eligible family members do not elect COBRA, your coverage will end. You cannot convert coverage to an individual policy.

## **Non-Assignment of Benefits**

Generally, benefits under the Company's plans may not be sold, transferred, pledged or assigned before you receive them, except as permitted by law. For certain healthcare plans, however, you may assign your benefits to the person or organization that provided the services the benefit is being paid to cover. And in certain situations, court orders may require benefits to be provided for a certain individual or individuals, typically an employee's family member.

## ***Qualified Medical Child Support Order (QMCSO)***

A qualified medical child support order, also known as a QMCSO, is any judgment, decree or order, including a court-approved settlement agreement, issued by a domestic relations court or other court of competent jurisdiction, or through an administrative process established under state law which has the force and effect of law in that state, and which assigns to a child the right to receive health benefits for which a participant or beneficiary is eligible, and that the Plan Administrator determines is qualified under the terms of ERISA and applicable state law. Children who may be covered under a QMCSO include children born out of wedlock, those not claimed as dependents on your federal income tax return, and children who don't reside with you. The plan won't provide coverage it doesn't otherwise offer—for example, children who are no longer eligible due to their age can't be added under a QMCSO.

The Company will comply with all valid QMCSOs. You and your dependents may receive, upon request to the Plan Administrator and without charge, a copy of the procedures applicable to QMCSOs.

## ***Qualified Domestic Relations Order (QDRO)***

A qualified domestic relations order, also known as a QDRO, is a state court order, decree or judgment that directs a Plan Administrator to pay all or a portion of your retirement and/or savings plan benefits to a former spouse or a dependent. The terms of the applicable plan control all questions of benefit entitlement and calculation. The plan can honor a QDRO (and make payments) only if the QDRO is properly compiled and meets the criteria for QDROs in the state in which it is filed. A QDRO can't modify the terms of the plan.

The Company will notify you if it receives a QDRO affecting your retirement/savings plan benefits. You and your former spouse or dependents may obtain a copy of the procedures governing the processing of a QDRO without charge by contacting:

QDRO Consultants Co.  
Attention: Marsh & McLennan QDRO Compliance Team  
3071 Pearl Street  
Medina, Ohio 44256  
+1 800 527 8481

## About Plan Coverage

### Healthcare Plans

#### ***If You No Longer Satisfy the Plan's Eligibility Requirements***

Your plan coverage ends on the date you no longer satisfy the plan's eligibility requirements. Coverage for eligible family members ends when yours does.

When your Company plan coverage ends, COBRA coverage may be available, as described in the Participation sections of the Benefits Handbook.

#### ***If You Die***

If you die while you are an active employee with employee + one or family coverage, your covered family members can continue to be covered (with Company subsidy) for up to 12 months if they pay the contribution required for family members. When this period ends, your eligible family members may be eligible for coverage under COBRA. For information on COBRA, see the Participation sections of the Benefits Handbook.

#### ***If Your Family Member Loses Eligibility Status***

If your family member no longer meets the eligibility requirements, his or her coverage under the plan ends.

It is your responsibility to cancel coverage when a family member is no longer eligible. No refund of contributions will be paid beyond the date eligibility ceases.

Family members who lose coverage under the Company plans may be eligible for coverage under COBRA provisions described in the Participation sections of the Benefits Handbook.

#### ***If You Become Disabled***

During a period of approved disability, your plan coverage will continue for you and your covered family members. Your deductibles and out-of-pocket limits will continue at the same level as at the time your disability began. It is your responsibility to pay any contributions due for plan coverage on an after-tax basis.

### ***If You Have an Authorized Unpaid Leave of Absence***

If the Company grants you an authorized unpaid leave of absence, medical coverage for you and your family members continues for the duration of your authorized period of leave. It is your responsibility to pay any employee contributions due. (If your leave is covered by the Family and Medical Leave Act, you may prepay certain contributions on a before-tax basis by authorizing a lump-sum payroll deduction prior to the start of your leave.)

### ***If the Company Ends the Benefit***

While the Company intends to maintain the plans, the Company reserves the right to terminate or amend this plan, in whole or part, at any time and for any reason as it deems advisable, as to any and all employees covered. In fact, as a matter of prudent business planning, the Company periodically evaluates the plans.

## **Healthcare Flexible Spending Accounts**

### ***If You No Longer Satisfy the Plan's Eligibility Requirements***

Your before-tax contributions to the HCFSA will end on the date you no longer satisfy the plan's eligibility requirements. You may receive reimbursements up to the total amount (less any reimbursement amounts you may have already received) for expenses incurred before the date you no longer satisfied the plan's eligibility requirements. In addition, you or a qualified beneficiary may elect to continue your coverage on an after-tax basis under COBRA as described in the Participation sections of the Benefits Handbook.

### ***If You Leave and Are Rehired***

If you leave salaried employment and are rehired as a salaried employee within 30 days in the same calendar year, your participation will be reinstated automatically with the same before-tax contributions in effect before you left.

### ***If You Die***

Your before-tax contributions will end on the day of your death. Your family can continue receiving reimbursement from the plan for expenses incurred until your date of death. Reimbursement may equal your total annual amount (less any reimbursement amounts you may have already received). Your qualified beneficiary may elect to continue your participation to year end, on an after-tax basis, through COBRA. See the Participation sections of the Benefits Handbook for more details.

### ***If You Become Disabled***

Your before-tax contributions will continue while you are receiving Short Term Disability benefits. If you then become eligible for Long Term Disability benefits, your before-tax contributions to your account will cease. You may receive reimbursement up to your total annual amount (less any reimbursement amount you may have already received) for eligible expenses incurred to the date you are placed on Long Term Disability. You or a qualified beneficiary may elect to continue your participation (less any reimbursements

already made) to plan year end, on an after-tax basis, under COBRA. See the Participation sections of the Benefits Handbook for more details.

### ***If You Have an Authorized Unpaid Leave of Absence***

Your before-tax contributions to the plan will cease on the day you begin leave (unless you prepay contributions under Family and Medical Leave Act provision, as described below). Your contributions must be made on an after-tax basis during the leave to receive reimbursement for expenses incurred during the leave.

If you return to active employment within the same plan year, your participation will be reinstated automatically with the same before-tax contribution in effect before you left.

### ***If You Take an Authorized Leave of Absence That is Covered under the Family and Medical Leave Act***

If you are on a leave of absence during annual enrollment and you elect to participate in the account for the following plan year and do not return from leave by the following January 1, you may pay the new plan year contributions on an after-tax basis under COBRA. If you do this, you may claim reimbursement for expenses incurred during the leave. ). See the Participation sections of the Benefits Handbook for more details.

### ***If the Company Ends the Benefit***

While the Company intends to maintain the plans, the Company reserves the right to terminate or amend this plan, in whole or part, at any time and for any reason as it deems advisable, as to any and all employees covered. In fact, as a matter of prudent business planning, the Company periodically evaluates the plans.

## **Dependent Care Flexible Spending Account**

### ***If You No Longer Satisfy the Plan's Eligibility Requirements***

Your before-tax contributions to the DCFSA will end on the date you no longer satisfy the plan's eligibility requirements. You may receive reimbursements up to the remaining contributions for expenses incurred before the date you no longer satisfied the plan's eligibility requirements.

### ***If You Leave and Are Rehired***

If you leave salaried employment and are rehired as a salaried employee within 30 days in the same calendar year, your participation will be reinstated automatically with the same before-tax contributions in effect before you left.

### ***If You Die***

Your before-tax contributions will end on the day of your death. Your family can continue receiving reimbursement from the plan for expenses incurred until your date of death. Your expenses may be reimbursed up to the contributions remaining in your account.

### ***If You Discontinue Contributions While in Active Service***

If you discontinue contributions to the plan but remain employed by the Company, only expenses incurred before contributions ceased are eligible for reimbursement, up to the contributions remaining in your account.

### ***If You Become Disabled***

Your before-tax contributions will continue while you are receiving Short Term Disability benefits. If you then become eligible for Long Term Disability benefits, your before-tax contributions to your account will cease. You may receive reimbursement up to the remaining balance for eligible expenses incurred to the date you are placed on Long Term Disability. (Remember, however, that expenses are only reimbursable if they enable you or your spouse to work, look for work, or go to school full-time.

### ***If You Have an Authorized Unpaid Leave of Absence***

Your before-tax contributions to the plan will cease on the day you begin leave.

If you return to active employment within the same plan year, your participation will be reinstated automatically with the same before-tax contribution in effect before you left.

### ***If the Company Ends the Benefit***

While the Company intends to maintain the plans, the Company reserves the right to terminate or amend this plan, in whole or part, at any time and for any reason as it deems advisable, as to any and all employees covered. In fact, as a matter of prudent business planning, the Company periodically evaluates the plans.

## **Health Savings Account**

### ***If You No Longer Satisfy the Plan's Eligibility Requirements***

Your before-tax contributions to the HSA will end on the date you no longer satisfy the plan's eligibility requirements. You may receive reimbursements up to the total amount (less any reimbursement amounts you may have already received) for expenses incurred. In addition, amounts contributed to an HSA belong to you and are completely portable. Although you cannot roll the HSA funds over into an IRA, you can roll the HSA funds into another HSA account.

### ***If You Leave and Are Rehired***

If you leave salaried employment and are rehired as a salaried employee within 30 days in the same calendar year, your participation will be reinstated automatically with the same before-tax contributions in effect before you left.

### ***If You Die***

Your before-tax contributions will end on the day of your death. Your qualified beneficiary will receive your account. The tax treatment depends on who you have designated as your beneficiary. For example, if you designate your spouse as your beneficiary, your spouse becomes the owner of the HSA and the transfer is not subject to taxation. If your designated beneficiary is anyone else, your account ceases to be an

HSA and your beneficiary will receive the fair market value of the HSA assets on the date of your death as taxable income. Unless your beneficiary is your estate, the taxable amount is reduced by any payments from your HSA made for your qualified medical expenses, if made within one year after death. You should consider talking to a professional tax advisor before you designate a beneficiary.

### ***If You Discontinue Contributions While in Active Service***

If you discontinue contributions to the plan but remain employed by the Company, qualified expenses are eligible for reimbursement, up to the contributions remaining in your account. Any unused balance in your account at the end of the calendar year will be carried forward to the next calendar year, even if you do not participate in the plan the next year.

### ***If You Become Disabled***

Your before-tax contributions will continue while you are receiving Short Term Disability benefits. If you then become eligible for Long Term Disability benefits, your before-tax contributions to your account will cease. You may receive reimbursement up to your total annual amount (less any reimbursement amount you may have already received) for eligible expenses incurred to the date you are placed on Long Term Disability. You or a qualified beneficiary may elect to continue your participation (less any reimbursements already made) to plan year end, on an after-tax basis, under COBRA. See the Participation sections of the Benefits Handbook for more details.

### ***If You Have an Authorized Unpaid Leave of Absence***

Your before-tax contributions to the plan will cease on the day you begin leave (unless you prepay contributions under Family and Medical Leave Act provision, as described below). Your contributions must be made on an after-tax basis during the leave to receive reimbursement for expenses incurred during the leave.

If you return to active employment within the same plan year, your participation will be reinstated automatically with the same before-tax contribution in effect before you left.

### ***If You Take an Authorized Leave of Absence That is Covered under the Family and Medical Leave Act***

If you are on a leave of absence during annual enrollment and you elect to participate in the account for the following plan year and do not return from leave by the following January 1, you may pay the new plan year contributions on an after-tax basis. If you do this, you may claim reimbursement for expenses incurred during the leave. See the Participation sections of the Benefits Handbook for more details.

### ***If the Company Ends the Benefit***

While the Company intends to maintain the plans, the Company reserves the right to terminate or amend this plan, in whole or part, at any time and for any reason as it deems advisable, as to any and all employees covered. In fact, as a matter of prudent business planning, the Company periodically evaluates the plans.



## **Other Important Information about the Plans**

### ***Not a Contract of Employment***

These plans and the Benefits Handbook, whether on a single basis or in combination, are not a contract of employment and do not give any individual a right of employment or continued employment with Marsh & McLennan Companies, Inc.

### ***If a Mistake Occurs***

Every effort is made to pay your benefits from the plans accurately, but mistakes may occur occasionally. The Plan Administrator or Claims Administrator will make corrections that it deems appropriate, such as requiring a participant to repay an overpayment to the applicable plan, making an additional payment to an underpaid participant, adjusting future benefit payments, or other actions as necessary to correct errors or omissions. You or your family member will be notified if a plan determines that a mistake was made.

### ***Right of Recovery***

If for some reason a benefit is paid that is larger than the amount allowed by a particular plan, the plan has a right to recover the excess amount from the person or agency that received it. The Plan Administrator or Claims Administrator must produce any instruments or papers necessary to insure the right of recovery, unless prohibited by law, and present them to the person receiving benefits.

### ***Conversion Rights***

If a plan is required to provide COBRA coverage, a COBRA event occurs and you or your eligible family members do not elect COBRA, your plan coverage will end. You cannot convert the plan's coverage to an individual policy.