



## Back-Up Child Care

### Effective 1/1/19

*The JPMorgan Back-Up Child Care Plan helps when your regular child care solution is unavailable. The Plan currently offers 14 dedicated JPMorgan Chase back-up child care centers, managed by Bright Horizons Family Solutions, as well as providing access to Bright Horizons full-service and back-up centers throughout the U.S.*

*Back-up care is available for children who are 6 weeks to 12 years old, for whom you are the legal guardian. You can use care for your stepchildren and the children of your domestic partner, provided that these children live with you. Care for grandchildren, nieces and nephews is only available if you can provide court-issued documentation that you are their legal guardian.*

*You are eligible for up to 20 days of back-up care per child per year. Back-up care is only available on days when you are working at JPMorgan Chase.*

*To use the back-up care, you must register in advance, and then make reservations when care is needed, up to 35 days in advance. Space is limited, so be sure to make your reservation as soon as you know you will need back-up care. You can make reservations online, at <https://backup.brighthorizons.com/jpmc>.*

*In addition to providing back-up care, the 14 dedicated centers offer special programs, the 8-Week Advantage program, the Patriotic Leave program, the Relocation Program and the Summer Advantage program.*

*This section of the Guide will provide you with more information about the services offered through the JPMorgan Chase Back-Up Child Care Plan, and how you can take advantage of this convenient benefit.*

*Be sure to see important additional information about the Plan, in the sections titled About This Guide and Plan Administration.*

### Questions?

If you still have questions after reviewing this Guide, contact your local dedicated back-up child care center. You can also call Bright Horizons at (877) BH-CARES (877) 242-2737). For more information about the Plan, see [me@jpmc](mailto:me@jpmc) > Health, Life & Parenting > [parents@jpmc](mailto:parents@jpmc), where you can find more details and a link to the Parent Handbook.



About this Summary Plan Description

This section is the summary plan description (SPD) and the plan document for the JPMorgan Chase Back-Up Child Care Plan. Please retain this section for your records. Other sections may also constitute the complete SPD/plan document, including the Plan Administration section.

This summary does not include all of the details contained in the applicable insurance contracts, if any. For plans that are funded through insurance, if there is a discrepancy between the insurance contract and the SPD/plan document, the insurance contract will control.

The JPMorgan Chase U.S. Benefits Program is generally available to most employees on a U.S. payroll who are regularly scheduled to work 20 hours or more a week and who are employed by JPMorgan Chase & Co. or one of its subsidiaries to the extent that such subsidiary has adopted the JPMorgan Chase U.S. Benefits Program. This information does not include all of the details contained in the applicable insurance contracts, plan documents and trust agreements. If there is any discrepancy between this information and the governing documents, the governing documents will control. JPMorgan Chase & Co. expressly reserves the right to amend, modify, reduce, change or terminate its benefits plans at any time. The JPMorgan Chase U.S. Benefits Program does not create a contract or guarantee of employment between JPMorgan Chase and any individual. JPMorgan Chase or you may terminate the employment relationship at any time.

Table of Contents

Page

Back-Up Child Care Highlights .....302
Who's Eligible?.....303
Who's Not Eligible?.....303
Eligible Children.....303
Special Needs ..... 303
Advance Registration Required.....303
What the Centers Provide.....304
About the Dedicated Centers ..... 304
About the Bright Horizons Centers ..... 304
Special Programs ..... 304
8-week Advantage Program..... 304
Summer Advantage Program..... 305
Patriotic Leave Program..... 305
Relocation Program..... 305
Travel Program..... 305
Using Back-Up Care.....305
Registration..... 305
Reserving Back-Up Child Care..... 305
At the Child Care Center ..... 305
Cancelling Reservations ..... 306
What Care Costs.....306
Copayments ..... 306
Penalty Fees..... 306
Late Cancellations ..... 306
No-Shows ..... 306
Taxes and Imputed Income ..... 307
What Happens If You Exceed the Limit?..... 307



## Back-Up Child Care Highlights

### 14 Dedicated JPMorgan Chase Centers

JPMorgan Chase has 14 dedicated back-up child care centers, in Delaware, Florida, Louisiana, New Jersey, New York, Ohio, and Texas.

In addition to providing back-up child care, the 14 dedicated centers also offer special programs, summarized below and described in detail under "Special Programs" on page 304.

### Additional Back-Up Care Centers

If you aren't located near one of the 14 dedicated centers, you still have access to back-up child care at the approximately 400 Bright Horizons full-service and back-up child care centers throughout the U.S. These centers are available through the Back-Up Care Advantage (BUCA) Program.

These Bright Horizons centers do not offer the special programs available at the dedicated centers.

### Eligible Children

Back-up child care is available for children between 6 weeks and 12 years old, including:

- Your natural children;
- Your stepchildren (children of your current spouse);
- Children of your domestic partner;
- Your legally adopted children;
- Your foster children;
- Children under your legal guardianship (as established by a court order) whom you claim on your income tax return as dependents or for whom you provide more than 50% of their financial support.

For more details about your children's eligibility, see "Eligible Children" on page 303.

### Up to 20 Days of Care per Child per Year

You are eligible for up to 20 days of care per child per year. The 20-day annual limit applies even if both you and your spouse work at JPMorgan Chase.

Care is only available for days when you are working at JPMorgan Chase. However, if you are not working because you are on an approved military leave, back-up care is available.

### Register in Advance

Before you can use back-up child care, and even before you can make a reservation for back-up child care, you must first register each child for whom you might request care. You'll register online, and through the registration process, you will provide materials such as a care profile, an informed consent form, and allergy and medication details. To register, visit <https://backup.bright Horizons.com/jpmc>.

In addition to registering, we also strongly recommend that you and your child visit the center you would use, before you need to use it for back-up care.

### Special Needs

JPMorgan Chase will make every reasonable effort to accommodate children with special needs — even it that requires special programming or staff training. Please contact your center in advance to discuss your child's needs.

### Your Cost for Back-Up Care

For each day of care, you pay a copayment. The copayments are based on your Total Annual Cash Compensation (TACC). To check your TACC, visit **My Health** > Benefits Web Center > Your Profile > Personal Information. If your TACC is:

- Less than \$60,000, your copayment is \$10 per child per day, with a family maximum of \$25 per day
- \$60,000 or more but less than \$150,000, your copayment is \$20 per child per day, with a family maximum of \$50 per day
- \$150,000 or more, your copayment is \$40 per child per day, with a family maximum of \$100 per day

### To Make a Reservation for Child Care

You can make a reservation for back-up care as long as 35 days in advance of the day you need care. You can also make reservations on the day care is needed. Keep in mind that centers experience high-demand periods that are usually consistent with public and private school closings. Centers make every effort to confirm your reservation. Reservations will be considered on a "first come, first served" basis and can only be made for children registered with the center. To make a reservation, visit <https://backup.bright Horizons.com/jpmc>.

### Special Programs

The 14 dedicated JPMorgan Chase centers offer several special programs, in addition to the 20 days of back-up care. For more details, see "Special Programs" on page 304.



## Who's Eligible?

You are eligible for the Back-Up Child Care Plan if you are actively employed by JPMorgan Chase & Co., or one of its subsidiaries that has adopted the Plan. The Back-Up Child Care Plan is available to all active employees (full-time or part-time), including non-benefits eligible employees.

## Who's Not Eligible?

You are not eligible if you are:

- An otherwise eligible employee who is on a leave of absence, except if the leave is for military service; or
- A contingent worker.

## Eligible Children

The Back-up Child Care Plan is available for children between 6 weeks and 12 years old (that is, children are eligible until they reach their 13th birthday), including:

- Your natural children;
- Your stepchildren (children of your current spouse);
- Children of your domestic partner;
- Your legally adopted children;
- Your foster children;
- Children under your legal guardianship (as established by a court order) whom you claim on your income tax return as dependents or for whom you provide more than 50% of their financial support.

## Special Needs

JPMorgan Chase will make every reasonable effort to accommodate children with special needs — even if that requires special programming or staff training. Please contact your center in advance to discuss your child's needs.

## Advance Registration Required

You do not have to elect or enroll for coverage in order to take advantage of the Back-Up Child Care Plan. But you do have to register each child for whom you might request care. You will register online, and through the registration process you will provide materials such as a care profile, an informed consent form, and allergy and medication details. To register, visit <https://backup.brighthorizons.com/jpmc>.

In addition to registering, we also strongly recommend that you and your child visit the center you would use, before you need to use it for back-up care.



## What the Centers Provide

The JPMorgan Chase Back-Up Child Care Plan primarily provides child care for times when your regular child care arrangements are unavailable, or when school is closed for school-age children. The Plan allows you to use up to 20 days of care, per child, per year. Care is provided through two types of child care centers:

- The 14 dedicated JPMorgan Chase child care centers, and
- Approximately 400 Bright Horizons child care centers throughout the U.S.

To find a center, visit <https://me.jpmchase.net/mejpmc/content/hr/health-life/child-care/our-network-of-back-up-child-care-centers.aspx>.

### About the Dedicated Centers

The JPMorgan Chase Back-Up Child Care Centers are managed by Bright Horizons. These centers are exclusively for the children of JPMorgan Chase employees and are generally located at the same site as or very near to the JPMorgan Chase workplace.

The centers offer a high-quality program for learning, through Bright Horizons' *World at Their Fingertips*® curriculum, and feature state-of-the-art child care facilities, with spaces designed specifically to match the development of each age group. The staff are well-trained, experienced caregivers and educators trained in health, safety, and security procedures, and all eligible JPMorgan Chase centers are accredited (or in the process of accreditation) by the National Association for the Education of Young Children (NAEYC). For more details, see the *Parent Handbook* available at [me@jpmc](mailto:me@jpmc) > Health, Life & Parenting > parents@jpmc.

### About the Bright Horizons Centers

If you are not able to use one of the 14 dedicated centers, you still have access to approximately 400 Bright Horizons child care centers throughout the U.S. These centers follow the same program and have the same standards and accreditation as the dedicated centers. The only difference is that they are not exclusively used by JPMorgan Chase employees and they do not offer the special programs that the dedicated centers do, described under "Special Programs" on page 304.

### Special Programs

The JPMorgan Chase Network of 14 dedicated back-up child care centers offer the following special programs designed to help you with care for your children in special situations. These programs are in addition to the 20 days of back-up care available per child per year.

If you are interested in any of these programs, please contact the center directly for more information and to reserve care. Special Programs are only offered at the 14 dedicated JPMorgan Chase network of Back-up Child Care Centers.

All back-up child care days used including special program days require a copayment. Review "What Care Costs" on page 306 for more information on copayments, penalties, and limits on tax-free child care benefits (imputed income).

### 8-week Advantage Program

To help new parents adjust when returning to work after having or adopting a child, we offer eight consecutive weeks of child care. As there is limited space in this program, you should contact the center director as soon as you know you are expecting a new child to discuss how to register and make reservations. This program must be used within six months of returning from leave. The eight weeks of this program must be used consecutively; weeks cannot be split up. A week of usage will be counted whether your child is in attendance at the center one day or five days that week.



## Summer Advantage Program

During pre-determined weeks throughout each summer, the summer advantage program provides 20 additional days of back-up child care in our toddler, preschool, and school-age classrooms.

## Patriotic Leave Program

When one or both parents have been deployed into active military duty, we offer 20 additional days of back-up child care. To be eligible for the program, you must show your military deployment documents, or the deployment documents of your spouse or domestic partner, to the center director.

## Relocation Program

When you are relocating from one work site to another, we offer 20 additional days of back-up care to assist in the transition of household, job, and child care arrangements at your new work location. You must be relocating, or have recently relocated, to a new job site and must have a new, permanent household relocation and a permanent change in child care arrangements.

## Travel Program

If you are traveling on business, 20 additional days of back-up care will be made available at the onsite JPMC child care center in the location to which you are traveling for each child. The center used must be at the location to which you are traveling.

## *Using Back-Up Care*

### Registration

Before you can use any of the JPMorgan Chase Back-Up Child Care Plan services, your child must be registered. You'll register online, and through the registration process you will provide materials such as a care profile, an informed consent form, and allergy and medication details. To register, visit <https://backup.brighthorizons.com/jpmc>.

While we're committed to assisting all families, a back-up child care center may not be an appropriate setting for all children. Eligibility will be determined by the center's ability to provide quality care for each child.

In addition to registering, we also strongly recommend that you and your child visit the center you would use, before you need to use it for back-up care.

### Reserving Back-Up Child Care

You can make a reservation for back-up care up to 35 days in advance of the day you need care. You can also make reservations on the day care is needed. Keep in mind that centers experience high-demand periods that are usually consistent with public and private school closings. Centers make every effort to confirm your reservation. Reservations will be considered on a "first come, first served" basis and can only be made for children registered with the center. To make a reservation, visit <https://backup.brighthorizons.com/jpmc>.

### At the Child Care Center

After you have made a reservation, make appropriate plans to drop your child off. Please see the Parent Handbook at [me@jpmc](mailto:me@jpmc) > Health, Life & Parenting > [parents@jpmc](mailto:parents@jpmc) for tips on what to expect and what to do to make the day a great experience for your child and you.



## Cancelling Reservations

If your plans change, and you will not be dropping your child off on a day you have a reservation, you must cancel your reservation no later than 5 p.m. local time on the day before your reservation.

To cancel, visit <https://backup.bright Horizons.com/jpmc>.

If you do not cancel by 5 p.m. the day before, you will be charged the copayment that would have applied, and your pool of 20 days per year for that child will be reduced by one day. Please see "Penalty Fees" on page 306.

## What Care Costs

### Copayments

For each day of back-up care or for each day of one of the special programs described under "Special Programs" on page 304, you will pay a copayment.

The copayments are based on your Total Annual Cash Compensation (TACC). To check your TACC, visit **My Health** > Benefits Web Center > Your Profile > Personal Information. If your TACC is:

- Less than \$60,000, your copayment is \$10 per child per day, with a family maximum of \$25 per day
- \$60,000 or more but less than \$150,000, your copayment is \$20 per child per day, with a family maximum of \$50 per day
- \$150,000 or more, your copayment is \$40 per child per day, with a family maximum of \$100 per day

Your copayment will be automatically deducted from your pay, through payroll deductions. The deduction will be taken the month after the month you use the center, typically in the last pay period of that month.

#### Total Annual Cash Compensation (TACC)

Total Annual Cash Compensation (TACC) is your annual rate of base salary/regular pay plus any applicable job differential pay (e.g., shift pay) as of each August 1, plus any cash earnings from any incentive plans (e.g., annual incentive, commissions, draws, overrides and special recognition payments or incentives) that are paid to or deferred by you for the previous 12-month period ending each July 31. Overtime is not included. It is recalculated as of each August 1 to take effect the following January 1 and will remain unchanged throughout the year. For most employees hired on or after August 1, it will be equal to your annual rate of base salary/regular pay plus applicable job differentials.

### Penalty Fees

#### Late Cancellations

If you make a reservation for back-up care or for one of the special programs and you will not be bringing your child in, you must cancel your reservation no later than 5 p.m. local time on the day before your reservation. Please see "Cancelling Reservations" on page 306.

If you do not cancel by 5 p.m. the day before, you will be charged the copayment that would have applied, and your pool of 20 days per year for that child will be reduced by one day.

#### No-Shows

If you make a reservation, do not cancel the reservation, and then do not drop your child off for care, you will be charged the copayment that would have applied, and your pool of 20 days per year for that child will be reduced by one day.



## Taxes and Imputed Income

The Internal Revenue Service (IRS) limits employer-provided, tax-free child care benefits to a maximum of \$5,000 per family per year. (If you are considered to be a highly compensated employee, with W-2 compensation of \$120,000 or more (as of 2019), the limit on these benefits is \$2,900 per family.)

Benefits from both the JPMorgan Chase Back-Up Child Care Plan and the JPMorgan Chase Dependent Care Spending Account are subject to these limits. For 2019, JPMorgan Chase values a day of back-up child care at \$60.

## What Happens If You Exceed the Limit?

The IRS does not limit the benefits you can receive. Instead, the IRS limits how much of those benefits you can receive tax-free. If the value of your tax-free benefits exceeds the limit (\$5,000 per family per year, or \$2,900 if you are considered to be highly compensated (W-2 compensation \$120,000 or more in 2019)), you will owe taxes on the value of the benefits over the limit.

For example, if you receive \$6,000 in employer-provided child care benefits and your annual limit is \$5,000, you would be \$1,000 over the annual limit. The \$1,000 is what you would owe taxes on, and this amount is called "child care imputed income."

For a more detailed example, say you received 20 days of back-up child care during the year, and that your TACC makes your copayment \$10 for each day:

- The fair market value (FMV) of the 20 days of care would be \$60 times 20, for a total FMV of \$1,200.
- Your copayments for 20 days would total \$200.
- Your copayments would be subtracted from the total FMV, so the resulting FMV of this employer-provided benefit would be \$1,000.
- The \$1,000 FMV would be added to the amount you have contributed to the Dependent Care Spending Account.
- If the sum of the FMV and your contributions to the Dependent Care Spending Account exceeds the annual limit, the excess would be considered child care imputed income, and you would owe taxes on that amount.

JPMorgan Chase will report the total value of your child-care benefits on Box 10 of your W-2 tax form.

### Think About Other Employer Benefits

Keep in mind that the IRS limit is on benefits received by your family. If you are receiving any child-care benefits from another employer, you need to consider those benefits along with the JPMorgan Chase benefits when you make your tax plans.





# Your JPMC Benefits Guide

## Effective 1/1/19

JPMorgan Chase is committed to providing a comprehensive set of benefits choices to meet different employee needs and lifestyles. In return, we ask our employees to take an active role in designing a personal strategy to help meet their short-term and long-term health care and insurance and retirement savings objectives.

This Guide provides a detailed summary of the Health Care and Insurance Plans for Active Employees of the JPMorgan Chase U.S. Benefits Program. To access the Retirement Savings Plans, you must be on the website at [www.jpmbenefitsguide.com](http://www.jpmbenefitsguide.com) and click on the "Retirement Savings" item in the black horizontal menu bar at the top of the web page. For the plans that are subject to the provisions of the Employee Retirement Income Security Act of 1974 (ERISA), this Guide serves as the summary plan description for those plans. For most of these plans, this Guide is also the plan document.

### Print and Web Versions

This Guide is available as a website, at [www.jpmbenefitsguide.com](http://www.jpmbenefitsguide.com).

The website includes links to PDF versions of each section, through the "Print a Section" page, in case you want to download a section to read it offline.

## How This Guide Is Organized

Most of the sections of this Guide describe the details of each benefit plan. Those sections include:

- *Health Care Benefits*, which includes the Medical, Dental, and Vision Plans;
- *Spending Accounts*;
- *Life and Accident Insurance*;
- *Disability Coverage*, which includes the Short-Term and Long-Term Disability Plans;
- *Other Benefits*, which includes the *Health & Wellness Centers Plan*, the *Group Legal Services Plan*, the *Group Personnel Excess Liability Plan*, the *Back-Up Child Care Plan*, the *Expatriate Medical and Dental Plans* and the *Hawaii Medical Plan*.



Other sections of the Guide cover information that applies to all or most of the benefit plans. These sections are separated from the specific plan details to minimize repetition and to keep related information together. These sections include:

- *What Happens If ...*, which describes how different life events and situations can affect your benefits or provide you with opportunities to adjust your benefits coverage;
- *Plan Administration*, which provides administrative details such as plan numbers and statements of your rights, including your right to appeal, which is required by law; and
- *Contacts*, with a full list of contact details for all of the plans.

The section *About This Guide* provides additional legal information, including information about the role this Guide serves as summary plan descriptions (“SPDs”) of the benefit plans.

**Retirement Savings**

The 401(k) Savings Plan and the Retirement (Pension) Plan summary plan descriptions are available at [www.jpmbenefitsguide.com](http://www.jpmbenefitsguide.com), as PDFs. The SPDs for those plans are complete in the PDFs, and do not rely on the any of the other sections of this Guide.

**Questions?**

If you still have questions after reviewing this Guide, there are a number of resources that can provide answers. As a first stop, consult the *Contacts* section.

The JPMorgan Chase U.S. Benefits Program is available to most employees on a U.S. payroll who are regularly scheduled to work 20 hours or more a week and who are employed by JPMorgan Chase & Co. or one of its subsidiaries to the extent that such subsidiary has adopted the JPMorgan Chase U.S. Benefits Program. This information does not include all of the details contained in the applicable insurance contracts, plan documents and trust agreements. If there is any discrepancy between this information and the governing documents, the governing documents will control. JPMorgan Chase & Co. expressly reserves the right to amend, modify, reduce, change or terminate its benefits plans at any time. The JPMorgan Chase U.S. Benefits Program does not create a contract or guarantee of employment between JPMorgan Chase and any individual. JPMorgan Chase or you may terminate the employment relationship at any time.



**Table of Contents**

**Page**

**Your JPMC Benefits Guide.....1**

**About This Guide .....4**

**What Happens If .....7**

**Health Care Benefits .....28**

**Health Care Participation..... 29**

**The Medical Plan..... 49**

**The Dental Plan..... 112**

**The Vision Plan ..... 132**

**The Spending Accounts .....143**

**Disability Coverage .....183**

**The Short-Term Disability Plan ..... 184**

**The Long-Term Disability Plan..... 204**

**Life and Accident Insurance .....232**

**Other Benefits.....263**

**The Health & Wellness Centers Plan ..... 264**

**The Group Legal Services Plan..... 270**

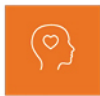
**The Group Personal Excess Liability Insurance Plan ..... 285**

**Back-Up Child Care ..... 300**

**Expatriate Medical and Dental Plans ..... 308**

**Plan Administration .....364**

**Contacts .....392**



# About This Guide

## Effective 1/1/19

This Guide serves as the summary plan description (SPD) for the following plans of the JPMorgan Chase U.S. Benefits Program, effective as of January 1, 2019:

- The JPMorgan Chase Medical Plan
- The JPMorgan Chase Dental Plan
- The JPMorgan Chase Vision Plan
- The JPMorgan Chase Spending Accounts
- The JPMorgan Chase Basic Life Insurance Plan
- The JPMorgan Chase Supplemental Term Life Insurance Plan
- The JPMorgan Chase Accidental Death and Dismemberment (AD&D) Insurance Plan
- The JPMorgan Chase Business Travel Accident Insurance Plan
- The JPMorgan Chase Short-Term Disability Plan
- The JPMorgan Chase Long-Term Disability Plan
- The JPMorgan Chase Health and Wellness Centers Plan
- The JPMorgan Chase Group Legal Services Plan
- The JPMorgan Chase Group Personal Excess Liability Insurance Plan
- The JPMorgan Chase Back-Up Child Care Plan
- The JPMorgan Chase Expatriate Medical and Dental Plans
- The JPMorgan Chase Retirement Plan (this document does not include information related to the JPMorgan Chase Retirement Plan; see the PDF available at [www.jpmmcbenefitsguide.com](http://www.jpmmcbenefitsguide.com) for the entire SPD for the JPMorgan Chase Retirement Plan)
- The JPMorgan Chase 401(k) Savings Plan (this document does not include information related to the JPMorgan Chase 401(k) Savings Plan; see the PDF available at [www.jpmmcbenefitsguide.com](http://www.jpmmcbenefitsguide.com) for the entire SPD for the JPMorgan Chase 401(k) Savings Plan)

### About This Summary

This section summarizes certain information for the health care and insurance plans. Please retain this section for your records. Other sections may be needed in addition to this section to provide a complete summary plan description (SPD) and/or plan document for a plan, including the sections that describe the benefits the plan provides.

These summaries/SPDs/plan documents do not include all of the details contained in the applicable insurance contracts, if any. For plans with applicable insurance contracts, if there is a discrepancy between the insurance contract and the summary/SPD/plan document, the insurance contract will control.



An SPD is a legally required document that provides a comprehensive description of benefit plans and their provisions. The plans include:

- Plan Administration
- What Happens If...
- Health Care Participation

## **Additional Plan Information**

Your primary contact for matters relating to plan benefits is each plan's claims administrator or service provider. Contact the accessHR Contact Center for information about general administration issues such as enrollment and eligibility for the plans.

Your benefits as a participant in the plans are provided under the terms of this document and insurance contracts, if any, issued to JPMorgan Chase. If there is a discrepancy between the insurance contracts and this document, the insurance contracts will control.

**Please Note:** No person or group (other than the plan administrator for the JPMorgan Chase U.S. Benefits Program) has any authority to interpret the plans (or official plan documents) or to make any promises to you about them. The plan administrator for the JPMorgan Chase U.S. Benefits Program has complete authority in his or her absolute discretion to construe and interpret the terms of the plans and any underlying insurance policies and/or contracts, including the eligibility to participate in the plans, and to make factual determinations.

All decisions of the plan administrator for the JPMorgan Chase U.S. Benefits Program are final and binding upon all affected parties. The plan administrators delegate their discretion to interpret the plans to the claims administrators, and to decide claims and appeals, including making factual determinations, to:

- The claims administrators; and
- The Health and Income Protection Plans Appeals Committee.

## **No Assignment of Benefits**

The plans are used exclusively to provide benefits to you and, in some cases, your survivors. Neither you nor JPMorgan Chase can assign, transfer, or attach your benefits, or use them as collateral for a loan. You may not assign your right to file actions under ERISA regarding the plans, or use power of attorney or similar arrangements for that purpose.

**Please Note:** You may assign certain employee life insurance benefits and may assign to a health care service provider the right to payment. Please contact the accessHR Contact Center for more information.

## **Right to Amend**

JPMorgan Chase & Co. expressly reserves the right to amend, modify (including cost of coverage), reduce or curtail benefits under, or terminate the benefit plans and programs at any time for any reason, by act of the Benefits Executive, other authorized officers, or the Board of Directors. In addition, the plans and benefits described in this Guide do not represent vested benefits.

JPMorgan Chase also reserves the right to amend any of the plans and policies, to change the method of providing benefits, to curtail or reduce future benefits, or to terminate at any time for any reason, any or all of the plans and policies described in this Guide.

If you have any questions about this plan, please contact the accessHR Contact Center.

## **Not a Contract of Employment**

Neither this Guide nor the benefits described in this Guide create a contract or a guarantee of employment between JPMorgan Chase and any employee. JPMorgan Chase or you may terminate the employment relationship at any time.



The JPMorgan Chase U.S. Benefits Program is available to most employees on a U.S. payroll who are regularly scheduled to work 20 hours or more a week and who are employed by JPMorgan Chase & Co. or one of its subsidiaries to the extent that such subsidiary has adopted the JPMorgan Chase U.S. Benefits Program. This information does not include all of the details contained in the applicable insurance contracts, plan documents, and trust agreements. If there is any discrepancy between this information and the governing documents, the governing documents will control. JPMorgan Chase & Co. expressly reserves the right to amend, modify, reduce, change, or terminate its benefits and plans at any time. The JPMorgan Chase U.S. Benefits Program does not create a contract or guarantee of employment between JPMorgan Chase and any individual. JPMorgan Chase or you may terminate the employment relationship at any time.



## What Happens If ...

### **Effective 1/1/19**

*This section describes the impact of certain life changes and events on your JPMorgan Chase Health Care and Insurance Plans for Active Employees benefits. Generally, you make elections once a year during Annual Benefits Enrollment, unless you have a Qualified Status Change (QSC) or other event, such as a change in work status. QSC's are generally legally defined situations. See the following information for types of changes and implications to your benefits. For more information, see the Benefits Status Change Guide on **My Health** > My Resources.*

### **New Dependents Must Be Verified**

**Please Note:** If a QSC results in the ability to add a dependent to your coverage, that dependent is subject to the dependent verification process from JPMorgan Chase or the plans' administrators, to confirm the dependent is eligible.

The JPMorgan Chase U.S. Benefits Program is available to most employees on a U.S. payroll who are regularly scheduled to work 20 hours or more a week and who are employed by JPMorgan Chase & Co. or one of its subsidiaries to the extent that such subsidiary has adopted the JPMorgan Chase U.S. Benefits Program. This information does not include all of the details contained in the applicable insurance contracts, plan documents, and trust agreements. If there is any discrepancy between this information and the governing documents, the governing documents will control. JPMorgan Chase & Co. expressly reserves the right to amend, modify, reduce, change, or terminate its benefits and plans at any time. The JPMorgan Chase U.S. Benefits Program does not create a contract or guarantee of employment between JPMorgan Chase and any individual. JPMorgan Chase or you may terminate the employment relationship at any time.



Table of Contents

Page

**Qualified Status Changes (QSCs).....9**

**You Get Married.....12**

**You Have or Adopt a Child or Become a Legal Guardian .....13**

**A Covered Dependent Becomes Ineligible .....13**

**You and/or Your Dependents Lose Other Coverage .....13**

**You and/or Your Dependents Gain Other Coverage.....14**

**You Move .....14**

**You Divorce, Separate or Terminate a Domestic Partner Relationship .....14**

**You Pass Away.....15**

**Other Events or Changes .....16**

**Change in Scheduled Work Hours..... 16**

**You Go on Short-Term Disability Leave..... 17**

**You Go on Long-Term Disability..... 18**

**You Are on LTD and Become Eligible for Medicare..... 19**

**You Become Eligible for Medicare..... 19**

**You Go on a Military Leave..... 19**

*Paid Military Leave ..... 19*

*Unpaid Military Leave ..... 20*

**You Go on a Parental Leave ..... 20**

**You Go on Approved Family and Medical Leave ..... 20**

**You Go on Unpaid Leave ..... 21**

**You Return from a Leave of Absence..... 21**

**You Leave JPMorgan Chase ..... 22**

**Your Expatriate Assignment Ends..... 25**

**You Retire from JPMorgan Chase ..... 25**

**You Work Past Age 65..... 27**





## Qualified Status Changes (QSCs)

There are many changes in your situation that meet the requirements to be Qualified Status Changes (QSCs). While many of your benefits cannot be changed during the year, if you have a QSC, some benefit changes are allowed.

The following tables summarize the changes that you can make for each event. They are separated into:

- Health Benefits;
- Spending Accounts;
- Life Insurance Benefits; and
- Accident Insurance Benefits.

### If You Have an Event ...

If you have a QSC, or if you are unclear whether your situation is a QSC, call the accessHR Contact Center to get answers on what you can do in your situation.

### 31-Day Deadline

If you have a QSC, you have 31 days from the qualifying event to make benefits changes; 90 days from the qualifying event if the event is the birth or adoption of a child. The benefits you elect will be effective the date of the event if you make the elections timely. (**Please Note:** You will have 90 days from the QSC date to add any newly eligible dependents to Medical Plan coverage should that dependent pass away within this 90-day period.). Any changes you make during the year must be consistent with the status change. Be sure to take action promptly, so that you don't miss the deadline to make any benefit changes!

### QSCs for Health Benefits — Medical, Dental, Vision

QSC	Employee	Spouse/Domestic Partner	Dependent Child or Domestic Partner Child
<b>Marriage</b>	Add	Add	Add
<b>Domestic Partner Commitment</b>	Add	Add	Add
<b>Divorce, Legal Separation, or Termination of DP Commitment</b>	N/A	Drop	Drop
<b>Death of Spouse/DP</b>	N/A	Drop	Drop
<b>Birth/Adoption/Legal Guardianship</b>	Add	Add	Add
<b>Child Gains Eligibility</b>	Add	Add	Add
<b>DP's Child Becomes Eligible</b>	Add	Add	Add
<b>Child Gains Eligibility due to QMCSO</b>	Add	N/A	Add
<b>Child/DP Child no Longer Eligible</b>	N/A	N/A	Drop
<b>Death of Child/DP Child</b>	N/A	N/A	Drop



QSC	Employee	Spouse/Domestic Partner	Dependent Child or Domestic Partner Child
<b>You or Covered Dependent Gains Other Coverage</b>	Drop/reduce # of dependents	Drop/reduce # of dependents	Drop/reduce # of dependents
<b>You or Covered Dependent Loses Other Coverage</b>	Add	Add	Add
<b>Change in Dependent Care Provider or Fees</b>	N/A	N/A	N/A
<b>Move out of Provider Service Area</b>	Change option	change option	change option

**QSCs for Spending Accounts\***

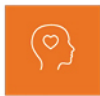
QSC	Health Care Spending Account	Dependent Care Spending Account
<b>Marriage</b>	Begin, increase	Begin, increase, decrease, or stop
<b>Domestic Partner Commitment</b>	Begin, increase	Begin, increase, decrease, or stop
<b>Divorce, Legal Separation, or Termination of DP commitment</b>	Decrease, stop	Begin, increase, decrease, or stop
<b>Death of Spouse/DP</b>	Decrease, stop	Begin, increase, decrease, or stop
<b>Birth/Adoption/Legal Guardianship</b>	Begin, increase	Begin, increase
<b>Child Gains Eligibility</b>	Begin, increase	Begin, increase
<b>DP's Child Becomes Eligible</b>	Begin, increase	Begin, increase
<b>Child Gains Eligibility due to QMCSO</b>	Begin, increase	N/A
<b>Child/DP Child no Longer Eligible</b>	Decrease, stop	Decrease, stop
<b>Death of Child/DP Child</b>	Decrease, stop	Decrease, stop
<b>You or Covered Dependent Gains Other Coverage</b>	N/A	Decrease, stop
<b>You or Covered Dependent Loses Other Coverage</b>	Begin, increase	Begin, increase
<b>Change in Dependent Care Provider or Fees</b>	N/A	Begin, increase, decrease, or stop
<b>Move out of Provider Service Area</b>	N/A	N/A

\*You can change your Transportation Spending Accounts elections at any time.



**QSCs for Supplemental Term Life Insurance Benefits**

QSC	Employee	Adult Dependent	Dependent Child/Domestic Partner Child
<b>Marriage</b>	Begin, increase, decrease, or stop	Begin, increase	Begin, increase, decrease, or stop
<b>Domestic Partner Commitment</b>	Begin, increase, decrease, or stop	Begin	Begin, increase, decrease, or stop
<b>Divorce, Legal Separation, or Termination of DP Commitment</b>	Begin, increase, decrease, or stop	Drop	Begin, increase, decrease, or stop
<b>Death of Spouse/DP</b>	Begin, increase, decrease, or stop	Drop	Begin, increase, decrease, or stop
<b>Birth/Adoption/Legal Guardianship</b>	Begin, increase	Begin, increase	Begin, increase
<b>Child Gains Eligibility</b>	Begin, increase	Begin, increase	Begin, increase
<b>DP's Child Becomes Eligible</b>	Begin, increase	Begin, increase	Begin, increase
<b>Child Gains Eligibility due to QMCSO</b>	Begin, increase	N/A	Begin, increase
<b>Child/DP Child no Longer Eligible</b>	Decrease, stop	Decrease, stop	Decrease, stop
<b>Death of Child/DP Child</b>	Decrease, stop	Decrease, stop	Decrease, stop
<b>You or Covered Dependent Gains Other Coverage</b>	Decrease, stop	Decrease, stop	Decrease, stop
<b>You or Covered Dependent Loses Other Coverage</b>	Begin, increase	Begin, increase	Begin, increase
<b>Change in Dependent Care Provider or Fees</b>	N/A	N/A	N/A
<b>Move out of Provider Service Area</b>	N/A	N/A	N/A



### QSCs for Accidental Death and Dismemberment (AD&D) Benefits

QSC	Employee	Adult	Child
<b>Marriage</b>	Begin, increase, decrease, or stop	Begin, increase	Begin, increase, decrease, or stop
<b>Domestic Partner Commitment</b>	Begin, increase, decrease, or stop	Begin	Begin, increase, decrease, or stop
<b>Divorce, Legal Separation, or Termination of DP Commitment</b>	Begin, increase, decrease, or stop	Drop	Begin, increase, decrease, or stop
<b>Death of Spouse/DP</b>	Begin, increase, decrease, or stop	Drop	Begin, increase, decrease, or stop
<b>Birth/Adoption/Legal Guardianship</b>	Begin, increase	Begin, increase	Begin, increase
<b>Child Gains Eligibility</b>	Begin, increase	Begin, increase	Begin, increase
<b>DP's Child Becomes Eligible</b>	Begin, increase	Begin, increase	Begin, increase
<b>Child Gains Eligibility due to QMCSO</b>	Begin, increase	N/A	Begin, increase
<b>Child/DP Child no Longer Eligible</b>	Decrease, stop	Decrease, stop	Decrease, stop
<b>Death of Child/DP Child</b>	Decrease, stop	Decrease, stop	Decrease, stop
<b>You or Covered Dependent Gains Other Coverage</b>	Decrease, stop	Decrease, stop	Decrease, stop
<b>You or Covered Dependent Loses Other Coverage</b>	Begin, increase	Begin, increase	Begin, increase
<b>Change in Dependent Care Provider or Fees</b>	N/A	N/A	N/A
<b>Move out of Provider Service Area</b>	N/A	N/A	N/A

## You Get Married

Getting married is a Qualified Status Change (QSC) that gives you the opportunity to adjust your coverage in ways consistent with your change in status. For example, you could enroll yourself and/or your new spouse for coverage.

Any changes based on a QSC must be submitted within 31 days of the change in status. For more information, see the subsections titled "Changing Your Coverage Midyear" in the plan descriptions

If you are using the change to add a new dependent, you will be required to provide documentation of the new dependent's eligibility for coverage.



## You Have or Adopt a Child or Become a Legal Guardian

Having or adopting a child or becoming a legal guardian of a child is a Qualified Status Change (QSC) that gives you the opportunity to adjust your company coverage in ways consistent with your change in status. For example, you could enroll your new child for coverage.

Any changes based on a QSC must be submitted within 31 days of the change in status, but the time available is 90 days when the qualifying event is the birth or adoption of a child. For more information, see the subsections in the plan descriptions titled "Changing Your Coverage Midyear." You will be required to provide documentation of the new dependent's eligibility for coverage.

(You will have 90 days from the QSC to add any newly eligible dependents to the JPMC Medical Plan should that dependent pass away within this 90-day period; please contact the accessHR Contact Center if this situation applies to you.)

If you are using the change to add a new dependent, you will be required to provide documentation of the new dependent's eligibility for coverage.

## A Covered Dependent Becomes Ineligible

If your dependent becomes ineligible (such as when a dependent child reaches age 26, for health care coverage), the dependent's coverage will end on the last day of the month in which he or she no longer meets the eligibility requirements. For Supplemental Term Life and AD&D, once your dependent is no longer eligible, it is your responsibility to remove the dependent from your coverage.

When coverage ends, the dependent may have a right to elect COBRA for up to 36 months. (Please see "Continuing Coverage Under COBRA" in the *Health Care Participation* section for more information on COBRA.)

A covered dependent becoming ineligible is a Qualified Status Change (QSC) that gives you the opportunity to adjust your coverage in ways consistent with your change in status. This means you could cancel company coverage or stop contributions to spending accounts.

Any changes based on a QSC must be submitted within 31 days of the change in status. For more information, see the subsections in the plan descriptions titled "Changing Your Coverage Midyear."

## You and/or Your Dependents Lose Other Coverage

If you declined company coverage because you had coverage from another source and you lose that coverage, you may be eligible to enroll for company coverage because of your HIPAA Special Enrollment rights. Similarly, if you declined company coverage for an eligible dependent because he or she had coverage from another source and he or she loses that coverage, you may be eligible to enroll your eligible dependent for company coverage because of your HIPAA Special Enrollment rights. See "HIPAA Special Enrollment Rights" in the *Health Care Participation* section for more details.

Both of these situations are Qualified Status Changes (QSCs) that give you the opportunity to adjust your company coverage in ways consistent with your change in status.

Any changes based on a QSC must be submitted within 31 days of the change in status. For more information, see the subsections in the plan descriptions titled "Changing Your Coverage Midyear." You will be required to provide documentation of the new dependent's eligibility for coverage.

If you are using the change to add a new dependent, you will be required to provide documentation of the new dependent's eligibility for coverage.



## You and/or Your Dependents Gain Other Coverage

Gaining access to other coverage is a Qualified Status Change (QSC) that gives you the opportunity to adjust your coverage in ways consistent with your change in status. This means you could decline company coverage and enroll for the newly available coverage, instead.

Any changes based on a QSC must be submitted within 31 days of the change in status. For more information, see the subsections in the plan descriptions titled "Changing Your Coverage Midyear."

## You Move

If you move out of your Medical or Dental Plan option service area and your current option is no longer available, you can change Medical and/or Dental Plan option for yourself and your covered dependents. (**Please Note:** In this situation, you will be assigned new coverage by JPMorgan Chase based on your new service area. However, you will have the ability to change this assigned coverage within 31 days of the qualifying event.)

## You Divorce, Separate or Terminate a Domestic Partner Relationship

Getting divorced, separated, or terminating a domestic partner relationship is a Qualified Status Change (QSC) that gives you the opportunity to adjust your coverage in ways consistent with your change in status. This means you could decline company coverage or enroll yourself and/or your dependents for coverage if you declined it in the past.

Any changes based on a QSC must be submitted within 31 days of the change in status. For more information, see the subsections in the plan descriptions titled "Changing Your Coverage Midyear."

If you are using the change to add a new dependent, you will be required to provide documentation of the new dependent's eligibility for coverage.

**For medical, dental, and vision coverage:** If your spouse and/or child(ren) lose medical, dental, or vision coverage because of divorce/separation, they may have a right to elect COBRA for up to 36 months. (Please see "Continuing Coverage Under COBRA" in the *Health Care Participation* section for more information on COBRA.)

If you divorce or become legally separated, certain court orders could require you to provide health care benefits to covered child(ren). JPMorgan Chase is legally required to recognize qualified medical child support orders within the limits of the JPMorgan Chase plans. If you're a party in a divorce settlement that involves the JPMorgan Chase plans, you should have your attorney contact the accessHR Contact Center to make sure the appropriate documents are filed and that the court order in question is actually a qualified medical child support order that complies with governing legislation. Please see "Qualified Medical Child Support Orders" in the *Health Care Participation* section for more information.

**For the spending accounts:** In case of divorce or separation, you can decrease or stop contributions to the Health Care Spending Account and can start, change, or stop contributions to the Dependent Care Spending Account.

**For the Life and Accident Insurance Plans:** If you divorce or become legally separated, your covered spouse/domestic partner would be ineligible to continue coverage under the JPMorgan Chase Life and Accident Insurance Plans, and coverage would end as of the date of the status change. Your formerly covered spouse/domestic partner can port or convert their dependent Supplemental Term Life Insurance. Accidental Death & Dismemberment insurance may be ported. For more details, see the information in each plan description about continuing coverage in the *Life and Accident Insurance* section.



**For the Group Legal Services Plan:** If you divorce or become legally separated, coverage for your spouse will end on the date of your divorce or legal separation.

**For the Group Personal Excess Liability Plan:** If you divorce or become legally separated, coverage for your spouse will end on the date of your divorce or legal separation.

## You Pass Away

**For medical, dental, and vision coverage, including expatriate coverage:** If you pass away while actively employed at JPMorgan Chase, any dependents who were covered under your JPMorgan Chase health care coverage before your death will continue to be covered until the last day of the month in which you pass away. Covered dependents can then elect to continue coverage under COBRA and pay the active employee rate for coverage for up to 36 months of the COBRA period. Dependents must be covered under the Medical Plan at the time of your death to be eligible for COBRA coverage at JPMorgan Chase-subsidized rates. (Please see "Continuing Coverage Under COBRA" in the *Health Care Participation* section for more information on COBRA.)

In addition, your dependents may be eligible to continue coverage under the Retiree Medical, Dental and/or Vision Plans if, at the time of death:

- You have already met the general eligibility requirements for retirement. (For more information, please see the **As You Retire Guide**, available on [me@jpmc](mailto:me@jpmc)); or
- You have already met the alternative eligibility requirements for retirement in the event of position elimination. (For more information, please see the **As You Retire Guide** as noted above.); or
- You have 25 years of total service with JPMorgan Chase.

Dependents may continue coverage under the Retiree Medical, Dental and/or Vision Plans as long as they meet the plans' requirements.

**For the spending accounts:** If you pass away, claims for spending accounts for expenses incurred on or before the date of death can be filed to the appropriate program administrator, please see the *Spending Accounts* section for more details and the appropriate deadlines.

**For the Life and Accident Insurance Plans:** If you pass away, benefits from the Life and Accident Insurance Plans are paid to the beneficiary named. If a beneficiary has not been named, then the benefits are paid according to the order listed under "Beneficiaries" in the *Life and Accident Insurance* section.

- If your dependents are enrolled for supplemental term life and accidental death and dismemberment (AD&D) insurance when you pass away, they may port their coverage by contacting MetLife, the claims administrator. Your dependents will be directly billed for this coverage. Dependents can also convert their supplemental term life insurance; however, they may not convert AD&D coverage.<sup>1</sup>

**For the Group Legal Services Plan:** In the event of your death while actively employed by JPMorgan Chase, your dependents have the option to continue their group legal coverage by contacting Hyatt Legal Plans within 31 days of the date of your death to extend coverage for an additional 24 months with direct payment to Hyatt Legal Plans. Any services in progress at the time of your death will be provided, even if your dependents don't elect to continue coverage.

**For the Group Personal Excess Liability Plan:** In the event of your death, covered surviving members of the household should contact Arthur J. Gallagher Risk Management Services for instructions on paying the balance due. If payment is not received within 31 days of the date of the letter sent by Arthur J. Gallagher Risk Management Services to the participant's survivor, the policy will be canceled as of the date of your death. The Plan will also cover any legal representative or person having proper temporary custody of the participant's property. Also, coverage will be provided until the end of the policy period or policy anniversary date, whichever occurs first, for any surviving member of your household who is a covered person at the time of death. Premium payments for this coverage apply.

---

<sup>1</sup> Certain states have additional, specific requirements. Please refer to MetLife for state-specific rules.



## Other Events or Changes

### Change in Scheduled Work Hours

This section describes how your benefits are affected if your work status changes but you are still employed by the company. The focus is on changes to your scheduled work hours. A change in work status that changes your eligibility gives you the opportunity to adjust your coverage in ways consistent with your change in status. This means you could decline company coverage or enroll for coverage if you declined it in the past, and can enroll your eligible spouse for coverage. If your spouse has children and they become your eligible dependents, you can also enroll them for coverage.

Any changes must be submitted within 31 days of the change in status. For more information, see the subsections in the plan descriptions titled "Changing Your Coverage Midyear."

Here's how coverage is affected if your schedule changes and you are regularly scheduled to work fewer than 20 hours per week:

- **Your JPMorgan Chase medical, dental, and vision coverage** will end on the last day of the month in which your work status changes and you are then scheduled to work fewer than 20 hours per week. Even if your coverage ends, you may be able to continue medical, dental, and/or vision coverage for a certain period under the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA). (Please see "Continuing Coverage Under COBRA" in the *Health Care Participation* section for more information on COBRA.)
  - For expatriate coverage, COBRA continuation applies if you are a U.S. home-based expatriate or an expatriate assigned to the United States. Non-U.S. home-based expatriate employees assigned outside the United States and their dependents are not eligible for COBRA continuation coverage.
- **Your contributions to the Health Care Spending Account** will end on the last day of the month in which your work status changes and you are then scheduled to work fewer than 20 hours per week. In this case, you may continue to make contributions to the Health Care Spending Account on an after-tax basis under the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA), if elected. (Please see "Continuing Coverage Under COBRA" in the *Health Care Participation* section for more information on COBRA.)
- **Your contributions to the Dependent Care and Transportation Spending Accounts** end on the date your work status changes and you are then scheduled to work fewer than 20 hours per week.
- **For the Basic Life Insurance Plan, Supplemental Term Life Insurance Plan, and the AD&D Insurance Plan:** Your coverage and eligibility will end on the date of your status change and you are then scheduled to work less than 20 hours per week. For more information on when you increase work hours to more than 20 hours, please see the *Life and Accident Insurance* section.
  - You can convert your basic life insurance to an individual policy within 31 days of your status change date by contacting MetLife, the claims administrator, for a conversion application.
  - You can port or convert your employee supplemental term life insurance and/or port your AD&D — up to the lesser of five times your eligible compensation or \$1 million — through a direct billing arrangement with MetLife. Contact MetLife, the claims administrator, within 31 days of your change in status. If you port your coverage, you may also port dependent coverage. For more details, see the information in each plan description about continuing coverage in the *Life and Accident Insurance* section.
- **For the Business Travel Accident Insurance Plan**, you remain eligible for coverage regardless of your scheduled work hours, if you are otherwise eligible for coverage.
- **Your Health & Wellness Centers Plan coverage** will end on the last day of the month in which your work status changes and you are then scheduled to work fewer than 20 hours per week. Even if your coverage ends, you may be able to continue coverage for a certain period under the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA). (Please see "Continuing Coverage Under COBRA" in the *Health Care Participation* section for more information on COBRA.)





- **Your Group Legal Services Plan coverage** will end on the date your work status changes and you are then scheduled to work fewer than 20 hours per week. However, you can continue coverage for additional 30 months by contacting Hyatt Legal Group.
- **Your Group Personal Excess Liability Insurance Plan coverage** will end on the date your work status changes and you are then scheduled to work fewer than 20 hours per week. However, you may continue coverage through the end of year by contacting Arthur J. Gallagher Risk Management.

For information on becoming eligible for benefits due to a work status change, see each specific plan section (e.g., Medical).

## You Go on Short-Term Disability Leave

Under the Short-Term Disability Plan, you may have the financial protection of full or partial pay for up to 25 weeks. While you are on a short-term disability leave you may continue many of your elected benefits provided you make the necessary contributions. Benefits that do not continue while you are on short-term disability leave include Business Travel Accident Insurance, the Dependent Care Spending Account, and the Transportation Spending Account.

- **For the Medical Plan, the Dental Plan, the Vision Plan, the Health & Wellness Centers Plan, the Group Legal Services Plan, and the Group Personal Excess Liability Insurance Plan:** For the approved period of your disability leave, you'll remain eligible to be covered under the Medical Plan, the Dental Plan, the Vision Plan, the Health & Wellness Centers Plan, the Group Legal Services Plan, and the Group Personal Excess Liability Insurance Plan, and you will remain eligible to participate in the Health Care Spending Account. JPMorgan Chase will deduct any required contributions for medical coverage from the pay you receive during this period on a before-tax basis for the health care plans and the Health Care Spending Account and on an after-tax basis for the Group Legal Services Plan and the Group Personal Excess Liability Insurance Plan.
  - This medical and dental coverage continuation includes expatriate medical and dental coverage. If you are not receiving pay via Expat Payroll during your leave, JPMorgan Chase will bill you directly for any required contributions.
- **For the Dependent Care Spending Account,** your participation is suspended during a period of paid or unpaid leave.
- **For the Transportation Spending Account,** your participation is terminated during a period of paid or unpaid leave and any unused credits in your account(s) will be forfeited if you do not return to work and reenroll in the Transportation Spending Account. If you know you will be going on a leave, you should change your contribution amount to zero approximately one month before your leave begins in order to avoid forfeiting any contributions. Expenses incurred after your leave begins will not be eligible for reimbursement or payment from your account(s). If you wish to continue participation after you return to active service, you must re-enroll. However if you participated in the "Pay Me Back" option, you have 180 days following the end of any particular benefit month you participated in the program to file claims for reimbursement from your "Pay Me Back" account.
- **For the Basic Life Insurance Plan, Supplemental Term Life Insurance Plan, and the AD&D Insurance Plan:** For the approved period of your disability leave, you'll remain eligible to be covered under the Basic Life Insurance Plan (including Identity Theft (ID) Assistance Program, Travel Assistance and Emergency Evacuation services, funeral concierge services, and SurvivorSupport<sup>®</sup> financial counseling services), Supplemental Term Life Insurance Plan, and the AD&D Insurance Plan.
  - In the case of the Basic Life Insurance Plan, your eligible compensation is updated as changes occur throughout the year.
- **For the Business Travel Accident Insurance Plan:** While you are on disability leave, your business travel accident insurance will be suspended.



## You Go on Long-Term Disability

If you receive long-term disability (LTD) benefits from the JPMorgan Chase Long-Term Disability Plan (LTD Plan), you will continue to be eligible to participate in the following benefits\* as long as you continue to make timely premium payments:

- Medical
- Dental
- Vision
- Group Legal
- Group Personal Excess Liability Plan
- Basic Life Insurance (fully paid by JPMC)
- Supplemental Term Life Insurance
- Accidental Death and Dismemberment Insurance

\* You can also continue participation in the Health & Wellness Centers Plan.

You'll be eligible to continue these benefit plans at active employee rates for the first 24 months after going on approved LTD (that is, 30 months from the date of disability). The premiums will be converted to a monthly rate, and you will be required to pay for this coverage monthly on an after-tax basis. You will pay for this coverage on a direct-bill basis with JPMorgan Chase's administrator.

If you are an expatriate and you qualify for long-term disability (LTD) benefits from a JPMorgan Chase long-term disability plan, your expatriate assignment will end and, coincidentally, so will your eligibility for the Expatriate Medical and Dental Plan options. You must then elect coverage under your home country Medical and/or Dental Plan options, if available. If you are a U.S. home-based expatriate employee, medical coverage under one of the U.S. domestic options may continue while you are receiving LTD benefits under the U.S. LTD Plan. Be sure to consider this carefully before you decline coverage under the LTD Plan.

In certain cases, you may be temporarily approved for additional leave under another JPMorgan Chase Policy, such as the Disability and Reasonable Accommodation Policy. (For details on medical plan coverage should you become eligible for Medicare during this timeframe, please see "You Are on LTD and Become Eligible for Medicare" on page 19.)

Absent any temporary leave accommodation, your employment with JPMorgan Chase will end immediately after you have received 24 months of payments under the LTD Plan. However, you will continue to be eligible for LTD benefits provided you meet all eligibility provisions of the LTD Plan. Even if your LTD benefits end, you may be able to continue medical, dental, vision, and Health & Wellness Centers coverage for a certain period under the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA). (Please see "Continuing Coverage Under COBRA" in the *Health Care Participation* section for more information on COBRA.)

**Please Note:** If you became disabled before January 1, 2011, your coverage will continue at active employee rates while you receive benefits under the Long-Term Disability Plan. If you do not make the required contributions to continue your coverage, your coverage will be canceled.

**For the Health Care Spending Account,** while you are receiving benefits under the JPMorgan Chase LTD Plan, you may continue to make monthly contributions to the Health Care Spending Account on an after-tax basis via direct bill. Participation in the Health Care Spending Account will cease at the end of the benefit plan year in which you start to receive LTD benefits.

**For the Dependent Care Spending Account:** For the Dependent Care Spending Account, you may use your account balance only for eligible expenses incurred prior to your LTD effective date and must file those claims by March 31 of the next calendar year.



**For the Transportation Spending Account**, your participation is suspended and any unused credits in your account(s) will be forfeited if you do not return from LTD. If you know you will be going on a leave, you should change your contribution amount to zero approximately one month before your leave begins in order to avoid forfeiting any contributions. Expenses incurred after your leave begins will not be eligible for reimbursement or payment from your account(s). If you wish to continue participation after you return to active service, you must re-enroll. However if you participated in the “Pay Me Back” option, you have 180 days following the end of any particular benefit month you participated in the program to file claims for reimbursement from your “Pay Me Back” account.

**Your Business Travel Accident Insurance Plan coverage** does not continue while you are receiving LTD benefits.

## You Are on LTD and Become Eligible for Medicare

If you are receiving full long-term disability (LTD) benefits from the JPMorgan Chase Long-Term Disability Plan (LTD Plan), are not actively at work and become eligible for Medicare, Medicare becomes the primary source of your medical coverage. You will no longer be eligible for the active JPMorgan Chase medical coverage. Instead, Medicare-eligible participants have access to individual supplemental Medicare coverage available through Via Benefits, a private Medicare exchange, which is not coverage sponsored by JPMorgan Chase. For those Medicare-eligible individuals who enroll in coverage through Via Benefits and are eligible for a medical subsidy, JPMorgan Chase sponsors the Health Reimbursement Arrangement Plan associated with that coverage. For further details, call the accessHR Contact Center.

## You Become Eligible for Medicare

If you are a JPMorgan Chase employee enrolled in an active JPMorgan Chase health care plan, such as the Medical Plan, Dental Plan, or Vision Plan, are actively working and you become entitled to Medicare because of your age or a qualifying disability, the JPMorgan Chase plans continue to be the primary source of your coverage. For further details on Medicare, see [www.medicare.gov](http://www.medicare.gov).

## You Go on a Military Leave

Your benefits coverage may be affected if you take a military leave (paid or unpaid), as described below. For detailed information about the JPMorgan Chase Military Leave and Reserve Training Policy, please visit [me@jpmc](mailto:me@jpmc). In all cases, JPMorgan Chase will comply with legal requirements, including the Uniformed Services Employment and Reemployment Rights Act (USERRA).

## Paid Military Leave

If you qualify for a paid military leave, you will be provided with continuation of most benefits. **Please Note:** Certain benefits plans have exclusions for injury or illness that results from an act of war.

Benefits that do not continue while you are on a paid military leave include:

- Business Travel Accident Insurance Plan;
- Transportation Spending Account;
- Long-Term Disability Plan (after 16 weeks of paid military leave); and
- Short-Term Disability Plan.

You may resume your benefits coverage when you return to work. Some of your benefits are reinstated, but for others like the Transportation Spending Account, you must re-enroll. **Please Note:** Evidence of insurability may also be required for some plans.



## Unpaid Military Leave

If you qualify for an unpaid military leave, you may continue many of your elected benefits, provided you make the necessary contributions in a timely manner. **Please Note:** Certain benefits plans have exclusions for injury or illness that results from an act of war.

Benefits that do not continue while you are on an unpaid military leave include:

- Business Travel Accident Insurance Plan;
- Dependent Care Spending Account;
- Transportation Spending Accounts;
- Long-Term Disability Plan (after 12 weeks of unpaid military leave); and
- Short-Term Disability Plan.

You may resume your benefits coverage when you return to work. Some of your benefits are reinstated, but for others like the Transportation Spending Account, you must re-enroll. **Please Note:** Evidence of insurability may also be required for some plans.

### Making Contributions While on Unpaid Leave

If you wish to continue certain benefits while on any unpaid leave, you must make the necessary contributions on a timely basis, even if you do not receive a bill.

## You Go on a Parental Leave

While you are on an approved parental leave, you may continue many of your elected benefits, provided you make the necessary contributions in a timely manner. Benefits that do not continue while you are on a parental leave include Business Travel Accident Insurance, the Dependent Care Spending Account, and the Transportation Spending Accounts.

Generally, if your benefits coverage ended during your leave, you may resume coverage when you return to work.

## You Go on Approved Family and Medical Leave

You may continue many of your elected benefits while you are on an approved family and medical leave, provided you make the necessary contributions in a timely manner. Benefits that do not continue while you are on family leave include Business Travel Accident Insurance, the Dependent Care Spending Account, and the Transportation Spending Accounts.

Generally, if your benefits coverage ended during your leave, you may resume your benefits coverage when you return to work.

### Special Rules for Health Care Spending Account

Special rules apply to your Health Care Spending Account. When you take a leave covered under the Family and Medical Leave Policy, the entire amount you elected under your Health Care Spending Account will be available to you during your leave period, less any prior reimbursements that you have received for that plan year, as long as you continue to make your contributions during your leave of absence. If you stop making contributions, your participation in the Health Care Spending Account will terminate while you are on a leave and you may not receive reimbursement for any health care expenses you incur after your coverage terminated.

If your Health Care Spending Account participation terminates during your leave, your Health Care Spending Account contributions will begin again if you return to work during the same year in which your leave began. You will not be able to submit claims for reimbursement for expenses incurred during your leave, and your contributions will increase to “make up” for the contributions you missed during your leave. The amount available for reimbursement will be the same annual amount you elected before the leave.

You may not use your Health Care Spending Account for expenses incurred during the period you did not participate.



## You Go on Unpaid Leave

**For medical, dental, and vision coverage:** For an approved unpaid leave of absence, the Medical, Dental, and Vision Plans will still cover you, as long as you make any required contributions. You will be directly billed for any required contributions on an after-tax basis. You will also still be covered by the Health & Wellness Centers Plan.

If you do not make the required contributions to continue your coverage in a timely manner, your coverage will be canceled. However, your coverage may be reinstated when you return to work.

**For the Health Care Spending and Dependent Care Spending Accounts:** During an approved unpaid leave of absence, you may continue to make monthly contributions to the Health Care Spending Account on an after-tax basis, via your benefits invoice. If you stop making contributions, your participation in the Health Care Spending Account will terminate while you are on a leave and you may not receive reimbursement for any health care expenses you incur after your coverage terminated. You may not make contributions to a Dependent Care Spending Account during an unpaid leave. For the Dependent Care Spending Account, you may use your account balance only for eligible expenses incurred prior to the date of your approval to go on unpaid leave, and must file those claims by March 31 of the next calendar year.

**For the Transportation Spending Account,** you must disenroll and any unused credits in your account(s) will be forfeited. If you know you will be going on a leave, you should change your contribution amount to zero approximately one month before your leave begins in order to avoid forfeiting any contributions. Expenses incurred after your leave begins will not be eligible for reimbursement or payment from your account(s). If you wish to continue participation after you return to active service, you must re-enroll. However if you participated in the “Pay Me Back” option, you have 180 days following the end of any particular benefit month you participated in the program to file claims for reimbursement from your “Pay Me Back” account.

**For life and accident coverage:** While you are on an unpaid leave, you will continue to pay your premiums for supplemental term life and AD&D insurance to JPMorgan Chase. Your basic life insurance continues at no cost to you. Your business travel accident insurance will end.

**For Group Legal Services Plan coverage,** you will be billed monthly to continue coverage.

**For Group Personal Excess Liability Insurance Plan coverage,** you will be billed monthly to continue coverage.

## You Return from a Leave of Absence

If you go on a leave of absence (such as a disability, long-term disability, or paid or unpaid leave) and you return to work in a work status that makes you eligible for benefits, then:

**For medical, dental, and vision coverage:** The coverage that you had before your leave of absence will be reinstated.

### For the Health Care Spending Account:

- If you return to work in **the same** plan year in which your leave began, deductions of required before-tax contributions from your pay will automatically continue. Your total remaining amount will be prorated over the remaining pay cycles.
- If you return to work from a **paid disability leave in a different** plan year than the one in which your leave began, deductions of required before-tax contributions from your pay will automatically continue, if you elected coverage at Annual Enrollment.
- If you return from **an unpaid disability leave or unpaid leave of absence in a different** plan year than the one in which your leave began, or if **you return to work from a leave in which you were receiving benefits under the JPMorgan Chase Long-Term Disability Plan,** you may enroll in the Health Care Spending Account when you return from leave.



**For the Dependent Care Spending Account:**

- If you return to work from a **disability leave** in the **same** plan year in which your disability leave began, deductions of required before-tax contributions from your pay will automatically continue.
- If you return to work from a **paid or unpaid disability leave or other leave of absence** in a **different** plan year than the one in which your leave began, or if **you return to work from a leave in which you were receiving benefits under the JPMorgan Chase Long-Term Disability Plan**, you may enroll in the Dependent Care Spending Account when you return from your leave.

**For the Transportation Spending Account:** If you return to work from a leave and wish to participate in TSA, you must enroll in this account when you return to work. The effective date of your participation depends on the date of your enrollment. Please wait approximately ten days for your return to work information to reach WageWorks. Changes to your TSA elections become effective as of the first of the month for the following month's expenses (i.e., April deductions for May expenses).

**For LTD Benefits:**

- If your Total Annual Cash Compensation (TACC) is less than \$60,000, you will be reinstated in LTD coverage immediately.
- If your TACC is equal to or greater than \$60,000, generally, you have to re-enroll for LTD coverage within 31 days of your return from your leave, and you may be required to provide evidence of insurability (EOI). Your coverage will resume on the first pay cycle after EOI is approved. If you don't re-enroll within 31-days, your next opportunity to enroll will be Annual Benefits Enrollment. Call accessHR for specific questions.
  - If you are on an approved medical leave, your LTD coverage remains in effect throughout your leave
  - If you are on a paid parental leave, your LTD coverage ends after 16 weeks
  - If you are on an unpaid leave, your LTD coverage ends after 16 weeks
  - If you are on any other type of nonmedical, paid or unpaid leave, coverage ends after 16 weeks

**Total Annual Cash Compensation (TACC)**

Total Annual Cash Compensation (TACC) is your annual rate of base salary/regular pay plus any applicable job differential pay (e.g., shift pay) as of each August 1, plus any cash earnings from any incentive plans (e.g., annual incentive, commissions, draws, overrides and special recognition payments or incentives) that are paid to or deferred by you for the previous 12-month period ending each July 31. Overtime is not included. It is recalculated as of each August 1 to take effect the following January 1 and will remain unchanged throughout the year. For most employees hired on or after August 1, it will be equal to your annual rate of base salary/regular pay plus applicable job differentials.

**You Leave JPMorgan Chase**

**For health care coverage:** If your employment with JPMorgan Chase terminates, participation in the Medical, Dental, Vision, and Health & Wellness Centers Plans for you and your covered dependents ends on the last day of the month in which you end active employment. However, you generally will be eligible to continue participation for a certain period under the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA). (Please see "Continuing Coverage Under COBRA" in the *Health Care Participation* section for more information on COBRA.) The health care plans cannot reimburse expenses incurred after the end of the month in which you leave JPMorgan Chase unless you choose to continue your participation under COBRA or under JPMorgan Chase retiree coverage. For more information, please see the **As You Leave Guide** on [me@jpmc](mailto:me@jpmc).

- The provisions noted above for the health care plans also apply to the expatriate medical and dental options. If you are a U.S. home-based expatriate or an expatriate assignment to the U.S., under certain circumstances, you may be eligible to continue participation for a certain period of time under COBRA. Non-U.S. home-based expatriate employees assigned outside the United States and their dependents are not eligible for COBRA continuation coverage.



**For the Health Care Spending Account**, if you are participating in the Health Care Spending Account when your employment with JPMorgan Chase ends, you will be covered for eligible expenses incurred in the plan year up to the end of the month in which you terminate. You then have until March 31 of the year following your termination from JPMorgan Chase to submit claims for any eligible expenses incurred during the previous year, up to the end of the month in which you terminate. Expenses incurred after the end of the month in which you leave JPMorgan Chase cannot be reimbursed by the JPMorgan Chase Health Care Spending Account unless you choose to continue your Health Care Spending Account participation under COBRA. By electing continuation coverage under COBRA, you may continue your Health Care Spending Account participation through any month up until the end of the year in which your employment ends, if you make after-tax contributions to the account. (Please see "Continuing Coverage Under COBRA" in the *Health Care Participation* section for more information on COBRA.)

**For the Dependent Care Spending Account**, if you have a balance remaining in the Dependent Care Spending Account when your employment with JPMorgan Chase ends, you may continue to submit claims against the balance in the account for eligible expenses incurred in the plan year up to your termination date. You then have until March 31 of the year following your termination from JPMorgan Chase to submit claims for any eligible expenses incurred during the previous year, up to your termination date. Expenses incurred after your termination date cannot be reimbursed by the JPMorgan Chase Dependent Care Spending Account. You may not continue to make contributions to the Dependent Care Spending Account after your termination.

**For the Transportation Spending Accounts**, if you have a balance remaining in the "Pay Me Back" option of the Parking Account when you leave, you may continue to submit claims against the balance in your account for up to 180 days following the end of the benefit month (for example, expenses incurred in January must be claimed by July); otherwise, your Parking Account balance will be forfeited. You may not continue to make contributions to the Transportation Spending Accounts after your termination. If you are planning to leave the company, you should change your contribution amount to zero approximately one month before your departure in order to avoid forfeiting any contributions. The Transportation Spending Accounts, under Section 132 of the Internal Revenue regulations, allow qualified transportation expenses to be excluded from an employee's gross income. Under these regulations, before-tax contributions are non-refundable to the employee under any circumstances including termination of employment.

**For the Life and Accident Insurance Plans**, if your employment with JPMorgan Chase terminates, active participation in the Business Travel Accident, Basic Life, Supplemental Term Life and AD&D Insurance Plans generally end on the date your employment ends. For more information, please see the *Life and Accident Insurance* section.

- **For Basic Life**, upon receipt of the MetLife conversion package at your home mailing address, and within 31 days of your termination date, you may convert any portion of your Basic Life Insurance to an individual policy by contacting Metropolitan Life Insurance Company (MetLife), the plan administrator. Financial advisors at Mass Mutual (acting on behalf of MetLife) will be able to address any questions on how much to convert to an individual policy. MetLife will bill you directly.

**If You Port or Convert**

For any policies you port or convert, you must designate beneficiaries directly with MetLife.

- **For Supplemental Term Life**, within 31 days of your termination date, you have the option to convert your employee and/or dependent life insurance coverage to an individual life policy or port that coverage following your termination of employment as follows:

— Employee Supplemental Life Insurance:

- You may convert the coverage to an individual policy; OR
- You may port the lesser of your total life insurance in effect at date of termination or up to \$2 million (in increments of \$25,000)
- You must provide MetLife evidence of insurability for the additional coverage amount
- If you are already at the \$2 million maximum you may not increase your coverage.



— Dependent Spouse Supplemental Life Insurance:

- You may convert the coverage to an individual policy; OR
- You may port the minimum of \$2,500 (\$10,000 when porting Dependent Spouse life insurance alone) to a maximum of the lesser of your total dependent spouse life insurance in effect at date of termination, or \$300,000.

— Dependent Child Supplemental Life Insurance:

- You may convert the coverage to an individual policy; OR
- You may port your dependent child supplemental life insurance coverage at a minimum of \$1,000 to a maximum of the lesser of the total amount in effect at the date of termination or \$20,000.

• **For Accidental Death and Dismemberment (AD&D) Insurance:**

- You may port up to \$2 million of your employee AD&D coverage with Metropolitan Life Insurance Company (MetLife) within 31 days of your termination date.
- When you leave JPMorgan Chase, you may increase the amount of your portable AD&D coverage in increments of \$25,000, up to a maximum of \$2 million. Evidence of Insurability (EOI) may be required.
- You may also port any dependent AD&D coverage, but only if you elect to port your employee AD&D coverage.
- Financial advisors at Mass Mutual (acting on behalf of MetLife) will also be able to address any questions on how much AD&D coverage to port for you and/or your dependents.
- When you port your coverage(s), MetLife will bill you directly.

• **For Business Travel Accident Insurance**, you may not convert or port this coverage to an individual policy.

• For more details, see the information in each plan description about continuing coverage in the *Life and Accident Insurance* section.

**Porting Versus Converting Insurance Policies**

When leaving the company, you may be able to either “port” or “convert” the group insurance policy to an individual policy. Both typically result in higher rates than a group policy, but there are differences.

- When you convert an insurance policy, you are not required to provide proof of insurability to receive coverage. The premium you pay is based on your age at the time of policy conversion.
- When you port a policy, you must provide proof of insurability to receive preferred, or less expensive, premiums. Also, the premiums generally change as you age.

**For the Group Legal Services Plan**, if your employment with JPMorgan Chase terminates, participation for you and your covered dependents usually ends on your termination date. You have the option to continue coverage by contacting Hyatt Legal Plans, the claims administrator, within 31 days of the date your coverage ends and electing to continue the Plan. Currently you can continue the Plan for an additional 30 months with direct payment to Hyatt Legal Plans. Any services in progress before your termination date will be provided, even if you don’t continue coverage.

**For the Group Personal Excess Liability Plan**, if your employment with JPMorgan Chase terminates, participation for you and your covered dependents usually ends on your termination date. While you cannot convert or port your coverage, you may continue your current coverage through the end of the calendar year by paying the balance of the remaining premium in full directly to Arthur J. Gallagher Risk Management Services.





## Your Expatriate Assignment Ends

If your expatriate assignment ends, your Expatriate Medical and/or Dental Plan coverage will end on the last day of the month in which your work status changes. If you remain an active JPMorgan Chase employee, you will need to elect coverage under your local/domestic, home-country medical plan and/or dental plan.

## You Retire from JPMorgan Chase

**For medical, dental, and vision coverage:** You need to meet minimum age and service requirements at the time of retirement to be eligible for retiree medical and dental coverage. For vision coverage, you may enroll for retiree vision coverage even if you were not covered under the Vision Plan at the time of your retirement.

- **For expatriate medical and dental coverage**, you must be a U.S. home-based expatriate employee and meet minimum age and service requirements and have active medical coverage at the time of retirement to be eligible for U.S. retiree medical coverage.
- For more information, please see the **As You Retire Guide** on [me@jpmc](mailto:me@jpmc).

**For the Health Care Spending Account**, if you are participating in the Health Care Spending Account when your employment with JPMorgan Chase ends, you will be covered for eligible expenses incurred in the plan year up to the end of the month in which you terminate. You then have until March 31 of the year following your termination from JPMorgan Chase to submit claims for any eligible expenses incurred during the previous year, up to the end of the month in which you terminate. Expenses incurred after the end of the month in which you leave JPMorgan Chase cannot be reimbursed by the JPMorgan Chase Health Care Spending Account unless you choose to continue your Health Care Spending Account participation under COBRA. By electing continuation coverage under COBRA, you may continue your Health Care Spending Account participation through any month up until the end of the year in which your employment ends, if you make after-tax contributions to the account. (Please see "Continuing Coverage Under COBRA" in the *Health Care Participation* section for more information on COBRA.)

**For the Dependent Care Spending Account**, if you have a balance remaining in the Dependent Care Spending Account when your employment with JPMorgan Chase ends, you may continue to submit claims against the balance in the account for eligible expenses incurred in the plan year up to your termination date. You then have until March 31 of the year following your termination from JPMorgan Chase to submit claims for any eligible expenses incurred during the previous year, up to your termination date. Expenses incurred after your termination date cannot be reimbursed by the JPMorgan Chase Dependent Care Spending Account. You may not continue to make contributions to the Dependent Care Spending Account after your termination.

**For the Transportation Spending Accounts**, if you have a balance remaining in the "Pay Me Back" option of the Parking Account when you leave, you may continue to submit claims against the balance in your account for up to 180 days following the end of the benefit month (for example, expenses incurred in January must be claimed by July); otherwise, your Parking Account balance will be forfeited. You may not continue to make contributions to the Transportation Spending Accounts after your termination. If you are planning to leave the company, you should change your contribution amount to zero approximately one month before your departure in order to avoid forfeiting any contributions. The Transportation Spending Accounts, under Section 132 of the Internal Revenue regulations, allow qualified transportation expenses to be excluded from an employee's gross income. Under these regulations, before-tax contributions are non-refundable to the employee under any circumstances including termination of employment.

**For the Life and Accident Insurance Plans**, if your employment with JPMorgan Chase terminates, active participation in the Business Travel Accident, Basic Life, Supplemental Term Life and AD&D Insurance Plans generally end on the date your employment ends. For more information, please see the *Life and Accident Insurance* section.

- **Retiree Life Insurance Coverage may be available.** You need to meet minimum age and service requirements at the time of retirement to be eligible for retiree medical and dental coverage. For details on the eligibility requirements, please see the **As You Retire Guide** on [me@jpmc](mailto:me@jpmc).



- **For Basic Life**, upon receipt of the MetLife conversion package at your home mailing address, and within 31 days of your retirement date, you may convert any portion of your Basic Life Insurance (over the first \$10,000) to an individual policy by contacting Metropolitan Life Insurance Company (MetLife), the plan administrator. Financial advisors at Mass Mutual (acting on behalf of MetLife) will be able to address any questions on how much to convert to an individual policy. MetLife will bill you directly after you retire.
- **For Supplemental Term Life**, within 31 days of your retirement date, you have the option to convert your employee and/or dependent life insurance coverage to an individual life policy or port that coverage following your retirement as follows:
  - Employee Supplemental Life Insurance: You may port up to \$2 million of your employee Supplemental Term Life Insurance with MetLife within 31 days of your retirement date.
  - When you retire from JPMorgan Chase, you may increase the amount of your portable employee supplemental life insurance coverage in increments of \$25,000, up to a maximum of \$2 million. You must provide evidence of insurability for the additional coverage amount. If you are already carrying the maximum amount of coverage, you may not increase your coverage.
  - You have two options for Dependent Supplemental Life Insurance:
    1. If you elect to port your employee supplemental life insurance, you also have the opportunity to port your dependent supplemental life insurance
    2. If you do not elect to port your employee supplemental life coverage but want to continue coverage for your dependents, you must convert your dependent supplemental life insurance to an individual whole life policy
- **For Accidental Death and Dismemberment (AD&D) Insurance:**
  - When you retire from JPMorgan Chase, you may port up to \$2 million of your employee AD&D coverage with Metropolitan Life Insurance Company (MetLife) within 31 days of your retirement date.
  - When you leave JPMorgan Chase, you may increase the amount of your portable AD&D coverage in increments of \$25,000, up to a maximum of \$2 million. You must provide evidence of insurability for the additional coverage amount.
    - If you're age 80 or older, your benefit will be limited to \$100,000.
  - You may also port any dependent AD&D coverage, but only if you elect to port your employee AD&D coverage.
  - Financial advisors at Mass Mutual (acting on behalf of MetLife) will also be able to address any questions on how much AD&D coverage to port for you and/or your dependents.
  - When you port your coverage(s), MetLife will bill you directly.
- **For Business Travel Accident Insurance**, you may not convert or port this coverage to an individual policy.
- For more details, see the information in each plan description about continuing coverage in the *Life and Accident Insurance* section.

### If You Port or Convert

For any policies you port or convert, you must designate beneficiaries directly with MetLife.

**For the Health & Wellness Centers Plan**, if you retire from JPMorgan Chase, your Health & Wellness Centers Plan coverage will end on the last day of the month in which you retire. However, you generally will be eligible to continue participation for a certain period of time under COBRA, if elected. (Please see "Continuing Coverage Under COBRA" in the *Health Care Participation* section for more information on COBRA.) For more information, please see the **As You Retire Guide** on [me@jpmc](mailto:me@jpmc).



**For the Group Legal Services Plan**, if you retire from JPMorgan Chase, coverage for you and your covered dependents ends on your retirement date. Any services in progress before your termination date will be provided, even if you don't continue coverage. You may be eligible to elect to continue coverage under the Retiree Group Legal Services Plan. For more information, please see the **As You Retire Guide** on **me@jpmc**.

**For the Group Personal Excess Liability Insurance Plan**, if you retire from JPMorgan Chase, coverage for you and your covered dependents ends on your retirement date. You are eligible to continue your participation through the end of the policy year in which you retire, provided you pay the balance of the policy in full. After your employment ends, Arthur J. Gallagher & Co., the plan administrator, will contact you with instructions for continuing your coverage and paying the balance. If your payment is not received within 31 days, your policy will be cancelled effective as of your retirement date. For more information, please see the **As You Retire Guide** on **me@jpmc**.

## You Work Past Age 65

**For medical, dental, and vision coverage:** If you continue to work for JPMorgan Chase after you reach age 65 (and/or if your spouse/domestic partner reaches age 65 while you're still working at JPMorgan Chase), you and your spouse/domestic partner can continue to be covered under the JPMorgan Chase health care plans (the Medical Plan, the Dental Plan, and the Vision Plan). If you or your spouse/domestic partner chooses to enroll in Medicare at age 65, Medicare coverage will provide secondary benefits to the JPMorgan Chase coverage while you remain actively employed.

- If you're covered under both the JPMorgan Chase plan and Medicare, your claims need to be submitted to the JPMorgan Chase plan first. If any bills remain unpaid after the JPMorgan Chase plan has paid up to the limits of its coverage, you should file a claim with Medicare. (**Please Note:** Medicare has rules regarding eligible services and providers; please contact Medicare directly with questions.)
- **Please Note:** Medical coverage under Medicare is not automatic. You must file for coverage when you first become eligible. If you continue to work past age 65 and you have coverage under the JPMorgan Chase plan, you may wait and apply for Medicare **immediately** after you leave JPMorgan Chase. For more information about Medicare, contact your local Social Security office or visit [www.medicare.gov](http://www.medicare.gov).

**For the spending accounts:** If you continue to work for JPMorgan Chase after you reach age 65, you can continue participating in the spending accounts, as long as you meet all the other eligibility requirements to participate.

**For Life and Accident Insurance Plans:** If you continue to work for JPMorgan Chase after you reach age 65, you may continue to participate in the Life and Accident Insurance Plans, as long as you are actively employed and meet all eligibility requirements.

- If you continue working after age 75, AD&D coverage is limited to no more than \$200,000 beginning the January 1 after the year in which you reach age 75, and is reduced to a maximum of \$100,000 beginning the January 1 after the year in which you reach age 80. This limitation also applies to your spouse/domestic partner.

**For the Health & Wellness Centers Plan:** If you continue to work for JPMorgan Chase after you reach age 65, you may continue to participate in the Health & Wellness Centers Plan, as long as you are actively employed and meet all eligibility requirements.

**For the Group Legal Services Plan:** If you continue to work for JPMorgan Chase after you reach age 65, you and your covered dependents can continue to be covered under the Group Legal Services Plan.

**For the Group Personal Excess Liability Plan:** If you continue to work for JPMorgan Chase after you reach age 65, you may continue to participate in the Plan, as long as you are actively employed and meet all eligibility requirements.



## Plan Administration

### Effective 1/1/19

*This section of the Guide provides you with important information as required by the Employee Retirement Income Security Act of 1974 (ERISA) about the JPMorgan Chase Health Care and Insurance Plans for Active Employees. While ERISA doesn't require JPMorgan Chase to provide you with benefits, by choosing to do so, ERISA mandates that JPMorgan Chase clearly communicate to you how the plans subject to the provisions of ERISA operate and what rights you have under the law regarding plan benefits. This section is part of the summary plan description of each of your JPMorgan Chase Health Care and Insurance Plans for Active Employees governed by ERISA. This section of the Guide also provides important information about certain benefits plans that are not governed by ERISA, such as the Personnel Excess Liability Plan.*

*For most plans, the summary plan description and the plan document are the same document. For plans where this is not the case, copies of the plan documents are filed with the plan administrator and are available upon request. For plans that are funded through insurance, if there is a discrepancy between the insurance policy and the SPD, the insurance policy will govern.*

### About This Section

This section summarizes administrative and rights information for the Health Care and Insurance Plans for Active Employees. Please retain this section for your records. Other sections may be needed in addition to this section to provide a complete summary plan description (SPD) and/or plan document for a plan, including the sections that describe the benefits the plan provides.

These SPDs/plan documents do not include all of the details contained in the applicable insurance contracts, if any. For plans with applicable insurance contracts, if there is a discrepancy between the insurance contract and the SPD/plan document, the insurance contract will control.



### Questions?

Please see the **Contacts** section as well as the “Questions?” box at the start of each section of this Guide for details on where to call and how to access the appropriate web center for each benefit plan. Each section of the Guide also includes a subsection titled “Claims Administrators’ Contact Information.”

For questions about eligibility and plan operations, contact the accessHR Contact Center: at 877-JPMChase (877-576-2427) (or 212-552-5100, if calling from outside the United States). Service Representatives are available Monday through Friday, from 8 a.m. to 7 p.m. Eastern time, except certain U.S. holidays.

The JPMorgan Chase U.S. Benefits Program is available to most employees on a U.S. payroll who are regularly scheduled to work 20 hours or more a week and who are employed by JPMorgan Chase & Co. or one of its subsidiaries to the extent that such subsidiary has adopted the JPMorgan Chase U.S. Benefits Program. This information does not include all of the details contained in the applicable insurance contracts, plan documents, and trust agreements. If there is any discrepancy between this information and the governing documents, the governing documents will control. JPMorgan Chase & Co. expressly reserves the right to amend, modify, reduce, change, or terminate its benefits and plans at any time. The JPMorgan Chase U.S. Benefits Program does not create a contract or guarantee of employment between JPMorgan Chase and any individual. JPMorgan Chase or you may terminate the employment relationship at any time.



Table of Contents

Page

**General Information .....367**

**Plan Administrative Information .....368**

**Participating Companies .....371**

**Your Rights Under ERISA.....371**

**Privacy Information.....373**

**HIPAA Privacy Rights and Protected Health Information ..... 374**

**Claims Related to Eligibility to Participate in the Plans and Plan Operations .....375**

**How to File This Type of Claim and What You Can Expect..... 376**

**If Your Claim Is Denied..... 376**

**Claiming Benefits: Plans Subject to ERISA.....377**

**Steps in the Benefits Claims and Appeals Process..... 377**

*Step 1: Filing Your Initial Claim for Benefits..... 377*

*Step 2: Receiving Notification from the Claims Administrator/Plan Administrator if an Initial Claim for Benefits Is Denied..... 379*

*Step 3: Filing an Appeal to the Claims Administrator/Plan Administrator if an Initial Claim for Benefits Is Denied ..... 380*

*Step 4: Receiving Notification from the Claims Administrator/Plan Administrator if Your Appeal Is Denied ..... 382*

*Step 5: Receiving a Final Appeal by an Independent Review Panel..... 383*

**Filing a Court Action ..... 384**

**Contacting the Claims Administrators: Plans Subject to ERISA.....384**

**Contacting the Claims Administrators: Plans Not Subject to ERISA.....387**

**If You Are Covered by More Than One Health Care Plan .....388**

**Non-Duplication of Benefits ..... 388**

**Determining Primary Coverage..... 388**

*Coordination with Medicare..... 389*

**Right of Recovery ..... 389**

*Subrogation of Benefits..... 389*

*Right of Reimbursement..... 390*

**Special Notice for Employees Who Have Been Rehired by JPMorgan Chase .....391**



## General Information

The following summarizes important administrative information about the JPMorgan Chase Health Care and Insurance Plans for Active Employees governed by ERISA. **Please Note:** Each plan can be identified by a specific plan number, which is on file with the U.S. Department of Labor. Please see “Plan Administrative Information” on page 368 for a listing of official plan names and numbers.

### Keep Your Information Current

Update your contact information (home address and phone numbers) on My Personal Profile. To access My Personal Profile while actively employed, go to <https://mpp.jpmchase.net>

### Plan Sponsor

JPMorgan Chase Bank, NA  
545 Washington Boulevard  
12th Floor  
Mail Code: NY1-G120  
Jersey City, NJ 07310

(Certain participating companies have adopted some or all of the plans for their eligible employees. See “Participating Companies” on page 371 for a list of participating companies.)

### Plan Year

January 1 – December 31

### Plan Administrator

For all plans described in this Guide except for the Business Travel Accident Insurance and the Short-Term Disability Plan:

JPMorgan Chase U.S. Benefits Executive  
c/o JPMorgan Chase Benefits Administration  
545 Washington Boulevard  
12th Floor  
Mail Code: NY1-G120  
Jersey City, NJ 07310

For the Business Travel Accident Insurance Plan:

JPMorgan Chase Corporate Insurance Services  
JPMorgan Chase & Co.  
480 Washington Blvd.  
Mail code: NY1-F014  
10th floor  
Jersey City, NJ 07310-1616

For Short-Term Disability Plan (Not applicable to the JPMorgan Chase Long-Term Disability Plan):

JPMorgan Chase Employee Relations Executive  
JPMorgan Chase & Co.  
28 Liberty Street  
22nd Floor  
Mail Code: NY1-A302  
New York, NY 10005-1401



### Claims Administrator

The contact information for claims administrators for the various benefits plans can be found under "Contacting the Claims Administrators: Plans Subject to ERISA" on page 384 and "Contacting the Claims Administrators: Plans Not Subject to ERISA" on page 387.

### COBRA Administrator

COBRA questions should be directed to JPMorgan Chase accessHR Contact Center.

COBRA payments should be directed to:

COBRA Payments JPMorgan Chase  
P.O. Box 27524  
New York, NY 10087-7524  
(877) 576-2427

### Benefits Fiduciaries

Please see "About Plan Fiduciaries" on page 372 for information on benefits fiduciaries.

### Agent for Service of Legal Process

Legal Papers Served:

JPMorgan Chase & Co.  
4 Chase Metrotech Center  
FL 18, NY1-C312  
Brooklyn, NY 11245

Service of legal process may also be made upon a plan trustee or the Plan Administrator.

### Employer Identification Number

13-4994650

## Plan Administrative Information

The following chart shows the information that varies by plan. All of the following plans are governed by ERISA. (The Dependent Care Spending Account, Transportation Spending Accounts, and the Group Personal Excess Liability Insurance Plan are not governed by ERISA and are not listed here. For more information, see "Contacting the Claims Administrators: Plans Not Subject to ERISA" on page 387.)

Plan Name/ Number	Insurer	Payment of Benefits	Type of Administration
<b>The JPMorgan Chase Medical Plan/502</b>	See "Contacting the Claims Administrators: Plans Subject to ERISA" on page 384 for names, addresses, and telephone numbers for the Medical Plan and the Prescription Drug Plan.	See "Contacting the Claims Administrators: Plans Subject to ERISA" on page 384 for names, addresses and telephone numbers for the Medical Plan and the Prescription Drug Plan.	Self-Insured/Trustee





Plan Name/ Number	Insurer	Payment of Benefits	Type of Administration
<b>The JPMorgan Chase Dental Plan/502</b>	See “Contacting the Claims Administrators: Plans Subject to ERISA” on page 384 for names and addresses for the Preferred Dentist Program (PDP) Option, the Dental Maintenance Organization (DMO) Option, the Dental Health Maintenance Organization (DHMO) Option, and the Expatriate Dental Option.	See “Contacting the Claims Administrators: Plans Subject to ERISA” on page 384 for names, addresses, and telephone numbers for the PDP Option, the DMO Option, the DHMO Option, and the Expatriate Dental Option.	Self-Insured/Trustee: PDP Option and Expatriate Dental Option  Fully Insured: DMO Option and DHMO Option
<b>The JPMorgan Chase Vision Plan/502 (Group 1018009)</b>	FAA/EyeMed Vision Care P.O. Box 8504 Mason, OH 45040-7111	FAA/EyeMed Vision Care P.O. Box 8504 Mason, OH 45040-7111	Fully Insured
<b>The JPMorgan Chase Basic Life Insurance Plan/502*</b>	Metropolitan Life Insurance Company (MetLife) 200 Park Avenue New York, NY 10017	Metropolitan Life Insurance Company (MetLife) 200 Park Avenue New York, NY 10017	Fully Insured
<b>The JPMorgan Chase Supplemental Term Life Insurance Plan/502*</b>	Metropolitan Life Insurance Company (MetLife) 200 Park Avenue New York, NY 10017	Metropolitan Life Insurance Company (MetLife) 200 Park Avenue New York, NY 10017	Fully Insured
<b>The JPMorgan Chase Accidental Death and Dismemberment (AD&amp;D) Insurance Plan/502</b>	Metropolitan Life Insurance Company (MetLife) 200 Park Avenue New York, NY 10017	Metropolitan Life Insurance Company (MetLife) 200 Park Avenue New York, NY 10017	Fully Insured
<b>The JPMorgan Chase Business Travel Accident (BTA) Insurance Plan/506</b>	AIG — National Union Fire Insurance Company of Pittsburgh, PA 175 Water Street New York, NY 10038	AIG — National Union Fire Insurance Company of Pittsburgh, PA 175 Water Street New York, NY 10038	Fully Insured
<b>The JPMorgan Chase Long-Term Disability Plan’s Group (LTD)/502</b>	The Prudential Insurance Company of America P.O. Box 13480 Philadelphia, PA 19176	The Prudential Insurance Company of America P.O. Box 13480 Philadelphia, PA 19176	Fully Insured



Plan Name/ Number	Insurer	Payment of Benefits	Type of Administration
<b>The JPMorgan Chase Long-Term Disability Plan's Individual Disability Insurance (IDI)/502</b>	Unum 1 Fountain Square Chattanooga, TN 37402	Unum The Benefits Center P.O. Box 100262 Columbia, SC 29202-3262	Fully-Insured
<b>The JPMorgan Chase Short-Term Disability Plan/548</b>	N/A	Sedgwick Claims Management Services JPMorgan Chase Leave of Absence Service Center P.O. Box 14648 Lexington, KY 40512-4648	Self Insured
<b>The JPMorgan Chase Group Legal Services Plan/502</b>	Hyatt Legal Plans, Inc. 1111 Superior Avenue Cleveland, OH 44114	Hyatt Legal Plans, Inc. 1111 Superior Avenue Cleveland, OH 44114	Fully Insured
<b>The JPMorgan Chase Employee Assistance Program (EAP)/502</b>	Administrator: Cigna Behavioral Health, Inc. Attn: Karen Cierzan, President 11095 Viking Drive, Suite 350 Eden Prairie, MN 55344 Insurer: Cigna Health and Life Insurance Company 900 Cottage Grove Rd. Hartford, CT 06152	Administrator: Cigna Behavioral Health, Inc. Attn: Karen Cierzan, President 11095 Viking Drive, Suite 350 Eden Prairie, MN 55344 Insurer: Cigna Health and Life Insurance Company 900 Cottage Grove Rd. Hartford, CT 06152	Fully-Insured (CA & NV—clinical component only) Pre-Paid Service (all other)
<b>The JPMorgan Chase Health Care Spending Account Plan/510</b>	N/A	See "Contacting the Claims Administrators: Plans Subject to ERISA" on page 384 for names, addresses, and telephone numbers for the Health Care Spending Account Plan	Salary Reduction/ Paid from the general assets of the employer
<b>The JPMorgan Chase Health &amp; Wellness Centers Plan/559</b>	N/A	JPMorgan Chase Medical Director JPMorgan Chase & Co. 270 Park Avenue 11th Floor Mail Code: NY1-K318 New York, NY 10017-2014	Self-Insured
<b>The JPMorgan Chase Back-up Child Care Plan/502</b>	N/A	Bright Horizons Family Solutions 200 Talcott Avenue, South Watertown, MA 02472	Self-Insured

\* The JPMorgan Chase Basic Life Insurance Plan and the JPMorgan Chase Supplemental Term Life Insurance Plan are collectively referred to as the "Life Insurance Plan" in this SPD.



## Participating Companies

In some cases, affiliates or subsidiaries of JPMorgan Chase have decided to participate in the JPMorgan Chase benefits plans and offer the benefits described in this Guide. These affiliates or subsidiaries are referred to here as “participating companies.” The list may change from time to time, and any company may end its participation in a plan at any time.

- Bear Stearns Asset Management, Inc.
- Chase Bank USA, National Association
- Chase BankCard Services, Inc.
- eCast Settlement Corp
- FNBC Leasing Corporation
- Highbridge Capital Mgmt, LLC
- J.P. Morgan Alternative Asset Management, Inc.
- J.P. Morgan Chase Custody Services, Inc.
- J.P. Morgan Electronic Financial Services, Inc.
- J.P. Morgan Institutional Investments, Inc.
- J.P. Morgan Investment Holdings LLC
- J.P. Morgan Investment Management Inc.
- J.P. Morgan Securities, LLC
- J.P. Morgan Treasury Technologies Corporation
- J.P. Morgan Trust Company of Delaware
- JPMorgan Bank and Trust Company, National Association
- JPMorgan Chase Bank, National Association
- JPMorgan Chase Holding LLC
- JPMorgan Distribution Services, Inc.
- Neovest, Inc.
- Paymentech, LLC
- Security Capital Research & Management, Incorporated
- WePay Inc

## Your Rights Under ERISA

The Employee Retirement Income Security Act of 1974 (ERISA) gives you certain rights and protections while you are a participant in the JPMorgan Chase employee benefits plans described in this Guide. It is unlikely you will need to exercise these rights, but it is important that you be aware of what they are.

ERISA provides that all plan participants are entitled to:

- Examine, without charge, at the office of the Plan Administrator, all plan documents including insurance contracts and copies of all documents filed by the plans with the U.S. Department of Labor, such as detailed annual reports (Form 5500 Series).
- Obtain, upon written request to the Plan Administrator, copies of all plan documents and other plan information (for example, insurance contracts, Form 5500 Series, and updated summary plan descriptions). The plan administrator may require reasonable charges for the copies.
- Receive a summary of the plans’ annual financial reports. (The plan administrator is required by law to furnish each participant with a copy of such reports.)
- Continue health care coverage for yourself, your spouse, or your eligible dependents if there is a loss of coverage under the plan because of a qualifying event. You or your dependents may have to pay for such coverage. Review this summary plan description and the documents governing the plan on the rules governing your COBRA continuation coverage rights.

### An Important Note

The Dependent Care Spending Account, Transportation Spending Accounts, and Group Personal Excess Liability Insurance Plan are not subject to the provisions of ERISA.



### Enforce Your Rights

If your claim for a welfare benefit is denied or ignored, in whole or in part, you have the right to know why this was done, to obtain copies of documents relating to the decision free of charge, and to appeal any denial, all within certain time schedules.

Under ERISA, there are steps you can take to enforce the above rights. For instance:

- If you request a copy of the plans' documents or the latest annual report from the plan administrator and do not receive it within 30 days, you may file suit in a U.S. federal court. In such a case, the court may require the plan administrator to provide the information and pay up to \$110 a day until you receive the materials, unless they were not sent because of reasons beyond the control of the Plan Administrator.
- If you have a claim for benefits that is denied or ignored, in whole or in part, you may file suit in a U.S. state or federal court. In addition, if you disagree with the plan's decision, or lack thereof, concerning the qualified status of a domestic relations order or a medical child support order, you may file suit in federal court.
- If it should happen that the plans' fiduciaries misuse the plans' money, or if you are discriminated against for asserting your rights, you may seek assistance from the U.S. Department of Labor, or you may file suit in a U.S. 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 have sued to pay these costs and fees. If you lose, the court may order you to pay these costs and fees, for example, if it finds your claim to be frivolous.

### Keep Your Contact Information Current

Active participants are required to update their personal contact information, including mailing address, to receive benefits-related information and correspondence. You can make changes online via My Personal Profile at [mpp.jpmorganchase.com](http://mpp.jpmorganchase.com). You can also call the accessHR Contact Center. See the *Contacts* section.

### About Plan Fiduciaries

The plan "fiduciary" is the individual or organization responsible for plan administration, claims administration, and managing plan assets. The plan fiduciary has a duty to administer the plan prudently and in the best interest of all plan members and beneficiaries.

### Prudent Actions by Plan Fiduciaries

In addition to establishing the rights of plan participants, ERISA imposes duties upon the people who are responsible for the operation of the benefits plans. Certain individuals who are responsible for the plans are called "fiduciaries," and they have a duty to administer the plans prudently and in the interest of you, other plan members, and beneficiaries. While participation in these plans does not guarantee your right to continued employment, 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 your benefits or exercising your rights under ERISA.

### Health Care and Insurance Plans for Active Employees

For each of the following plans that are governed by ERISA, the Plan Administrators delegate fiduciary responsibility for claims and appeals to the claims administrators, and to the Health Care and Insurance Plans Appeals Committee, where that committee is authorized to decide appeals as described in this Guide:

- Medical Plan;
- Prescription Drug Plan;
- Dental Plan;
- Health Care Spending Account Plan;
- Vision Plan;



- Health & Wellness Centers Plan;
- Life and AD&D Insurance Plans;
- Business Travel Accident Insurance Plan;
- Long-Term Disability Plan, including Group LTD and Individual Disability Insurance;
- Short-Term Disability Plan;
- Employee Assistance Program;
- Group Legal Services Plan; and
- Back-Up Child Care Plan.

### **Assistance with Your Questions**

If you have any questions about the JPMorgan Chase Health Care and Insurance Plans for Active Employees, you should contact the accessHR Contact Center. (See the *Contacts* section.) If you have any questions about this statement or about your rights under ERISA, you should contact the nearest Regional Office of the Employee Benefits Security Administration, U.S. Department of Labor, listed in your telephone directory, or:

Division of Technical Assistance and Inquiries  
Employee Benefits Security Administration  
U.S. Department of Labor  
200 Constitution Avenue, N.W.  
Washington, DC 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 or by visiting [www.dol.gov/ebsa](http://www.dol.gov/ebsa) via the Internet.

You should also contact the Department of Labor if you need further assistance or information about your rights under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), with respect to health benefits that are offered through a group health plan, as well as the remedies available if a claim is denied in whole or in part.

## **Privacy Information**

The privacy of your health information is important to you and to JPMorgan Chase. We are committed to ensuring your personal health information is protected and secure, and that our practices comply with privacy laws, including the Health Insurance Portability and Accountability Act (HIPAA). (For detailed information about HIPAA Privacy Rights, please see “HIPAA Privacy Rights and Protected Health Information” on page 374.) This means that when you complete a Wellness Screening or a Wellness Assessment, participate in any health coaching activities, or receive health care treatment of any kind, your personal health information is not disclosed to anyone, including JPMorgan Chase, without your authorization and except as permitted by HIPAA.

If you are enrolled in the Medical Plan, your health care company will have access to your individual health care and prescription claims data, in addition to the results of your Wellness Screening and Wellness Assessment. A medical professional at your health care company will review the results and may contact you to discuss ways to improve your health. Your health care company maintains the confidentiality of your information in accordance with privacy regulations such as HIPAA.

Similarly, if you have waived coverage under the JPMorgan Chase Medical Plan and you participate in the Wellness Screening and Wellness Assessment, a medical professional at Cigna will review the results and may contact you to discuss ways to improve your health. Cigna will maintain the confidentiality of your information in accordance with privacy regulations such as HIPAA.



If you use a JPMorgan Chase Health & Wellness Center, your personal health information is likewise kept confidential. While the JPMorgan Chase Health & Wellness Centers are staffed with nurses and some doctors who are employed by JPMorgan Chase, they are medical professionals and do not disclose your personal health information to anyone outside the Center without your permission. If you choose to visit one of our onsite Health & Wellness Centers, and/or share your Wellness Screening results or any other health information with staff in the Centers, that information will be kept private and will not be shared with management, Human Resources, or any other individual or group within JPMorgan Chase. For more information, go to **My Health** > Privacy Statement.

## HIPAA Privacy Rights and Protected Health Information

JPMorgan Chase is committed to maintaining the highest level of privacy and discretion about your personal compensation and benefits information.

However, federal legislation under the Health Insurance Portability and Accountability Act (HIPAA) legally requires employers—like JPMorgan Chase—to specifically communicate how certain “protected health information” under employee and retiree health care plans may be used and disclosed, as well as how plan participants can get access to their protected health information.

### What Is Protected Health Information?

Protected health information is considered to be individually identifiable health information as it relates to the:

- Past, present, or future health of an individual; or
- Health care services or products provided to an individual; or
- Past, present, or future payment for health care services or products.

The information included in this section is a summary of HIPAA privacy regulations. To comply with the law, JPMorgan Chase will distribute to you once every three years, a “Privacy Notice of Protected Health Information Under the JPMorgan Chase Health Care Plans” that describes in detail how your personal health information may be used and your rights with regard to this information.

A copy of the privacy notice is also available at **My Health** or by contacting the accessHR Contact Center at any time to request a paper copy. Under HIPAA, protected health information is confidential, personal, identifiable health information about you that is created or received by a claims administrator (like those under the JPMorgan Chase Medical Plan), and is transmitted or maintained in any form. (“Identifiable” means that a person reading the information could reasonably use it to identify an individual.)

Under HIPAA, the Medical Plan may only use and disclose participants’ protected health information in connection with payment, treatment, and health care operations. In addition, the Medical Plan must restrict access to and use of protected health information by all employees/groups except for those specifically involved in administering the Medical Plan, including payment and health care operations. In compliance with HIPAA, the Medical Plan agrees to:

- Not use or further disclose protected health information other than as permitted or required by law;
- Not use or disclose protected health information that is genetic information for underwriting purposes;
- Ensure that any agents (such as an outside claims administrator) to whom the Medical Plan gives protected health information agree to the same restrictions and conditions that apply to the Medical Plan with respect to this information;
- Not use or disclose the information for employment-related actions and decisions or in connection with any other benefit or employee benefit plan of JPMorgan Chase;
- Notify you if a breach of your protected health information is discovered;
- Report to the JPMorgan Chase HIPAA Privacy Officer any use or disclosure of the information that is inconsistent with the designated protected health information uses or disclosures;



- Obtain your authorization for any use or disclosure of protected health information for marketing, or that is a sale of the protected health information as defined under applicable law;
- Make available protected health information in accordance with individuals' rights to review such personal information;
- Make available protected health information for amendment and incorporate any amendments to protected health information consistent with the HIPAA rules;
- Make available the information required to provide an accounting of disclosures in accordance with the HIPAA rules;
- Make the Medical Plan's internal practices, books, and records relating to the use and disclosure of protected health information received from the claims administrators available to the Secretary of Health and Human Services for purposes of determining the Medical Plan's compliance with HIPAA;
- Return or destroy all protected health information received in any form from the claims administrators. The Medical Plan will not retain copies of protected health information once it is no longer needed for the purpose of a disclosure. An exception may apply if the return or destruction of protected health information is not feasible. However, the Medical Plan must limit further uses and disclosures of this information to those purposes that make the return or destruction of the information infeasible; and
- Request your authorization to use or disclose psychotherapy notes except as permitted by law, which would include for the purposes of carrying out the following treatment, payment or health care operations:
  - Use by the originator of psychotherapy notes for treatment;
  - Use or disclosure by the Medical Plan for its own training program; or
  - Use or disclosure by the Medical Plan to defend itself in a legal action or other proceeding brought by you.

If you believe that your rights under HIPAA have been violated, you can file a complaint with the JPMorgan Chase HIPAA Privacy Officer or with the Secretary of the U.S. Department of Health and Human Services. If you wish to file a HIPAA complaint with the JPMorgan Chase HIPAA Privacy Officer, please contact the Privacy Officer for the JPMorgan Chase Health Care Plans in writing at this address:

HIPAA Privacy Officer for the JPMorgan Chase Health Care Plans  
JPMorgan Chase Corporate Benefits  
4041 Ogletown Road, Floor 02  
Newark, DE, 19713-3159  
Mail Code: DE6-1470

## *Claims Related to Eligibility to Participate in the Plans and Plan Operations*

This section provides information about the claims and appeals process for questions relating to eligibility to participate in the plans, such as whether you meet the requirements of employees/dependents/beneficiaries who are allowed to obtain benefits under the plans, and whether you are eligible for Medical Reimbursement Account (MRA) funds. In addition, if, with respect to the plans subject to ERISA, you have a type of claim that is not otherwise described in this Guide, including claims related to general plan operations or Section 510 of ERISA, you must file your claim in accordance with this section. For information on filing claims for benefits, please see "Claiming Benefits: Plans Subject to ERISA" beginning on page 377.

In addition, for appeals relating to eligibility to participate in the Short-Term Disability Plan, the plan administrator delegates responsibility to decide the appeals to the Short-Term Disability Plan Appeals Committee.



### Help Pursuing Claims for Eligibility

You may authorize someone else to pursue claim information on your behalf. If you would like to designate an authorized representative for claims related to eligibility to participate in a plan, please contact the accessHR Contact Center.

## How to File This Type of Claim and What You Can Expect

For questions about eligibility to participate in the Health Care and Insurance Plans for Active Employees and to receive benefits or about general plan operations, please contact the accessHR Contact Center. (See the *Contacts* section.)

For the plans that are subject to ERISA, if you are not satisfied with the response, you may file a written claim with the appropriate plan administrator at the address provided in “General Information” on page 367. The plan administrator will assign your claim for a determination. You must file your claim within 90 days of the event giving rise to your claim. You will receive a written decision within 90 days of receipt of your claim. Under certain circumstances, this 90-day period may be extended for an additional 90 days if special circumstances require extra time to process your request. In this situation, you will receive written notice of the extension and the reasons for it, as well as the date by which a decision is expected to be made, before the end of the initial 90-day period. If the extension is required because of your failure to submit information necessary to decide the claim, the period for making the determination will begin as of the date you submit the additional information, assuming it is provided in a timely fashion.

## If Your Claim Is Denied

If you receive a notice that your claim has been denied, either in full or in part, the notice will explain the reason for the denial, including references to specific plan provisions on which the denial was based. If your claim was denied because you did not furnish complete information or documentation, the notice will state the additional materials needed to support your claim. The notice will also tell you how to request a review of the denied claim and the time limits applicable to those procedures.

To appeal a denial of the type of claims described in this section for any of the Health Care and Insurance Plans for Active Employees, you must submit a written request for appeal of your claim to the appropriate plan administrator within 60 days after receiving the notice of denial. In connection with your appeal, you may submit written comments, documents, records, or other information relevant to your claim. In addition, you will be provided, upon written request and free of charge, with reasonable access to (and copies of) all documents, records, and other information relevant to your claim. The plan administrator for the Business Travel Accident Insurance Plan will decide your appeal under that plan. The plan administrator for the Short Term Disability Plan will decide appeals under that plan. The Health Care and Insurance Plans Appeals Committee is delegated responsibility for deciding appeals under all other Health Care and Insurance Plans for Active Employees.

In most cases, a decision will be made within 60 days after you file your appeal. But if special circumstances require an extension of time for processing, and you are notified that there will be a delay and the reasons for needing more time, there will be an extension of up to 60 days for deciding your appeal. If an extension is necessary because you did not submit enough information to decide your appeal, the timing for making a decision about your appeal is stopped from the date the plan administrator sends you an extension notification until the date that you respond to the request for additional information, assuming your response comes within a reasonable time frame.

Once a decision is reached, you will be notified in writing of the outcome. If an adverse benefit determination is made on review, the notice will include the specific reasons for the decision, with references to specific plan provisions on which it is based.

If you would like to file a court action after your appeal, please see “Filing a Court Action” on page 384, which sets forth the rules that will apply.





# Claiming Benefits: Plans Subject to ERISA

This section explains the benefits claims and appeals process for the benefits of the JPMorgan Chase Health Care and Insurance Plans for Active Employees that are subject to the Employee Retirement Income Security Act of 1974 (ERISA). It includes detailed information about what happens at each step in the process and includes important timing requirements. This section also includes information about each plan’s “fiduciary” and contact information. See “About Plan Fiduciaries” on page 372\_ and “Contacting the Claims Administrators: Plans Subject to ERISA” on page 384. For claims relating to eligibility questions or claims, please see “Claims Related to Eligibility to Participate in the Plans and Plan Operations” on page 375.

**Please Note:** Any claims or appeals that are related to a disability will be handled in accordance with the Department of Labor regulations found in Code 29 section 2560. This section of the Code provides certain procedural protections and safeguards for disability benefit claims. For example, the regulations require that disability claimants receive a clear explanation of why their claim was denied and of their rights to appeal a claim denial. It also allows claimants to review and respond during the course of an appeal to any new or additional evidence that the Plan relied on in connections with the claim.

### An Important Reminder

The Dependent Care Spending Account, Transportation Spending Accounts, and Group Personal Excess Liability Insurance Plan are not subject to the provisions of ERISA described in this section. For information about those plans, please see “Contacting the Claims Administrators: Plans Not Subject to ERISA” beginning on page 387.

### Help Pursuing Claims

You may authorize someone else to pursue claim information on your behalf. If you do so, you must notify the claims administrator in writing of your choice of an authorized representative.

For the Medical, Dental, and Vision Plans, your claims administrator will provide you with a HIPAA (Health Insurance Portability and Accountability Act of 1996) consent form that you must use to specify the extent to which your personal representative is authorized to act on your behalf. This form must be on file with your claims administrator prior to any action by your personal representative.

## Steps in the Benefits Claims and Appeals Process

### Step 1: Filing Your Initial Claim for Benefits

In general, when you file a claim for benefits, it is paid according to the provisions of the specific benefits plan. There are different timing requirements for different plans, as outlined in the following table. For all initial benefits claims, please contact the appropriate claims administrator for the plan. See “Contacting the Claims Administrators: Plans Subject to ERISA” on page 384.

Plan/Option	Appropriate Claims Administrator	Timing for Filing Your Initial Claim
<b>Medical Plan*, including the Medical Reimbursement Account</b>	Claims administrator for your Medical Plan option	No later than December 31 of the year after the year in which services were provided. Please contact your claims administrator for more information.
<b>Prescription Drug Plan</b>	CVS Caremark	
<b>Dental Plan*</b>	Claims administrator for your Dental Plan option	



Plan/Option	Appropriate Claims Administrator	Timing for Filing Your Initial Claim
<b>Vision Plan*</b>	FAA/EyeMed Vision Care	
<b>Health Care Spending Account</b>	Claims administrator for your Health Care Spending Account	March 31 of the year following the year for which the expense is incurred.
<b>Life Insurance Plan</b>	Metropolitan Life Insurance Company (MetLife)**	There is no time limit to file a claim after a covered individual passes away.
<b>AD&amp;D Insurance Plan</b>	Metropolitan Life Insurance Company (MetLife)	Within 90 days following the date of an employee's loss.
<b>Business Travel Accident Insurance Plan</b>	AIG-National Union Fire Insurance Company of Pittsburgh, PA	Within 20 days after an employee's loss, or as soon as reasonably possible thereafter.
<b>Group Long-Term Disability</b>	The Prudential Insurance Company of America	Within 272 days (nine months) following the start of the disability***.
<b>Individual Disability Insurance</b>	Unum	Within 30 days following the start of the disability.
<b>Short-Term Disability Plan</b>	Sedgwick	Within 30 days of first day of absence from work.
<b>Group Legal Services Plan****</b>	Hyatt Legal Plans, Inc.	No later than December 31 of the year following the year in which services were provided.
<b>Employee Assistance Program</b>	Cigna Behavioral Health, Inc. Insured (CA & NV residents): Cigna Health and Life Insurance Company	Within 90 days from date of service.
<b>Health &amp; Wellness Centers Plan</b>	JPMorgan Chase Medical Director JPMorgan Chase & Co. 270 Park Avenue, 11th Floor Mail Code: NY1-K318 New York, NY 10017-2014?	No later than December 31 of the year following the year in which services were provided.
<b>Back-up Child Care Plan</b>	Bright Horizons Family Solutions 200 Talcott Avenue, South Watertown, MA 02472	Within 60 days from the date of service.

\* Generally, in-network claims filing is performed by the physician or care provider.

\*\* Please note that MetLife has sole responsibility and discretion to resolve any issues regarding beneficiary designations.

\*\*\* In certain circumstances, the time limit to file a claim may be up to 637 days (one year and nine months) following the start of the disability. The time limit may be even longer if the employee lacks legal capacity to file a claim earlier.

\*\*\*\* Generally, in-network services are filed by the Group Legal plan attorney.

### Life Insurance Claims & Appeals

Life insurance claims and appeals are divided between two parties.

- The plan administrator handles all eligibility and other administrative decisions concerning your life insurance benefits.
- MetLife is primarily responsible for determining your beneficiaries. If you submit a claim/appeal regarding a beneficiary designation to the Plan Administrator, it will be re-rerouted to MetLife.



## Step 2: Receiving Notification from the Claims Administrator/Plan Administrator if an Initial Claim for Benefits Is Denied

If an initial claim for benefits is denied, the claims administrator or plan administrator will notify you within a “reasonable” period, not to exceed the time frames outlined in the following table.

Under certain circumstances, the claims administrator or Plan Administrator, as applicable, is allowed an extension of time to notify you of a denied benefit.

**Please Note:** If an extension is necessary because you did not submit necessary information needed to process your health care claim or life and AD&D insurance claim, the timing for making a decision about your claim is stopped from the date the claims administrator or plan administrator sends you an extension notification until the date that you respond to the request for additional information. You generally have 45 days from the date you receive the extension notice to send the requested information to the claims administrator or Plan Administrator.

### What Qualifies as a “Denied Benefit”?

A “denied benefit” is any denial, reduction, or termination of a benefit, or a failure to provide or make a payment, in whole or in part, for a benefit. In addition, a benefit may be denied if you didn’t include enough information with your initial claim.

Plan/Option	Timing for Notification of a Denial of Benefits Claim
<b>Medical Plan, Prescription Drug Plan, Dental Plan, Vision Plan, Health Care Spending Account, Employee Assistance Program, and Health &amp; Wellness Centers</b>	<ul style="list-style-type: none"> <li>As soon as reasonably possible but no more than 72 hours for claims involving urgent care, where the life of a claimant could be jeopardized (may be oral, with written confirmation within three days). <b>Please Note:</b> You must be notified if your claim is approved or denied.</li> <li>15 days for pre-service claims, where approval is required before receiving benefits, plus one 15-day extension because of matters beyond the plan’s control.</li> <li>30 days for post-service claims, where the claim is made after care is received, plus one 15-day extension because of matters beyond the plan’s control.</li> </ul>
<b>Life Insurance Plan</b>	60 days to make a determination once all claim information has been submitted, plus one extension
<b>AD&amp;D Insurance Plan</b>	45 days, plus one 45-day extension for matters beyond the plan’s control.
<b>Business Travel Accident Insurance Plan</b>	90 days, plus one 90-day extension for matters beyond the plan’s control
<b>Group Long-Term Disability</b>	45 days, plus two 30-day extensions for matters beyond the plan’s control.
<b>Individual Disability Insurance</b>	45 days
<b>Short-Term Disability Plan</b>	45 days, with 2-day extensions
<b>Group Legal Services Plan</b>	30 days, with no extensions
<b>Back-up Child Care Plan</b>	90 days, plus one 90-day extension for matters beyond the plan’s control

**Please Note:** Concurrent care claims are claims for which the plan has previously approved a course of treatment over a period of time or for a specific number of treatments, and the plan later reduces or terminates coverage for those treatments. Concurrent care claims may fall under any of the other steps in the claims appeal process, depending on when the appeal is made. However, the plan must give you sufficient advance notice to appeal the claim before a concurrent care decision takes effect.



### The Explanation You'll Receive from the Claims Administrator/Plan Administrator in the Case of a Denied Benefit

If your initial claim is denied, the claims administrator or plan administrator is legally required to provide an explanation for the denial, which will include the following:

- The specific reason(s) for the denial;
- References to the specific plan provisions on which the denial is based;
- A description of any additional material or information needed to process your claim and an explanation of why that material or information is necessary; and
- A description of the plan's appeal procedures and time limits, including a statement of your right to bring a civil action under Section 502(a) of ERISA after, and if, your appeal is denied.

If your claim is for the Medical Plan, the explanation must also include:

- If the benefit was denied based on a medical necessity, an experimental or unproven treatment, or similar exclusion or limit, either an explanation of the scientific or clinical judgment for the denial applying the terms of the plan to your medical circumstances, or a statement that such explanation will be provided free of charge upon request.
- Any internal rule, guideline, protocol, or other similar criterion relied upon in making the benefit denial, or a statement that a copy of this information will be provided free of charge upon request. This requirement also applies to denials under the Short-Term Disability Plan and the Long-Term Disability Plan, including the Individual Disability Insurance.

### Step 3: Filing an Appeal to the Claims Administrator/Plan Administrator if an Initial Claim for Benefits Is Denied

If you have filed a claim for benefits and your claim is denied, you have the right to appeal the decision. JPMorgan Chase is not involved in deciding appeals for any denied benefit claim under the:

- Medical Plan, including Prescription Drug Plan
- Preferred Dentist Program (PDP); Dental Plan Dental Maintenance Organization (DMO) Option; and Dental Health Maintenance Organization (DHMO) Option;
- Vision Plan;
- Health Care Spending Account;
- Long-Term Disability Plan, including Group LTD and Individual Disability Insurance;
- Short-Term Disability Plan;
- Life and AD&D Insurance Plans;
- Business Travel Accident Insurance Plan;
- Back-Up Child Care Plan
- Group Legal Services Plan; and
- Employee Assistance Program.

The plan administrators delegate all fiduciary responsibility and decisions about a claim for a denied benefit under these plans to the applicable claims administrator.

Under certain plans, final appeals for denied claims will be heard by a review panel that is independent of both the company and the Medical Plan claims administrators. The independent review panel will hear appeals for the following plans:

- Medical Plan;
- Prescription Drug Plan; and
- Health & Wellness Centers Plan.



**Please Note:** Appeals related to denied claims under the Short-Term Disability Plan are determined by Sedgwick. Employees who work in New Jersey have the right to appeal to the Division of Temporary Disability Insurance for the State Temporary Disability Insurance portion of the JPMorgan Chase Short Term Disability Plan. You have one year from the date your disability began to file this appeal.

Send your written appeal to:

Division of Temporary Disability Insurance Private Plan Operations  
Claims Review Unit  
P.O. Box 957  
Trenton, NJ 08625-0957  
Telephone: (609) 292-6135

If your initial claim for benefits is denied, you — or your authorized representative — may file an appeal of the decision with the applicable claims administrator or plan administrator within the time frames indicated below, after receipt of the claim denial.

Plan	Timing for Filing an Appeal of a Denial of Benefits Claim
Medical Plan and Prescription Drug Plan	180 days
Dental Plan	
Vision Plan	
Health Care Spending Account	
Long-Term Disability, including Individual Disability Insurance	
Short-Term Disability Plan	
Business Travel Accident Insurance Plan	
Employee Assistance Program	
Health & Wellness Centers Plan	60 days
Life and AD&D Insurance Plans	
Group Legal Services Plan	180 days
Back-up Child Care Plan	

In your appeal, you have the right to:

- Submit written comments, documents, records, and other information relating to your claim.
- Request, free of charge, reasonable access to, and copies of, all documents, records, and other information that:
  - Was relied upon in denying the benefit.
  - Was submitted, considered, or generated in the course of denying the benefit, regardless of whether it was relied on in making this decision.
  - Demonstrates compliance with the administrative processes and safeguards required in denying the benefit.
  - For health care: constitutes a policy statement or plan guideline concerning the denied benefit regardless of whether the policy or guideline was relied on in denying the benefit.



If your appeal is for health care, you also have the right to receive:

- A review that does not defer to the initial benefit denial and that is conducted by someone other than the person who made the denial or that person’s subordinate.
- For a denied benefit based on medical judgment (including whether a particular treatment, drug, or other item is experimental or unproven), a review in which the plan fiduciary/claims administrator consults with a health care professional who has appropriate training and experience in the field of medicine involved in the medical judgment, and who was not consulted in connection with the initial benefits denial, nor the subordinate of this person.
- The identification of medical or vocational experts whose advice was obtained in connection with denying the benefit, regardless of whether the advice was relied on in making this decision.
- In the case of an urgent care claim where the life of a claimant could be jeopardized, an expedited review process in which:
  - You may submit a request (orally or in writing) for an expedited appeal of a denied benefit.
  - All necessary information, including the decision on your appeal, will be transmitted between the plan fiduciary/claims administrator and you by telephone, facsimile, or other available similarly prompt method.

### Step 4: Receiving Notification from the Claims Administrator/Plan Administrator if Your Appeal Is Denied

If your appeal is subsequently denied, the claims administrator, plan administrator, or Short-Term Disability Plan Appeals Committee is legally required to notify you in writing of this decision within a “reasonable” period of time according to the time frames outlined in the following table.

Plan/Option	Timing for Notification of a Denial of Benefits Claim
<b>Medical Plan, Prescription Drug Plan, Dental Plan, Vision Plan, Health Care Spending Account, Employee Assistance Program, and Health &amp; Wellness Centers</b>	<ul style="list-style-type: none"> <li>• As soon as reasonably possible but no more than 72 hours for claims where the life of a claimant could be jeopardized (urgent care)</li> <li>• 15 days where approval is required before receiving benefits (pre-service claims)</li> <li>• 30 days where the claim is made after care is received (post-service claims)</li> </ul>
<b>Group Long-Term Disability</b>	<ul style="list-style-type: none"> <li>• <b>45 days</b>, plus <b>one 45-day</b> extension for matters beyond the plan’s control.</li> </ul>
<b>Individual Disability Insurance</b>	<ul style="list-style-type: none"> <li>• <b>45 days</b>, plus <b>one 45-day</b> extension for matters beyond the plan’s control.</li> </ul>
<b>Short-Term Disability Plan</b>	<ul style="list-style-type: none"> <li>• <b>45 days</b>, plus <b>one 45-day</b> extension for matters beyond the plan’s control.</li> </ul>
<b>Life Insurance Plan</b>	<ul style="list-style-type: none"> <li>• 60 days to review and make a determination once all the information has been submitted plus one extension</li> </ul>
<b>AD&amp;D Insurance Plan</b>	45 days, plus one 45-day extension for matters beyond the plan’s control
<b>Business Travel Accident Insurance Plan</b>	The decision on appeal will be made on the date of the next meeting of the claims administrator’s appeal committee, subject to extensions permitted by law
<b>Group Legal Services Plan</b>	60 days



Plan/Option	Timing for Notification of a Denial of Benefits Claim
<b>Back-up Child Care Plan</b>	45 days, plus one 60-day extension for matters beyond the plan's control

The claims administrator or the plan administrator is allowed to take an extension to notify you of a denied appeal under certain circumstances. If an extension is necessary, the claims administrator or plan administrator will notify you before the end of the original notification period. This notification will include the reason(s) for the extension and the date the claims administrator or the plan administrator expects to provide a decision on your appeal for the denied benefit. **Please Note:** If an extension is necessary because you did not submit enough information to decide your appeal, the time frame for decisions is stopped from the date the claims administrator or the plan administrator sends you an extension notification until the date that you respond to the request for additional information.

**The Explanation You'll Receive from the Claims Administrator/Plan Administrator in the Case of a Denied Benefit**

If an appeal is denied, the claims administrator or plan administrator is legally required to provide an explanation for the denial, which will include the following:

- The specific reason(s) for the denial;
- References to the specific plan provisions on which the denial is based;
- A statement that you're entitled to receive, upon request and free of charge, reasonable access to, and copies of, all documents, records, and other information relevant to your claim for benefits; and
- A statement describing any appeal procedures offered by the plan and your right to obtain the information about such procedures, and a statement of your right to bring a civil action under ERISA.

If your appeal is for Medical Plan, the explanation must also include:

- If the benefit was denied based on a medical necessity, experimental, or unproven treatment, or similar exclusion or limit, either an explanation of the scientific or clinical judgment for the denial applying the terms of the plan to your medical circumstances, or a statement that such explanation will be provided free of charge upon request.
- A description of the expedited review process for urgent care claims in the Medical Plan, where the life of the claimant could be jeopardized.
- Any internal rule, guideline, protocol, or other similar criterion relied upon in making the benefit denial, or a statement that a copy of this information will be provided free of charge upon request in the Medical Plan.

The health care plans generally require two levels of appeal, which you must complete if you would like to pursue your claim further.

The Group Long Term Disability coverage under the LTD Plan permits a voluntary second appeal. You must file the voluntary second appeal within 180 days after the denial of the first appeal. The insurer of the coverage, Prudential Insurance Company, can provide additional information about the voluntary second appeal.

**Step 5: Receiving a Final Appeal by an Independent Review Panel**

If your appeal of a benefits claim is denied, your final appeal for coverage will be heard by a review panel that is independent of both the company and the Medical Plan claims administrators. The independent review panel will hear appeals for the following plans:

- Medical Plan;
- Prescription Drug Plan; and
- Health & Wellness Centers Plan.



The independent review panel hears only appeals that involve medical judgment or a rescission of coverage; the panel does not hear appeals about eligibility to participate in a plan or legal interpretation of a plan that does not involve medical judgment.

### Filing a Court Action

If an appeal under a plan subject to ERISA is denied (in whole or in part), you may file suit in a U.S. federal court. If you are successful, the court may order the defending person or organization to pay your related legal fees. If you lose, the court may order you to pay these fees (for example, if the court finds your claim frivolous). You may contact the U.S. Department of Labor or your state insurance regulatory agency for information about other available options.

If you bring a civil action under ERISA, you must start the action by the earlier of: (i) one year after the date of the denial of your final appeal; or (ii) three years after the date when your initial claim should have been filed, regardless of any state of federal statutes relating to limitations of actions. For the health plans, you cannot file a suit unless you have completed two appeals, if required by the claims administrators.

## Contacting the Claims Administrators: Plans Subject to ERISA

This section provides specific contact information for each benefit plan covered by ERISA.

For contact information for the plans that are not subject to ERISA (which include the Dependent Care Spending Account, Transportation Spending Accounts, and Group Personal Excess Liability Insurance Plan), please see "Contacting the Claims Administrators: Plans Not Subject to ERISA" on page 387.

Generally for all health care and insurance plans, questions related to general plan administration and eligibility to participate in the plans can be addressed by the accessHR Contact Center. (See the *Contacts* section.)

For questions related to plan interpretation, filing initial claim, benefit provision under the plan, payment of benefits, or denial of benefits, please refer to the appropriate claims administrator for each benefit plan, as listed below.

Medical Plan Claims Administrators	
Medical Plan	
<b>Cigna</b>	Cigna P.O. Box 182223 Chattanooga, TN 37422-7223 800-790-3086
<b>UnitedHealthcare</b>	UnitedHealthcare P.O. Box 740809 Atlanta, GA 30374 800-272-8970
<b>Prescription Drug Plan*</b>	CVS Caremark Attention: Claims Department P.O. Box 52196 Phoenix, AZ 85072-2196 866-209-6093





**Medical Plan Claims Administrators**

<b>Expatriate Medical Option*</b>	Cigna Global Health Benefits P.O. Box 15050 Wilmington, DE 19850-5050 800-390-7183 302-797-3644 (if calling from outside the U.S.)
-----------------------------------	--

\* Options marked with an asterisk are self-insured. All other options are fully insured.

**Dental Plan Claims Administrators**

<b>Preferred Dentist Program (PDP)*</b>	MetLife Dental P.O. Box 981282 El Paso, TX 79998-1282 888-673-9582
<b>Dental Maintenance Organization (DMO) Option</b>	Aetna, Inc. P.O. Box 14094 Lexington, KY 40512 (800) 741-4781
<b>Dental Health Maintenance Organization (DHMO) Option</b>	Cigna Dental Health P.O. Box 188045 Chattanooga, TN 37422-8045 (800) 790-3086
<b>Expatriate Dental Option*</b>	Cigna International JPMorgan Chase Dedicated Service Center P.O. Box 15050 Wilmington, DE 19850-5050 (800) 390-7183 (302) 797-3644 (if calling from outside the U.S.)

\* Options marked with an asterisk are self-insured. All other options are fully insured.

**Other Health Care and Insurance Plans Subject to ERISA**

<b>Plan</b>	<b>Contact</b>
<b>Vision Plan</b>	FAA/EyeMed Vision Care P.O. Box 8504 Mason, OH 45040-7111 (833) 279-4363
<b>Health Care Spending Accounts</b>	Refer to the same provider that you selected for your Medical Plan coverage. If you waived Medical Plan coverage, contact Cigna.  Cigna P.O. Box 182223 Chattanooga, TN 37422-7223 (800) 790-3086  UHC Health Care Account Service Center P.O. Box 981506 El Paso, TX 79998-1506 (800) 331-0480
<b>Back-Up Child Care Plan</b>	Bright Horizons Family Solutions 200 Talcott Avenue, South Watertown, MA 02472



<b>Other Health Care and Insurance Plans Subject to ERISA</b>	
<b>Plan</b>	<b>Contact</b>
<b>Health &amp; Wellness Centers Plan</b>	JPMorgan Chase Medical Director JPMorgan Chase & Co. 270 Park Avenue, 11th Floor Mail Code: NY1-K318 New York, NY 10017-2014
<b>Group Long-Term Disability</b>	The Prudential Insurance Company of America P.O. Box 13480 Philadelphia, PA 19176 (877) 361-4778
<b>Individual Disability Insurance</b>	Unum The Benefits Center P.O. Box 100262 Columbia, SC 29202-3262 (888) 226-7959
<b>Short-Term Disability Plan*</b>	Sedgwick Claims Management Services JPMorgan Chase Leave of Absence Service Center P.O. Box 14648 Lexington, KY 40512-4648 (888) 931-3100
<b>Life and AD&amp;D Insurance Plans</b>	Metropolitan Life Insurance Company (MetLife) 200 Park Avenue New York, NY 10017 (800) MET-LIFE ((800) 638-5433)
<b>Business Travel Accident Insurance Plan</b>	AIG – National Union Fire Insurance Company of Pittsburgh, PA Accident & Health Claims Department P.O. Box 25987 Shawnee Mission, KS 66225-5987 (800) 551-0824
<b>Group Legal Services Plan</b>	Hyatt Legal Plans, Inc. 1111 Superior Avenue Cleveland, OH 44114 (800) 821-6400
<b>Employee Assistance Program</b>	Cigna Behavioral Health, Inc. Attn: Karen Cierzan, President 11095 Viking Drive, Suite 350 Eden Prairie, MN 55344 Insurer: Cigna Health and Life Insurance Company 900 Cottage Grove Rd. Hartford, CT 06152

\* Options marked with an asterisk are self-insured. All other options are fully insured.



## Contacting the Claims Administrators: Plans Not Subject to ERISA

Plans that are not subject to ERISA include the Dependent Care Spending Account, Transportation Spending Accounts, and Group Personal Excess Liability Insurance Plan.

Although these plans are not subject to the claims process described under “Claiming Benefits: Plans Subject to ERISA” on page 377, you can always contact the claims administrator listed for each plan with questions about the eligibility of an expense for reimbursement, payment of benefits, or denial of plan benefits. For claims relating to questions of eligibility for benefits under the plans and how the plans operate, please see “Claims Related to Eligibility to Participate in the Plans and Plan Operations” on page 375.

For questions related to plan interpretation, filing initial claim, benefit provisions under the plan, payment of benefits, or denial of benefits, please refer to the appropriate claims administrator for the benefit plan, as listed below.

Plan	Contact
<b>Dependent Care Spending Accounts</b>	Refer to the same provider that you selected for your Medical Plan coverage. If you waived Medical Plan coverage, contact Cigna. Cigna P.O. Box 188061 Chattanooga, TN 37422-8061 (800) 790-3086 UHC Dependent Care Service Center P.O. Box 981506 El Paso, TX 79998-1506
<b>Transportation Spending Accounts</b>	WageWorks P.O. Box 14053 Lexington, KY 40511 (877) 924-3967
<b>Group Personal Excess Liability Insurance Plan</b>	Arthur J. Gallagher & Co. 2 Westchester Park Drive, 3rd Floor White Plains, NY 10604-3408 (866) 631-4630



## If You Are Covered by More Than One Health Care Plan

The JPMorgan Chase medical and dental plans (including the plans for expatriates) all have provisions to ensure that payments from all of your group health care plans don't exceed the amount the JPMorgan Chase plans would pay if they were your only coverage.

The rules described here apply to the JPMorgan Chase plans. The following rules do not apply to any private, personal insurance you may have.

### Non-Duplication of Benefits

The JPMorgan Chase health care plans do not allow for duplication of benefits. If you and your eligible dependents are covered under more than one group plan, the primary plan (the one responsible for paying benefits first) needs to be determined. The non-duplication provisions of the JPMorgan Chase health care plans will ensure that, in total, you receive benefits up to what you would have received with the JPMorgan Chase plans as your only source of coverage (but not in excess of that amount), based on the primary carrier's allowable amount.

A summary of coordination rules (that is, how JPMorgan Chase coordinates coverage with another group plan to ensure non-duplication of benefits) follows. If you have questions, please contact your health care company for help. (Please see contact information in the *Contacts* section.)

Here's an example of how the JPMorgan Chase health care plans coordinate benefits with other group health care plans:

- Assume your spouse/domestic partner has a necessary covered procedure with a reasonable and customary (R&C) charge of \$100 after meeting any deductible.
- If your spouse/domestic partner's plan (which we'll assume is primary) pays 70% for that procedure, your spouse/domestic partner will receive a \$70 benefit (70% of \$100).
- Also assume that your JPMorgan Chase health care plan (which we'll assume is your spouse/domestic partner's secondary coverage and that the deductible has already been satisfied)—would pay 80% for this necessary procedure. In this case, your spouse/domestic partner normally would receive an \$80 benefit (80% of \$100) from the JPMorgan Chase plan.
- Since your spouse/domestic partner already received \$70 from his or her primary plan, he or she would receive the balance (\$10) from the JPMorgan Chase plan.
- If, however, your JPMorgan Chase plan considered the R&C charge to be \$80, no additional benefit would be payable, as the JPMorgan Chase plan would pay 80% of \$80, or \$64. As that amount would have already been paid by your spouse/domestic partner's plan, no additional benefit would be payable from the JPMorgan Chase plan.

### Determining Primary Coverage

To determine which health care plan pays first as the primary plan, here are some general guidelines:

- If you are enrolled in the JPMorgan Chase plan and another plan and your other health care plan doesn't have a coordination of benefits provision, that plan will be considered primary, and it will pay first for you and your covered dependents.
- If your covered dependent has a claim, the plan covering your dependent as an employee or retiree will be considered primary to this plan.
- If your claim is for a covered child who is enrolled in coverage under both parents' plans, the plan covering the parent who has the earlier birthday in a calendar year (based on the month and date of birthday only, not the year) will be considered primary. In the event of divorce or legal separation, and in the absence of a qualified medical child support order, the plan covering the parent with court-



decreed financial responsibility will be considered primary for the covered child. If there is no court decree, the plan of the parent who has custody of the covered child will be considered primary for the covered child. (Please see “Qualified Medical Child Support Orders” in the *Health Care Participation* section.)

- If payment responsibilities are still unresolved, the plan that has covered the claimant the longest pays first.

After it is determined which plan is primary, you'll need to submit your initial claim to that plan.

After the primary plan pays benefits (up to the limits of its coverage), you can then submit the claim to the other plan (the secondary plan) to consider your claim for any unpaid amounts. You'll need to include a copy of the written Explanation of Benefits from your primary plan.

## Coordination with Medicare

Medicare is a national health insurance program administered by the Centers for Medicare and Medicaid Services (CMS). It generally provides coverage for Americans ages 65 and older. It also provides coverage to younger people with a qualifying disability. As long as you remain an active employee with JPMorgan Chase, your JPMorgan Chase coverage will be primary, and any Medicare coverage for you will be secondary. Additionally, any covered dependents who become eligible for Medicare, while you remain an active employee, will also have JPMorgan Chase coverage as primary.

- While you remain an active JPMorgan Chase employee, the JPMorgan Chase health care plans will be primary for you and your covered dependents unless those dependents have primary coverage elsewhere. If your covered dependents have primary coverage elsewhere, those claims will be considered by that primary coverage first, JPMC coverage will be secondary and Medicare will consider claims for those health care expenses tertiary (third) Even if you work past age 65 and you and/or a covered spouse/domestic partner enroll in Medicare, the JPMorgan Chase plans will consider claims for your health care expenses before Medicare while you are an active employee.
- When you are no longer an active JPMC employee or are receiving LTD benefits, Medicare coverage will be primary for the Medicare enrolled individual. JPMC coverage will be terminated upon Medicare eligibility and coverage in Medicare plans is available from Via Benefits. Please see “You Work Past Age 65” in the *What Happens If ....* section.

## Right of Recovery

If the JPMorgan Chase plan provides benefits to you or a covered dependent that are later determined to be the legal responsibility of another person or company, the JPMorgan Chase plans have the right to recover these payments from you or from the person or company who is determined to be legally responsible. Assignment of your claim to a third party does not exempt you from your responsibility for repaying the plan. You must notify the JPMorgan Chase plan promptly of any circumstance in which a third party may be responsible for compensating you with respect to an illness or injury that results in the JPMorgan Chase plan making payments on your behalf.

## Subrogation of Benefits

The purpose of the JPMorgan Chase health care plans is to provide benefits for eligible health care expenses that are not the responsibility of any third party. The JPMorgan Chase plans have the right to recover from any third party responsible for compensating you with respect to an illness or injury that results in the JPMorgan Chase plans making payments on your behalf or on behalf of a covered dependent. This is known as subrogation of benefits. The following rules apply to the plan's subrogation of benefits rights:

- The JPMorgan Chase plans have first priority from any amounts recovered from a third party for the full amount of benefits the plans have paid on your behalf, regardless of whether you are fully compensated by the third party for your losses.
- You agree to help the JPMorgan Chase plans use this right when requested.



- If you fail to help the JPMorgan Chase plans use this right when requested, the plans may deduct the amount the plans paid from any future benefits payable under the plans.
- The JPMorgan Chase plans have the right to take whatever legal action they deem appropriate against any third party to recover the benefits paid under the plans.
- If the amount you receive as a recovery from a third party is insufficient to satisfy the JPMorgan Chase plans' subrogation claim in full, the plans' subrogation claim shall be first satisfied before any part of a recovery is applied to your claim against the third party.
- The JPMorgan Chase plans are not responsible for any attorney fees, attorney liens, or other expenses you may incur without the plans' prior written consent. The "common fund" doctrine does not apply to any amount recovered by any attorney you retain regardless of whether the funds recovered are used to repay benefits paid by the plans.

If you receive a subrogation request and have questions, please contact your health care company (see contact information in the *Contacts* section).

### Right of Reimbursement

In addition to their subrogation rights, the JPMorgan Chase health care plans are entitled to reimbursements from a covered person who receives compensation from any third parties (other than family members) for health care expenses that have been paid by the plans. The following rules apply to the plans' right of reimbursement:

- You must reimburse the JPMorgan Chase plans in first priority from any recovery from a third party for the full amount of the benefits the plan paid on your behalf, regardless of whether you are fully compensated by the third party for your losses.
- Regardless of any allocation or designation of your recovery made in a settlement agreement or court order, the JPMorgan Chase plans shall have a right of full reimbursement, in first priority, from the recovery.
- You must hold in trust for the benefit of the JPMorgan Chase plans the gross proceeds of a recovery, to be paid to the plans immediately upon your receipt of the recovery. You must reimburse the plans, in first priority and without any set-off or reduction for attorney fees or other expenses. The "common fund" doctrine does not apply to any funds recovered by any attorney you retain, regardless of whether the funds recovered are used to repay benefits paid by the plans.
- If you fail to reimburse the JPMorgan Chase plans, the plans may deduct any unsatisfied portion of the amount of benefits the plans have paid or the amount of your recovery from a third party, whichever is less, from future benefits payable under the plans.

If you fail to disclose the amount of your recovery from a third party to the JPMorgan Chase plans, the plans shall be entitled to deduct the full amount of the benefits the plans paid on your behalf from any future benefits payable under the plans.



## Special Notice for Employees Who Have Been Rehired by JPMorgan Chase

If your employment has been reinstated with JPMorgan Chase (that is, you have been rehired within 31 days of your employment termination date or your coverage termination date), your coverage for certain benefits under the JPMorgan Chase U.S. Benefits Program may be affected, as highlighted in the following chart:

<b>Medical (including Medical Reimbursement Account), Dental, and Vision Plans</b>	You and your dependents will be assigned the same coverage you had before your coverage termination date. <b>Please Note:</b> If you are a retired employee when rehired, you must take active employee coverage and discontinue any retiree coverage you may have elected.
<b>Health Care Spending Account</b>	Your previously elected annual contribution amount will be reinstated and prorated accordingly for the balance of the plan year. <b>Please Note:</b> Expenses incurred during your break in service are not eligible for reimbursement, unless you elected to make after-tax contributions under COBRA.
<b>Dependent Care Spending Account</b>	Your previously elected annual contribution amount will be reinstated and prorated accordingly for the balance of the plan year. <b>Please Note:</b> Expenses incurred during your break in service are not eligible for reimbursement.
<b>Transportation Spending Accounts (Transit/Parking)</b>	There are no reinstatement provisions for these accounts. You will need to make a new enrollment election upon your date of hire.
<b>Life Insurance Plan</b>	You and your dependents will be assigned the same coverage amount in effect before your termination date.
<b>Accidental Death and Dismemberment (AD&amp;D) Insurance Plan</b>	You and your dependents will be assigned the same coverage amount in effect before your termination date.
<b>Group Personal Excess Liability Insurance Plan</b>	You will be assigned the same coverage in effect before your termination date.
<b>Group Legal Services Plan</b>	You will be assigned the same coverage in effect before your termination date.

**Please Note:** If you are rehired after 31 days of your termination date, you will need to make new benefits elections for all plans for which you would like to participate.



## Contacts

*Effective 1/1/19*

### *My Health, My Rewards and the accessHR Contact Center for More Information*

#### My Health

In addition to the provider resources noted below, **My Health** provides one-stop access to all your Medical Plan, prescription drug, Medical Reimbursement Account, Spending Accounts, JPMorgan Chase Health & Wellness Centers, wellness programs, and access to the Benefits Web Center where you can access information about the Dental and Vision Plans as well as Life and AD&D Insurance, Group Legal and Personnel Excess Liability Insurance. Simply use your Single Sign-On password to access other sites from **My Health**.

- From work: My Health from the intranet.
- From home: <https://myhealth.jpmorganchase.com>.

**Please Note:** Your covered spouse/domestic partner can access **My Health** without a password, but their health care company's site will require a username and password.

#### My Rewards

In addition to the provider resources noted below, **My Rewards** provides one-stop access to retirement and savings information. Simply use your Single Sign-On password to access other sites from **My Rewards**.

- From work: **My Rewards** from the intranet.
- From home: <https://myrewards.jpmorganchase.com/>.

#### The accessHR Contact Center

Like **My Health** and **My Rewards**, the accessHR Contact Center provides access to benefits information.

- 877-JPMChase ((877) 576-2427)
- *Quick Path:* Enter your Standard ID or Social Security number; press 1; enter your PIN; press 1.

If calling from outside the United States:

- (212) 552-5100 (GDP# 352-5100)

Service Representatives are available Monday – Friday, from 8 a.m. to 7 p.m., Eastern Time, except certain U.S. holidays. For assistance with the Retirement Plan, representatives are available until 8:30 p.m.





Issue/Benefit	Contact Information
<b>Medical (Not Including Prescription Drugs)</b>	Cigna (800) 790-3086 24/7 <b>My Health</b> or <a href="http://www.mycigna.com">www.mycigna.com</a> UnitedHealthcare (800) 272-8970 8 a.m. to 8 p.m., all time zones, Monday – Friday <b>My Health</b> or <a href="http://www.myuhc.com">www.myuhc.com</a>
<b>Prescription Drugs</b>	CVS Caremark (866) 209-6093 24/7 <a href="http://www.caremark.com">www.caremark.com</a>
<b>Employee Assistance Program (EAP)</b>	Cigna (EAP) and LifeCare (Work-Life) (877) 576-2007 <a href="http://www.eapandworklife.com">www.eapandworklife.com</a>
<b>Tobacco Cessation Program</b>	(866) QUIT-4-LIFE ((866) 784-8454) <a href="http://myquitforlife.com/jpmorganchase.com">myquitforlife.com/jpmorganchase.com</a>
<b>Expert Medical Advice</b>	Grand Rounds (888) 868-4693 8 a.m. to 9 p.m., Eastern Time, Monday – Friday <a href="http://www.grandrounds.com/jpmc">www.grandrounds.com/jpmc</a>
<b>Health Care Spending Account</b> <b>Dependent Care Spending Account</b>	Your Medical Plan carrier — Cigna or UnitedHealthcare — is the administrator of your Health Care and Dependent Care Spending Accounts. If you are not enrolled in the Medical Plan, Cigna is your administrator of these accounts. <b>Cigna</b> (800) 790-3086 24/7 <a href="http://www.mycigna.com">www.mycigna.com</a> <b>UnitedHealthcare</b> (800) 272-8970 8 a.m. to 8 p.m., all time zones, Monday – Friday <a href="http://www.myuhc.com">www.myuhc.com</a> You can check your spending account balances through <b>My Health</b> .



Issue/Benefit	Contact Information
<p><b>Dental</b></p>	<p><b>MetLife Preferred Dentist Program (PDP) Option:</b>  <b>MetLife Dental</b>                      (888) 673-9582                      8 a.m. to 11 p.m., Eastern Time, Monday – Friday  <a href="https://mybenefits.metlife.com">https://mybenefits.metlife.com</a></p> <p><b>Aetna, Inc. Dental Maintenance Organization (DMO) Option:</b>  <b>Aetna</b>                      (800) 741-4781                      8 a.m. to 6 p.m., Eastern Time, Monday – Friday  <a href="http://www.aetna.com">www.aetna.com</a></p> <p><b>Cigna Dental Health Maintenance Organization (DHMO) Option:</b>  <b>Cigna Dental Health</b>                      (800) 790-3086                      24/7  <a href="http://mycigna.com">http://mycigna.com</a></p>
<p><b>Vision</b></p>	<p>EyeMed Vision Care                      (833) 279-4363                      7:30 a.m. to 11 p.m., Eastern Time, Monday – Saturday                      11 a.m. to 8 p.m., Eastern Time, Sunday  <b>My Health</b> &gt; Benefits Web Center</p>
<p><b>Transportation Spending Accounts (including for questions about eligibility and enrollment)</b></p>	<p>WageWorks                      (877) 924-3967                      8 a.m. to 8 p.m., all time zones, Monday – Friday  <a href="http://www.wageworks.com">www.wageworks.com</a></p> <p>You can check your Transportation Spending Accounts balances on from the Transportation Spending Accounts Web Center via <b>My Rewards</b>. (<a href="http://myrewards.jpmorganchase.com">myrewards.jpmorganchase.com</a>)</p>
<p><b>Group Long –Term Disability</b></p>	<p>The Prudential Insurance Company of America                      (877) 361-4778                      Monday through Friday from 8 a.m. to 11 p.m. Eastern time</p>
<p><b>Individual Disability Insurance</b></p>	<p>Covala Group                      (800) 235-3551                      Monday through Friday from 8:30 a.m. to 5:30 p.m. Eastern time</p>
<p><b>Short-Term Disability Plan</b></p>	<p>Sedgwick Claims Management Services, Inc.                      (888) 931-3100                      Service Representatives are available 24/7, Sunday through Saturday.                      You can also obtain answers to your questions 24 hours a day, seven days a week online at <a href="http://claimlookup.com/jpmc">claimlookup.com/jpmc</a>.</p>
<p><b>Life and Accidental Death &amp; Dismemberment Insurance</b></p>	<p>Metropolitan Life Insurance Company (MetLife)                      (800) MET-LIFE ((800) 638-5433)                      8 a.m. to 8 p.m., Eastern Time, Monday – Friday  <b>My Health</b> &gt; Benefits Web Center</p>
<p><b>Bereavement Services</b></p>	<p>The Ayco Company                      (800) 235-3417                      8 a.m. to 5 p.m., Eastern Time, Monday – Friday</p>



Issue/Benefit	Contact Information
<b>ID Theft Assistance Program, Travel Assistance, and Emergency Evacuation Services</b>	AXA Assistance (800) 454-3679 (outside the U.S., call collect at (312) 935-3783) 24/7
<b>Funeral Concierge Services</b>	Dignity Memorial (866) 853-0954
<b>Business Travel Accident Insurance</b>	AIG-National Union Fire Insurance Company of Pittsburgh, PA (800) 551-0824 or (302) 661-4176 8 a.m. to 5 p.m., Central Time, Monday – Friday
<b>401(k) Savings Plan</b>	<b>My Rewards</b> > My Web Centers > 401(k) Savings Plan 401(k) Savings Plan Call Center (866) JPMC401k ((866) 576-2401) TTY number (800) 345-1833 Outside the U.S.: (303) 737-7249 Speak to a Representative 8 a.m. to 10 p.m. Eastern Time, Monday – Friday (except NYSE holidays)
<b>Retirement (Pension) Plan</b>	<b>My Rewards</b> > My Web Centers > Pension Plan accessHR Contact Center (877) JPMChase ((877) 576-2427) Outside the U.S.: (212) 552-5100 Speak to a Representative 8 a.m. to 8:30 p.m. Eastern Time, Monday – Friday (except certain U.S. holidays)
<b>Health &amp; Wellness Centers</b>	The Health & Wellness Centers Directory on <b>My Health</b> has a list of JPMorgan Chase Health & Wellness Centers locations, phone numbers, and hours. Go to <b>My Health</b> > JPMC Health & Wellness Centers.
<b>Group Legal Plan</b>	Hyatt Legal Plans, Inc. (800) 821-6400 8 a.m. to 8 p.m., Eastern Time, Monday – Friday
<b>Personal Excess Liability Insurance</b>	Arthur J. Gallagher Risk Management Services (866) 631-4630 9 a.m. to 5 p.m., Eastern Time, Monday – Friday
<b>Back-up Child Care Plan</b>	Bright Horizons (877) BH-CARES ((877) 242-2737) <a href="https://backup.brighthorizons.com/jpmc">https://backup.brighthorizons.com/jpmc</a> (for reservations) <b>me@jpmc</b> > Health, Life & Parenting > <b>parents@jpmc</b> (for information about the Plan)
<b>Expatriate Medical and Dental Plans</b>	Cigna Global Health Benefits (800) 390-7183 (outside the U.S., call collect at (302) 797-3644) 24/7 <a href="http://www.CignaEnvoy.com">www.CignaEnvoy.com</a>