

# KeyCorp 2020 Benefits

Enrollment and Reference Guide



Thrive with **Key**

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# Thrive with Key: Helping You Live Your Best Life

## Employee Benefits & Programs

Welcome to Key, where we want you to thrive and live your best life. Our commitment to your health, well-being, and financial wellness is reflected in the benefits and programs we offer.

This guide will introduce you to Key's benefits, including our health and insurance and 401(k) savings benefits. Please review carefully. **You will have access to the enrollment system to begin making your elections as of your hire date.** Certain benefits will default if you do not take action. Whether you need medical coverage through Key or have coverage elsewhere, you are required to take action during your initial enrollment period.

To make it easy for you to begin saving for retirement, the 401(k) Savings Plan has a specific feature that automatically enrolls you in the plan and allows you to make contributions through convenient payroll deductions. Starting with the first pay period after 30 days from your hire date, 2% of your eligible pay will be deducted on a before-tax basis and invested entirely in the LifePath Fund associated with the date closest to your birth date (see the chart on page 12 for more information about the LifePath Funds). Your contribution rate will automatically increase by 1% of your eligible pay each year, in January, until it reaches 10%. If you would like to be enrolled based on these choices, you don't need to do anything – your enrollment will take place automatically. Please check your Message Center in HR Online for an Automatic Enrollment Notice, which will provide more detailed information. Detailed plan documentation can be found on **HR Online > Benefits References**.

If you have questions about the enrollment process for your health and insurance or 401(k) Savings Plan benefits, contact **KeyBank Employee Services at 1-888-KEYS2HR (1-888-539-7247)**.

Please have the last four (4) digits of your Social Security number, your date of birth, and your password available when calling.

Representatives are available to assist you between 8:00 a.m. and 6:00 p.m. ET, Monday through Friday.

As an alternative, access the **Contact Us** page in HR Online to submit an eService request (available 24/7) or chat online with a representative during the hours previously stated.

## ACTION REQUIRED!

**You are required to enroll in or waive your health and insurance benefits during your enrollment. Specifically, if you do not wish to be enrolled in Medical coverage, you must waive that coverage.**

If you fail to enroll in or waive your health and insurance benefits during enrollment, you will be assigned default benefits and the associated costs will be deducted from your pay. You will not be able to change your health benefits until the next Open Enrollment period in the fall, unless you experience a Life Event that enables you to revise your benefits.

The default benefits include:

- **Key Medical 3 Plan Option:** Employee Only (requires employee contributions)
- **Basic Life Insurance:** 1X your Annual Benefits Base Rate
- **Long-Term Disability:** 60% of eligible earnings LTD option (requires post-tax employee contributions)

Other benefits will be waived: Health Savings Account Employee Contribution, Dental coverage, Vision coverage, Supplemental Life Insurance, Spouse/Domestic Partner Life Insurance, Child Life Insurance, Accidental Death and Dismemberment Insurance, and Critical Illness Insurance.

Valid Life Events are determined by the Internal Revenue Service (IRS) and listed in each benefit plan's Summary Plan Description. You must request changes to your benefits elections within 31 days of the Life Event, and your change must be consistent with the Life Event.

# Health: Promoting Healthy Lifestyles

## Medical Plan – including prescription benefits

Employees who work 30 or more hours per week are eligible to participate in Key's medical benefits program. Key offers the choice of three high deductible health plan options: Key Medical 1, Key Medical 2, Key Medical 3. Each option has a combined medical/prescription deductible and maximum out of pocket expense.

These plans are offered through the UnitedHealthcare network for medical and the Express Scripts network for prescription drug. You have the flexibility to go in and out of the medical network but will receive discounted rates for service when you go in-network.

You can access the UnitedHealthcare pre-member website at [keycorp.welcometouhc.com](https://keycorp.welcometouhc.com) to review the highlights of all three plan options and locate providers in the UnitedHealthcare network.

Express Scripts also has a pre-member website at [express-scripts.com/keycorp](https://express-scripts.com/keycorp) that offers information on pricing your medication or finding a local retail pharmacy. Included in this booklet are the benefit summary charts for the Key medical and prescription benefits.

Medical plan premiums are based on your pay and are separated into three pay bands. Your pay band will be based on the greater of actual earnings received since your hire/rehire (base salary, cash commissions, and short-term incentives) or your annualized base pay (or Annual Benefits Base Rate, if applicable). Included in this booklet are the plan premiums for the Key Medical 1, Key Medical 2, and Key Medical 3 plans.

## Health Savings Account

When you enroll in one of the Key medical plan options, you may also open a KeyBank Health Savings Account (HSA). A KeyBank HSA is a bank account that allows you to deposit funds via pre-tax payroll deductions. You can make tax-free withdrawals from the HSA to pay for qualified medical expenses, such as your deductible or coinsurance, as well as prescription drug, dental, and vision expenses. In order to have your pre-tax payroll contributions begin, you will need to open the HSA yourself. You will see a link at the end of the enrollment process.

You do not have to use the funds in the year in which they are deposited; you can save them for future medical expenses – or even use them after you leave Key or retire. Just like any bank account, you can only withdraw the funds that have been deposited.

Take advantage of an HSA as it offers triple tax savings:

- The money you put in is tax deductible, up to the annual 2020 IRS limit (\$3,550 single, \$7,100 family).
- You don't pay taxes on the interest you earn. You have investment selection options after your account balance reaches \$3,500.
- You don't pay taxes on the money you use for eligible healthcare expenses.

View KeyBank HSA information at **[keynet.keybank.com/hsa](https://keynet.keybank.com/hsa)** > **Account Opening** > **KeyCorp Employees** or visit your local branch to open an account. You can also call HSA Client Services at 1-877-539-0202 with any questions. Use account code 250001 for an employee account.

For a complete list of HSA rules, limitations, and qualified expenses, see IRS publications 969 and 502, available at [irs.gov](https://irs.gov), or call the IRS Helpline at 1-800-829-1040.



## Wellness Programs and Incentives

Key promotes healthy lifestyles and encourages you to take advantage of the many programs in place to help you live your best life. Watch for information throughout the year about opportunities to take advantage of programs or incentives available to you. Review announcements carefully, as some may have certain eligibility and timing. After your hire date, view Wellness Incentive details at **HR Online > Wellness Incentive** tile. Also, visit **HR Online > HR Programs > Wellness Resources** to take advantage of our programs and resources to support your wellness.

## Dental Benefits

Employees who work 20 or more hours per week are eligible to participate in Key's dental and vision benefits program. Key's dental benefits are provided through Cigna. You have the option to receive your dental care and services from any provider, but you may save money when you use in-network providers who agree to charge contracted, reduced fees. Visit Cigna at [cigna.com](https://cigna.com).

## Vision Benefits

Key's routine vision benefits are provided through EyeMed. You can receive your routine vision care and services from any provider, but you may save money when you use in-network providers. That's because in-network providers agree to charge lower rates, and the plan may provide a higher level of coverage for in-network care. Visit EyeMed at [eyemedvisioncare.com/keybank](https://eyemedvisioncare.com/keybank).

## Dependent Verification

If you choose to enroll in a Key Medical or Dental Plan, you will be required to submit documentation to confirm the eligibility of each enrolled dependent. Alight's Dependent Verification Center will mail you instructions on completing this process. Your dependents will remain enrolled in the plans you elected as you complete the dependent verification process with Alight as long as you complete it by the required deadline. You have 60 days to complete this process. If you don't completely verify your dependents by the due date, your dependents will be dropped from coverage shortly after the due date. You will be required to file an appeal to add them back to coverage.

## Fitness Reimbursement

Employees can receive annual reimbursements of up to \$300 on eligible expenses for fitness center, health club, fitness studio, or community recreation center memberships for your entire family, and/or personal training or fitness classes.



## Serious Illness Resources

Key Medical Plan participants are eligible to participate in the following benefits to assist them with managing serious health conditions or critical illnesses:

- Disease management for conditions such as diabetes, chronic lung disease, and heart conditions
- Life solutions for behavioral health conditions
- Wellness coaching (digital or telephonic) for weight management, nutrition, sleep, physical activity, and stress
- Cancer support program
- Transplant resource services
- Maternity support program
- On-site health specialists in the Cleveland and Buffalo areas
- Advocates to assist with complex claim issues

In addition, all employees may purchase Critical Illness Insurance so that a diagnosis such as cancer, heart disease (stroke, heart attack, coronary heart disease), kidney failure, or organ transplant is less of a financial hardship. All employees also have access to leaves of absence to deal with a serious health condition or critical illness.

## Life Insurance

Employees who work 20 or more hours per week are eligible for Basic, Supplemental, Spouse, and Child Life Insurance.

### Basic Life Insurance

Key provides you with basic group term life insurance coverage in the amount of one times your ABBR, up to a plan maximum of \$400,000.

Your ABBR is an Annual Benefits Base Rate. At Key, every employee has an ABBR. ABBR is either a flat dollar amount or equal to your base pay amount. For jobs where pay is highly variable, a flat dollar ABBR is assigned to the job.

For simplification reasons, Key has established two flat dollar amounts for ABBR: \$75,000 and \$150,000.

The IRS requires you to be taxed on the value of employer-provided group term life insurance in the amount of \$50,000 or more. The taxable value of this life insurance coverage is called “imputed income.”

### Supplemental Life Insurance

Key also offers you the option to purchase Supplemental Life Insurance in addition to the Key-provided group term life coverage provided under basic life insurance. You may choose to purchase additional coverage in an amount that is one to nine times your ABBR. You can purchase one to three times your ABBR with no health questions asked. For coverage greater than three times your ABBR, you will be required to complete a personal health application; the coverage will not go into effect until approved by The Hartford.

### Spouse Life Insurance

Key offers you the option to purchase spouse/domestic partner life insurance. You may elect coverage from \$10,000 up to \$200,000. You can purchase \$10,000 up to \$35,000 with no health questions asked. For coverage greater than \$35,000, your spouse/partner will be required to complete a personal health application; the coverage will not go into effect until approved by The Hartford. Note: this coverage cannot exceed the combined value of your basic and supplemental life insurance amount.

### Child Life Insurance

Key also offers you the option to purchase child life insurance for your children or your domestic partner's children. You may elect \$10,000 or \$20,000 coverage. One low rate covers one or more children. No health questions are asked.





### Accidental Death and Dismemberment Insurance

Employees who work 20 or more hours per week are eligible for Accidental Death and Dismemberment Insurance. This is an additional insurance benefit in the event of injury/death resulting from an accident. You may purchase Accidental Death and Dismemberment coverage for yourself, your spouse/domestic partner, and/or your dependent children/domestic partner's children. You can elect coverage amounts ranging from \$50,000 to \$1,000,000.

Be sure to set up your beneficiaries to take care of your loved ones. The beneficiaries you choose for your Basic Life Insurance will be the same beneficiaries on your Supplemental Life and Accidental Death and Dismemberment Insurance. You are the beneficiary on Spouse and Child Life Insurance.

### Critical Illness Insurance

Employees can purchase Critical Illness Insurance, so that a diagnosis such as cancer, heart disease (stroke, heart attack, coronary artery disease), kidney failure, or even an organ transplant is not a financial hardship. Critical Illness Insurance is intended to alleviate some of your financial concerns by providing you with a lump-sum payment of \$10,000, \$20,000, \$30,000, or \$40,000. The coverage is fully paid for by you.

### Long-Term Disability

Employees who work 20 or more hours per week are eligible for Long-Term Disability. You can receive up to 60% of eligible earnings if you are unable to work for more than 26 weeks due to serious illness/injury. Key provides 50% of eligible earning LTD coverage with a 60% eligible earnings buy-up option. Employees default into the 60% coverage level with the option switch to the 50% level.

### Short-Term Medical Leave

You are eligible to apply for a Short-Term Medical Leave (STML) benefit if absent for seven consecutive calendar days for a non-work related illness or injury that prevents you from performing the essential duties of your job function. STML begins after you have been away from work for a period of seven consecutive days, either partially or totally (the "waiting period"). STML benefits are contingent on approval by Key and paid based on base pay rate.

If you have less than 1 year of service, STML is paid at 60% of hourly rate if approved. If you have more than 1 year of service, STML is paid at 100% of hourly rate for 6 weeks if approved; then 75% of hourly rate until 26 weeks. Maximum benefit duration is 26 weeks.

### Business Travel Insurance

During the course of your employment at Key, you may be required to travel while conducting business on behalf of Key. The Key Travel Accident Insurance Plan (Travel Accident Insurance) provides all Key employees with additional financial protection in the event of their death or injury while traveling on Key business.

This additional insurance coverage is automatically provided to you as of your first day of active employment with Key. Plan coverage is paid for by Key.



# Additional Information

## Paycheck Benefit Deductions

Costs associated with your health and security benefits will be deducted from the first two pays of each month for bi-weekly paid employees. When there are three pays in a month, health and security benefit deductions are not withheld from the third pay. Unlike the health and security benefits deductions, 401(k) Savings Plan elections are deducted from each paycheck. Monthly paid employees pay for their benefits only once a month.

## Vendor ID Cards

You will automatically receive personalized identification cards mailed to your home: UnitedHealthcare for medical and Express Scripts for prescriptions if you enrolled in the Key Medical Plan; and from EyeMed for vision coverage if you enrolled in the Vision Plan.

An ID card is not needed when accessing dental services at a provider, so Cigna does not automatically provide one. In the event that you have not received your ID cards, you can print temporary cards via each vendor's website. The enclosed vendor contact list provides you with information about how to access their websites.

## Additional Tools & Resources

Information on "How High Deductible Health Plans Work" is available on **HR Online > Benefits References > Additional Health & Insurance Information**.

**DecisionDirect™** – Answer a few simple questions, and DecisionDirect will suggest a medical plan option that might be best for you based on your answers. Try it today at [KeyBankDecisionDirect.com](https://keybankdecisiondirect.com).

If you enroll in the Key Medical Plan, you will also have the following resources available:

- **Estimate Health Care Costs** – "Shop around" for healthcare before you use services to compare prices. Available on [myuhc.com](https://myuhc.com).
- **myRx Choices** – See if there are lower-cost alternatives available for your prescriptions. Visit [express-scripts.com](https://express-scripts.com).
- **myNurseLine\*** – Get advice from a nurse to help determine if you should go to the emergency room or if you can be treated elsewhere for less, e.g., doctor's office, urgent care facility, or convenience care clinic. Call 1-866-201-0017.

\*myNurseLine is for informational purposes only. Nurses cannot diagnose problems or recommend specific treatment and are not a substitute for your doctor's care.





# Well-Being: Promoting Personal Wellness and Growth

Resources to support all-around well-being.

In addition to benefits that support your health, Key offers a variety of programs designed to provide the support and encouragement you need to achieve all of your goals – at work and at home. Key's well-being programs and resources are designed to offer you the support and assistance you need to live your best life.

To find more information about the following programs on HR Online, select HR Programs or HR Policies, Forms & More.

## **Alternate Work Schedules and Mobile@Key**

Key offers alternative work schedules where appropriate for roles. In addition, the Mobile@Key program helps employees balance work and personal life by allowing the flexibility to alternate their work location. If approved to participate in the Mobile@Key program, an employee can work from home or an alternate work location, such as a client facility. Discuss with your manager to obtain approval.

## **Paid Time Off (PTO)**

PTO combines vacation, personal days, and sick time into one "bank" of days that employees can use in any way they choose (see Appendix for the PTO schedule).

## **Tuition Reimbursement**

Key offers tuition reimbursement to eligible employees who study at regionally accredited schools. All eligible employees may be approved for coursework related to their position and/or is identified in their written and approved development plan. Discuss with your manager for approval.

## **Parental Leave**

Key provides up to six weeks of paid parental leave to bond with a child after birth, adoption, or foster placement. Visit HR Online and choose Leaves of Absence.

## **Adoption Assistance**

Key provides Adoption Assistance to eligible employees through adoption resources, referral services, and financial assistance in the amount of \$10,000 in adoption assistance once per calendar year.

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

The KeyCorp EAP is a free, professional, and confidential service you can use to get help whenever you or a household member needs assistance in dealing with personal or work-related pressures. Up to six free counseling services are available.

Consultants are available 24 hours a day, seven days a week at 1-800-462-1814 for assistance. The program is provided through a contract with Magellan Behavioral Health, Inc. (Magellan).

## **Caregiver Support**

Key provides Caregiver Support through Torchlight and the EAP including advisory services, guidance, tools, assistance with care coordination, provider referrals/discounts, facility assessments, and more.

## **Matching Gifts Programs**

The Employee Matching Gift Program offers eligible employees the opportunity to support qualified nonprofit organizations and multiply their contributions through the KeyBank Foundation. Visit Key4Community on KeyNet for more information.

## **Career Development & Mentoring**

Key offers many tools, resources, and programs to help support your career development including mentoring programs, workshops, consultations, and a portal of tools and resources.

# Financial: Building and Maintaining Financial Wellness

## Invest In Your Future And Thrive.

Key designed the 401(k) Savings Plan so that it is easy for you to use, easy to fit into your life now, and easy to adjust in the future as your circumstances change. Take the following three steps to begin saving through the 401(k) Savings Plan for your financial wellness.

<b>1: Save Now</b>	<ul style="list-style-type: none"> <li>• Save at least 6% for the maximum dollar-for-dollar company matching contribution. Of course, you can save more and are encouraged to do so, as you are able. <b>(Company match starts after one year of service.)</b></li> <li>• Make before-tax or Roth after-tax contributions, or both.</li> <li>• Elect the option to increase your savings through automatic escalation.</li> </ul>
<b>2: Select your investment fund(s)</b>	<ul style="list-style-type: none"> <li>• Select your own investment approach from a variety of fund options, or</li> <li>• Consider a LifePath fund (i.e., lifestyle/pre-mix fund), or</li> <li>• Receive investment help to make decisions once you've established an account balance.</li> </ul>
<b>3: Secure your savings</b>	<ul style="list-style-type: none"> <li>• Name your beneficiaries to take care of your loved ones.</li> <li>• Consider rolling over savings from a previous employer's qualified plan.</li> <li>• Use online tools and resources from HelloWallet and Alight Financial Advisors, LLC (AFA) in partnership with Financial Engines.®</li> </ul>



### Ready to enroll?

- Log on to HR Online at <https://hronline.keybank.com>
- Then select **Savings & Retirement > 401(k) Savings Plan**

**Note:** If you don't enroll by the date shown on the Automatic Enrollment Notice you received in your Message Center on HR Online, you'll be automatically enrolled in the 401(k) Savings Plan, and your investment election will default to the LifePath Fund closest to your retirement age.

# Save Now

It's your first step to financial wellness.

Key designed the 401(k) Savings Plan so that it is easy to use, easy to fit into your life now, and easy to adjust in the future as your circumstances change.

## Through the 401(k) Savings Plan, you can:

- Make before-tax or Roth after-tax contributions, or both, through convenient payroll deductions.
- Receive Key's matching and discretionary profit sharing contributions to build your savings faster (once you have one year of service).
  - Key matches dollar-for-dollar, up to the first 6% of eligible pay you contribute, per pay period.
  - Key may make an additional discretionary profit sharing contribution each year. Along with completing one year of service, you must be employed by the company on the last day of that year to be eligible to receive this contribution.

## Add it up

Saving even small amounts can add up over time through the power of compound interest (interest earned on interest as your account grows).

Savings per paycheck	Potential value after 10 years*	Potential value after 30 years*
\$20	\$7,000	\$36,000

### Are you saving enough?

By age 55, you want to have saved approximately 7.3 times your current annual salary.

Source: Aon Hewitt's The Real Deal™

\*For illustration purposes only. Assumes savings rate continues and earns a 5% investment return; amounts rounded to nearest thousand. Actual investment results are not guaranteed, are dependent on the investments made, and will vary from this example.

## KeyCorp Second Deferred Savings Plan eligibility

Based on your compensation level, you may also be eligible to participate in the KeyCorp Second Deferred Savings Plan (SDSP). If you are eligible to participate in the SDSP, you will receive an email communication from Aon Executive Benefits at the beginning of open enrollment in the fall with the information on the SDSP and how to make an election to participate.



## Tools to help you decide how to save

Calculate your retirement income, model different investments and contribution amounts, roll over money from other employer 401(k) plans – and much more!

Visit <https://hronline.keybank.com>, then select the **Savings & Retirement > 401(k) Savings Plan** or **Financial Education** menu for tools to help you find your right path.

# Select Your Investment Fund(s)

Picking an investment approach that's right for you is the second step to financial wellness.

While some employees like having control over how they invest in a wide variety of investment funds, others may want more help making those decisions. Key offers you three investment approaches to help fit your long-term goals.



## Choose a lifestyle/pre-mix fund

Choose a LifePath® Fund associated with the date you expect to start receiving your 401(k) Savings Plan benefits.

### You might prefer this option if you:

- Want a simplified, diversified investment solution.
- Like the fact that the investment mix is predetermined based on your age.
- Don't have the time required to manage a portfolio.
- Want an investment strategy that will change over time by having the fund shift to more fixed-income investments as the target retirement year approaches.

## Do-it-yourself

Design your own investment approach using Key's actively managed and/or index fund options.

### You might prefer this option if you:

- Have the knowledge, interest, and time to create or manage your own portfolio.
- Understand basic investment concepts, can make informed investment decisions, and/or work with an investment professional.
- Have time to periodically review and rebalance investments over time to make sure the investment mix continues to meet your goals. (You have an option to elect automatic rebalancing.)

## Get help

Get help once you have a 401(k) Savings Plan account balance.

### You might prefer Online Advice if you:

- Manage your portfolio but want some help to see if you're on the right track.
- Are comfortable using online tools.
- Will check in periodically and make adjustments as needed.

### You might prefer Professional Management if you:

- Want a personalized plan tailored to your situation and preferences.
- Want experts to manage your portfolio and be available for you to talk to.
- Are willing to pay a reasonable fee.

## Learn more

- For current investment fund details and help options, visit <https://hronline.keybank.com>, then select the **Savings & Retirement > 401(k) Savings Plan > Investments**.
- For a list of investment fund options available to you in the 401(k) Savings Plan, see the appendix in this guide.

**Tip:** Check out the Evaluate Your Savings Strategy tool at <https://hronline.keybank.com>. Select **Savings & Retirement > Financial Education > Tools and Calculators > Retirement Investing**.

# Secure Your Savings

Being proactive with your savings is the third step to financial wellness.

Life circumstances change over time, so be sure to:

- Use the 401(k) Savings Plan online resources to help make savings and retirement decisions.
- Review your savings and investment options at least once each year to make sure they're still right for you. You can change your investment elections at any time.

## Your loved ones count too

Name the people, trusts, or estates that you want to receive your money. The beneficiaries you have on file for the 401(k) Savings Plan are considered separate from any people or entities you name in a personal will or insurance policy.

## Account access

While the 401(k) Savings Plan is designed to help you build financial security and save for retirement, you can borrow money from your account (if needed).

You may also be able to withdraw money:

- That was previously rolled into the 401(k) Savings plan,
- If you're facing a financial hardship, or
- If you have reached 59-1/2.

If you leave the company, you can take your vested account balance with you.

## Fees and expenses

For important information about fees and expenses associated with the 401(k) Savings Plan, review the [401\(k\) Savings Plan Participant Fee Disclosure Statement](#).

## Need more help?

If you have questions, call KeyBank Employee Services at 1-888-KEYS2HR (1-888-539-7247) and say "Retirement and Investments, 401(k), Other 401(k) Questions." Representatives are available to assist you between 8 a.m. and 6 p.m. ET, Monday through Friday. Please have the last four digits of your Social Security number, your date of birth, and your password available when calling. If you don't have a password, you will be prompted to create one. As an alternative, access the Contact Us page in <https://hronline.keybank.com> to submit an eService request (available 24/7) or chat online with a representative during the hours previously stated.

## Roll over other employer money

You can roll over money from a previous employer's qualified retirement savings plan into the 401(k) Savings Plan. Doing so will consolidate your retirement savings in one place for easier tracking and management.

For more information, contact KeyBank Employee Services at 1-888-KEYS2HR (1-888-539-7247).



# Other Financial Wellness Programs

Key offers more financial wellness programs beyond our 401(k) plan.

## Discounted stock purchase program

Key's Discounted Stock Purchase Plan offers employees the opportunity to purchase Common Shares of KeyCorp at a discount.

## Financial wellness reviews

Key offers financial wellness reviews to give you the information and guidance you need to take steps on your financial journey.

Employees can schedule time with a personal banker to complete a Financial Wellness Review. This discussion covers a variety of financial areas relating to managing cash, saving for your future, and managing your credit needs.

Key also offers access to a personal digital financial management tool that provides a snapshot of your financial health. Other features in the tool allow employees to manage their budget, set financial goals, and receive guidance on how to improve their financial wellness.

## Employee banking and other service discount programs

Key offers employees a variety of exclusive banking products and services, as well as discounts by Key suppliers and online retailers and on non-Key products and services.

## Commuter parking and public transit savings

Key's Commuter Benefits program allows eligible employees to use pre-tax dollars to cover parking expenses or public transit expenses related to your travel to work and thereby reduce your taxable income. Go to HR Online and choose Pay & Time for more information.

## Will preparation

Will preparation is offered through The Hartford at no cost to you. A will is a cornerstone of an estate plan, ensuring your family is protected and your assets are distributed in accordance with your wishes.

## Legal and financial services through EAP

Through Key's Employee Assistance Program, employees can access additional legal and financial consultation services which include a referral to an attorney for one free telephone or office consultation for help with:

- Civil or consumer issues
- Personal and family legal issues
- Real estate
- Will preparation
- Estate planning

Financial services include unlimited telephone consultations and up to five counseling sessions with an independent financial expert for:

- Budgeting
- Debt consolidation
- Buying or leasing a car
- Consumer credit counseling
- Saving for retirement or college
- IRS matters
- Identity theft prevention and resolution assistance

## Financial relief for personal hardship

Key's Hardship Relief Fund provides financial assistance for employees faced with unexpected life events including natural disasters and emergencies of up to \$3,000 in a rolling 12-month period.

## Scholarship Program

Key supports employees' families by offering children of employees an opportunity to be awarded a \$2,500 college scholarship. Scholarships will be renewable annually for students enrolled in a two- or four-year undergraduate program.

Employees' children can apply for a scholarship award between January and March.

# Appendix

# 401(k) Savings Plan Investment Fund Options

Choosing your own investment mix options.

The KeyCorp 401(k) Savings Plan offers you a variety of investment funds, including both actively managed and/or index funds. You can also select a LifePath® Fund associated with the date you expect to start receiving your 401(k) benefit. See the next page for a listing of LifePath Funds, which are designed to hold an investor's entire balance.

Federated Gov Obligations Fund (GOIXX)	Money Market	Active	<div>Conservative</div> <div></div> <div>Aggressive</div>
KeyBank EB MaGIC Fund	GIC Stable Value	Active	
Vanguard Total Bond Markets Index Fund (VBTIX)	Bond	Index	
PIMCO Total Return Fund Inst (PTTRX)		Active	
PIMCO Diversified Real Asset CIT	Real Assets	Active	
Boston Partners Large Cap Value Equity Fund	Large U.S. Equity	Active	
Vanguard Institutional Index Fund, Inst Plus Shares (VIIIX)		Index	
Jennison Large Cap Growth Separate Account		Active	
Vanguard Extended Market Index Fund, Inst Plus Shares (VEMPX)	Mid U.S. Equity	Active	
Victory Sycamore Small Company Opportunity Fund (VSOIX)	Small U.S. Equity	Active	
T. Rowe Price QM US Small-Cap Growth Equity (Class I) (TQAIX)	Small Cap Stock	Active	
Dodge & Cox International Stock Fund (DODFX)	International	Active	
Harding Loevner International		Index	
Vanguard Total International Stock Index Fund, Institutional Plus Shares (VTPSX)		Active	

# Choosing a LifePath® Fund (Lifestyle/Pre-Mix Fund)

Effective through Dec. 12, 2019

Your birth date	Default investment alternative*
1957 and Prior	LifePath Retirement Fund
1958 to 1962	LifePath 2025 Fund
1963 to 1967	LifePath 2030 Fund
1968 to 1972	LifePath 2035 Fund
1973 to 1977	LifePath 2040 Fund
1978 to 1982	LifePath 2045 Fund
1983 to 1987	LifePath 2050 Fund
1988 to 1992	LifePath 2055 Fund
1993 and Later	LifePath 2060 Fund



## “Help” makes a difference

A study\* of retirement savings plans found that, on average, employees using help had median annual returns that were more than 3% higher than returns for participants who managed their own portfolios.

Using “help” includes investing in lifestyle/pre-mix (target date) funds, using professional investment advice, or signing up for managed accounts – three plan features you can tap into right now!

\*Alight and Financial Engines.  
Help in Defined Contribution Plans,  
2006 through 2012. (May 2014).

Effective Dec. 13, 2019, and later

Your birth date	Default investment alternative*
1957 and Prior	LifePath Retirement Fund
1958 to 1962	LifePath 2025 Fund
1963 to 1967	LifePath 2030 Fund
1968 to 1972	LifePath 2035 Fund
1973 to 1977	LifePath 2040 Fund
1978 to 1982	LifePath 2045 Fund
1983 to 1987	LifePath 2050 Fund
1988 to 1992	LifePath 2055 Fund
1993 to 1997	LifePath 2060 Fund
1998 and Later	LifePath 2065 Fund

The information in these charts is not intended as investment advice. You should read and understand the prospectus or other disclosure documents for each investment option prior to making any investment decisions. To review these documents, log on to HR Online at <https://hronline.keybank.com> and click on the Benefits References tile for the Plan Information page.

## Your investment fund options

For up-to-date investment fund and help options, log on to HR Online at <https://hronline.keybank.com>, then select **Savings & Retirement > 401(k) Savings Plan > Investments** to find what you need.

\*Based on retirement at age 65.

# Paid Time Off (PTO)

Key recognizes the need to provide employees with paid time off (PTO) from work for rest and relaxation, to attend to personal business, or due to occasional illness or injury of the employee or family member. In addition, many state and local laws require certain employers to provide time off from work for various reasons including, but not limited to, attending children's school events, attending to matters related to being a victim of domestic violence and/or other criminal events, and for election voting. Although time away from work is equally important, it is important for employees to be at work when they are scheduled to work. PTO is used for both scheduled and unscheduled absences. PTO combines vacation, personal days, and sick time into one "bank" of days that employees can use in any way they choose.

During an employee's first calendar year at Key, PTO is based on an employee's job grade and prorated according to the month of hire. See the New Hire PTO Schedule below for full-time employees. The following year, the employee's PTO will be set to the full PTO annual allotment based on the employee's job grade and years of service at Key. PTO is accrued at the end of each pay period, but employees are eligible to use PTO time immediately upon employment. PTO amount for part-time employees is based on years of service and weekly scheduled hours.

## New Hire PTO Schedule

Month of Hire/Eligibility	Job Grade Equivalent 13–20	Job Grade Equivalent 21–24 & 74–83	Job Grade Equivalent 84 and Above
January	13 days <sup>1</sup> (104 hours)	18 days (144 hours)	22 days (176 hours)
February	12 days (96 hours)	16 days (128 hours)	20 days (160 hours)
March	11 days (88 hours)	15 days (120 hours)	18 days (144 hours)
April	10 days (80 hours)	13 days (104 hours)	16 days (128 hours)
May	8 days (64 hours)	11 days (88 hours)	14 days (112 hours)
June	7 days (56 hours)	10 days (80 hours)	12 days (96 hours)
July	6 days (48 hours)	8 days (64 hours)	10 days (80 hours)
August	5 days (40 hours)	6 days (48 hours)	8 days (64 hours)
September	4 days (32 hours)	5 days (40 hours)	6 days (48 hours)
October	3 days (24 hours)	4 days (32 hours)	5 days (40 hours)
November	2 days (16 hours)	3 days (24 hours)	4 days (32 hours)
December	1 day (8 hours)	1 day (8 hours)	2 days (16 hours)

## Full-Time Employees Annual PTO Schedule

PTO Annual Allowance Years of Service	Job Grade Equivalent 13–20	Job Grade Equivalent 21–24 & 74–83	Job Grade Equivalent 84 and Above
1st–4th anniversary year	15 days <sup>2</sup> (120 hours)	20 days (160 hours)	25 days (200 hours)
5th–9th anniversary year	20 days (160 hours)	25 days (200 hours)	25 days (200 hours)
10th–14th anniversary year	25 days (200 hours)	25 days (200 hours)	25 days (200 hours)
15th anniversary year or more	27 days (216 hours)	27 days (216 hours)	27 days (216 hours)



# Medical In-Network Summary Chart

Plan Provisions	Key Medical 1	Key Medical 2	Key Medical 3
<b>Administrator: UnitedHealthcare</b>	<b>In-Network Benefits</b>		
<b>Deductible</b>	Employee-only coverage: \$1,500 Family coverage: \$3,000 (combined medical/Rx deductible)	Employee-only coverage: \$1,500 Family coverage: \$3,000 (combined medical/Rx deductible)	Employee-only coverage: \$3,000 Family coverage: \$6,000 (combined medical/Rx deductible)
<b>Coinsurance</b> (Plan pays/employee pays) <sup>1</sup>	100%/0% <sup>1</sup>	80%/20% <sup>1</sup>	70%/30% <sup>1</sup>
<b>Out-of-Pocket Maximum</b> (includes deductible and coinsurance)	Employee-only coverage: \$1,500 Family coverage: \$3,000	Employee-only coverage: \$3,000 Family coverage: \$6,000	Employee-only coverage: \$5,000 Family coverage: \$10,000 (Individuals in Family coverage have an out-of-pocket maximum of \$7,900)
<b>KeyBank Health Savings Account (HSA) Annual Employer Contribution</b> (General/Family, Practitioner, Internist, Pediatrician, OB/GYN)	Applicable only if you earned the 2019 Wellness Incentive Employee-only coverage: \$600 <sup>2</sup> All other coverage levels: \$1,200 <sup>2</sup>		
<b>Preventive Care Includes Routine Well Exams, Screenings, Immunizations</b> (General/Family Practitioner, Internist, Pediatrician, OB/GYN)	Preventive care services are covered at 100%, based on your age, gender and other health factors. To learn more about preventive care guidelines visit <a href="http://uhcpreventivecare.com">uhcpreventivecare.com</a> , or call UnitedHealthcare at 1-866-201-0017 to confirm which services are covered for you.		
<b>Other Office Visit Exam Fee – Primary Care</b> (General/Family Practitioner, Internist, Pediatrician, OB/GYN)	Plan pays 100% <sup>1</sup>	Plan pays 80% <sup>1</sup>	Plan pays 70% <sup>1</sup>
<b>Office Visit Exam Fee – Specialist</b>			
<b>Urgent Care Centers</b>			
<b>Emergency Room</b>			
<b>Hospitalization</b>			
<b>Surgery</b>			
<b>Outpatient Facilities</b>			
<b>X-rays/Lab Tests</b>			
<b>Chiropractic</b> (up to 10 visits annually)			
<b>Mental Health (Including Substance Use) Treatment – Inpatient</b>			
<b>Mental Health (Including Substance Use) Treatment – Outpatient</b>			

<sup>1</sup>Subject to annual deductible and out-of-pocket maximum. Select preventive medications bypass the deductible. This means that you have the benefit of paying the applicable coinsurance without having to meet the deductible first. Although the coinsurance will not apply to the deductible, it does apply toward the out-of-pocket maximum. See the Prescription Drug Chart for more details.

<sup>2</sup>In addition to completing the required health actions to earn the Wellness Incentive, the employee and/or covered spouse/partner must continue to be enrolled in the Key Medical Plan for 2020. If the employee is no longer active at the time of the HSA contribution, does not have an HSA, or fails to open one before or during 2020, the employee may forfeit the Key contribution for 2020. If you are age 65 or older, your Wellness Incentive will be paid as a per-pay premium credit. If you cover your spouse/partner and only one of you earns the Wellness Incentive, you will receive \$600. Review details at HR Online and select "Wellness Incentive."

<sup>3</sup>Is not subject to nor counts toward the deductible or out-of-pocket maximum.

The information contained in this Benefit Summary Chart provides a very general overview of the KeyCorp Medical Plan coverages that will be in effect for the 2020 Plan year. For more specific Plan coverage information, please review the Medical Plan's Summary Plan Description (SPD), which can be found at [hronline.keybank.com](http://hronline.keybank.com) > **Benefits References > Summary Plan Descriptions**. Please be aware that the Medical Plan may not cover certain services and procedures that you wish to have performed. While these services will not be paid for by the Plan, you must always determine the medical care that is best for you.

If you use network providers, your Plan coinsurance costs are based on UnitedHealthcare's negotiated network fees. Plan coinsurance costs for out-of-network providers are based on the reasonable and customary charges for the particular service received. The above chart reflects only in-network coinsurance costs.

This information serves to update the medical coverage that is provided to eligible participants under the Key Medical Plan. If there is a disagreement between this overview and the Plan documents, including the Plan's SPD, the Plan documents always control. Also, please understand that Key reserves the right to amend or modify the Plan, including its prescription drug coverage, and to terminate the Plan at any time and for any reason.

To contact UnitedHealthcare, call 1-866-201-0017 (8:00 a.m. – 8:00 p.m. all time zones, except Alaska) or visit [myuhc.com](http://myuhc.com)<sup>®</sup> (pre-members, visit [keycorp.welcometouhc.com](http://keycorp.welcometouhc.com)).

# Medical Out-of-Network Summary Chart

Plan Provisions	Key Medical 1	Key Medical 2	Key Medical 3
<b>Administrator: UnitedHealthcare</b>	<b>Out-of-Network Benefits</b>		
<b>Deductible</b>	Employee-only coverage: \$3,000 Family coverage: \$6,000 (combined medical/Rx deductible)	Employee-only coverage: \$3,000 Family coverage: \$6,000 (combined medical/Rx deductible)	Employee-only coverage: \$6,000 Family coverage: \$12,000 (combined medical/Rx deductible)
<b>Coinsurance</b> (Plan pays/employee pays) <sup>1</sup>	60%/40% <sup>1</sup>	60%/40% <sup>1</sup>	50%/50% <sup>1</sup>
<b>Out-of-Pocket Maximum</b> (per person/per family)	Employee-only coverage: \$6,000 Family coverage: \$12,000 (includes deductible and coinsurance)		Employee-only coverage: \$10,000 Family coverage: \$20,000 (includes deductible and coinsurance)
<b>KeyBank Health Savings Account (HSA) Annual Employer Contribution</b> (as part of the Wellness Incentive program) <sup>2</sup>	Applicable only if you earned the 2020 Wellness Incentive Employee-only coverage: \$600 <sup>2</sup> All other coverage levels: \$1,200 <sup>2</sup>		
<b>Preventive Care: Includes Routine Well Exams, Screenings, Immunizations</b> (General/Family Practitioner, Internist, Pediatrician, OB/GYN)	Preventive care services are covered at 100%, based on your age, gender and other health factors. To learn more about preventive care guidelines visit <a href="http://uhcpreventivecare.com">uhcpreventivecare.com</a> , or call UnitedHealthcare at 1-866-201-0017 to confirm which services are covered for you.		
<b>Other Office Visit Exam Fee – Primary Care</b> (General/Family Practitioner, Internist, Pediatrician, OB/GYN)	Plan pays 60% <sup>1</sup>	Plan pays 60% <sup>1</sup>	Plan pays 50% <sup>1</sup>
<b>Other Office Visit Exam Fee – Specialist</b>			
<b>Urgent Care Centers</b>			
<b>Hospitalization</b>			
<b>Surgery</b>			
<b>Outpatient Facilities</b>			
<b>X-rays/Lab Tests</b>			
<b>Chiropractic</b> (up to 10 visits annually)			
<b>Mental Health (Including Substance Abuse) Treatment – Inpatient</b>			
<b>Mental Health (Including Substance Abuse) Treatment – Outpatient</b>			
<b>Emergency</b>	Plan pays 100% <sup>1</sup>	Plan pays 80% <sup>1</sup>	Plan pays 70% <sup>1</sup>

<sup>1</sup>Subject to annual deductible and out-of-pocket maximum. Select preventive medications bypass the deductible. This means that you have the benefit of paying the applicable coinsurance without having to meet the deductible first. Although the coinsurance will not apply to the deductible, it does apply toward the out-of-pocket maximum. See the Prescription Drug Chart for more details.

<sup>2</sup>In addition to completing the required health actions to earn the Wellness Incentive, the employee and/or covered spouse/partner must continue to be enrolled in the Key Medical Plan for 2020. If the employee is no longer active at the time of the HSA contribution, does not have an HSA, or fails to open one before or during 2020, the employee may forfeit the Key contribution for 2020. If you are age 65 or older, your Wellness Incentive will be paid as a per-pay premium credit.

If you cover your spouse/partner and only one of you earns the Wellness Incentive, you will receive \$600. Review details at HR Online and select "Wellness Incentive."

<sup>3</sup>Is not subject to nor counts toward the deductible or out-of-pocket maximum.

The information contained in this Benefit Summary Chart provides a very general overview of the KeyCorp Medical Plan coverages that will be in effect for the 2020 Plan year. For more specific Plan coverage information, please review the Medical Plan's Summary Plan Description (SPD), which can be found at [hronline.keybank.com](http://hronline.keybank.com) > **Benefits References > Summary Plan Descriptions**. Please be aware that the Medical Plan may not cover certain services and procedures that you wish to have performed. While these services will not be paid for by the Plan, you must always determine the medical care that is best for you.

If you use network providers, your Plan coinsurance costs are based on UnitedHealthcare's negotiated network fees. Plan coinsurance costs for out-of-network providers are based on the reasonable and customary charges for the particular service received. The above chart reflects only in-network coinsurance costs.

This information serves to update the medical coverage that is provided to eligible participants under the Key Medical Plan. If there is a disagreement between this overview and the Plan documents, including the Plan's SPD, the Plan documents always control. Also, please understand that Key reserves the right to amend or modify the Plan, including its prescription drug coverage, and to terminate the Plan at any time and for any reason.

To contact UnitedHealthcare, call 1-866-201-0017 (8:00 a.m. – 8:00 p.m. all time zones, except Alaska) or visit [myuhc.com](http://myuhc.com)<sup>®</sup> (pre-members, visit [keycorp.welcometouhc.com](http://keycorp.welcometouhc.com)).

# Prescription Drug Summary Chart

Plan Provisions	Key Medical 1	Key Medical 2	Key Medical 3
Administrator: Express Scripts®	In-Network Benefits <sup>1</sup>		
Generic <sup>2</sup>	Subject to combined medical/Rx deductible		
Brand/Specialty <sup>2</sup>			
Select Preventive Medications (Go to <a href="https://express-scripts.com/keycorp">express-scripts.com/keycorp</a> for the preventive medication list.)	Not subject to deductible. Employee pays applicable coinsurance shown below without having to meet the deductible first. Coinsurance will not apply toward combined medical/Rx deductible; will apply to out of pocket maximum.		
Retail Pharmacy	Employee Pays		
Generic	20% (\$4 minimum)	20% (\$4 minimum)	30% (\$4 minimum)
Preferred Brand	40%	40%	50%
Non-Preferred Brand	60%	60%	70%
Fertility <sup>3</sup>	50%	50%	50%
3-Month Supply - Express Scripts Mail Order or CVS Retail Pharmacy	Employee Pays		
Generic	20% (\$10 minimum)	20% (\$10 minimum)	30% (\$10 minimum)
Preferred Brand	40%	40%	50%
Non-Preferred Brand	60%	60%	70%
Fertility <sup>3</sup>	50%	50%	50%

<sup>1</sup>Coinurance is subject to combined medical/Rx deductible and out-of-pocket maximum.

— You will pay 100 percent of the pharmacy's retail charge and you must complete a prescription drug reimbursement form. You will be responsible for paying the coinsurance referenced above (Generic, Preferred Brand, Non-Preferred Brand, Fertility), as well as the difference between the pharmacy's regular charge and the discounted cost that would have applied had you used a network pharmacy. Walgreens, Duane Reade and Happy Harry's are out-of-network providers.

Patient assistance funded by pharmaceutical manufacturers for specialty drugs will not be considered true out of pocket for members and may not apply to deductible and out of pocket maximum.

<sup>2</sup>Some medications require a clinical review or may be an exclusion on the Plan. Go to [express-scripts.com/keycorp](https://express-scripts.com/keycorp) to view the clinical program and exclusion lists. These lists may change during the Plan year and if that occurs (with respect to a medication that is currently being covered by the Plan), Express Scripts will send you written communication.

<sup>3</sup>Infertility medications are limited to a lifetime cap of \$10,000 per covered person. Medical services for infertility are limited to a lifetime cap of \$15,000 per covered person. You must participate in the Fertility Solutions program through UnitedHealthcare to be eligible for any infertility benefits under the Plan.

The information contained in this Summary Chart provides a very general overview of the KeyCorp Medical Plan prescription drug coverages that will be in effect for the 2020 Plan year. For more specific Plan coverage information, please review the Medical Plan's Summary Plan Description (SPD), which can be found at [hronline.keybank.com](https://hronline.keybank.com) > Benefits References > Summary Plan Descriptions.

If you use network providers, your Plan coinsurance costs are based on Express Scripts' negotiated network fees. Mail-order benefits available only through Express Scripts mail order or participating CVS Retail Pharmacies. Please be aware that the Medical Plan may not cover certain products and procedures that you wish to have performed. While these services will not be paid for by the Plan, you must always determine the medical care that is best for you.

This information serves to update the medical coverage that is provided to eligible participants under the Key Medical Plan. If there is a disagreement between this overview and the Plan documents, including the Plan's SPD, the Plan documents always control. Also, please understand that Key reserves the right to amend or modify the Plan, including its prescription drug coverage, and to terminate the Plan at any time and for any reason.

To contact Express Scripts, call 1-800-849-9138 (available 24/7) or visit [express-scripts.com/keycorp](https://express-scripts.com/keycorp).

# Dental Summary Chart

Plan Provisions		
Administrator: Cigna	In-Network	Out-of-Network
Reimbursement Levels	Based on contracted fees	Based on Reasonable & Customary (R&C) allowance
Maximum Annual Benefit	\$1,500 per person (all services) except orthodontia	
Deductible	\$50 per person/\$100 per family	
Wellness & Diagnostic Care		
Oral Exams (two per year)	Plan pays 100%	Plan pays 100% of the R&C allowance
Routine Cleanings (two per year)		
Full Mouth X-rays (one complete set every three years) or Panoramic X-ray (one every three years)		
Bite Wing X-rays (two per year)		
Fluoride Application (two per year under age 19)		
Sealants (limited to posterior tooth, one treatment per tooth every three years)		
Space Maintainers (limited to non-orthodontic treatment; one per tooth, per lifetime, to age 19)		
Emergency Care to Relieve Pain		
Basic Restorative Care¹		
Fillings²	Plan pays 80%³	Plan pays 80% of the R&C allowance³
Root Canal Therapy		
Osseous Surgery		
Periodontal Scaling and Root Planing		
Denture Adjustments and Repairs		
Extractions		
Oral Surgery		
Major Restorative Care¹		
Crowns	Plan pays 50%³	Plan pays 50% of the R&C allowance³
Dentures		
Bridges		
Orthodontia¹		
Orthodontia	Plan pays 50%³	Plan pays 50% of the R&C allowance³
Orthodontia Lifetime Maximum by Plan	\$1,500 per person³	

<sup>1</sup>Out-of-pocket costs may be lower if you see a network provider for these services.

<sup>2</sup>Amalgam (silver) or composite (white) fillings covered based on type of tooth and the alternative treatment provision. See Summary Plan Description (SPD) for details.

<sup>3</sup>Subject to annual deductible.

The information contained in this Summary Chart provides a very general overview of the KeyCorp Dental Plan coverages that will be in effect for the 2019 Plan year. For more specific Plan coverage information, please review the Dental Plan's SPD, which can be found at <https://hronline.keybank.com> > **Benefits References >**

## Summary Plan Descriptions.

If you use network providers, your Plan coinsurance costs are based on Cigna's negotiated network fees. Plan coinsurance costs for out-of-network providers are based on the reasonable and customary charges for the particular service received.

Please be aware that the Dental Plan may not cover certain services and procedures you wish to have performed. While these services will not be paid for by the Plan, you must always determine the dental care that is best for you. Pre-treatment review is suggested when you are considering dental work in excess of \$200.

This information serves to update the dental coverage that is provided to eligible participants under the Dental Plan. If there is a disagreement between this overview and the Plan documents, including the Plan's SPD, the Plan documents always control. Also, please understand that Key reserves the right to amend or modify the Plan and to terminate the Plan at any time and for any reason.

To contact Cigna, call 1-800-CIGNA24 or visit [Cigna.com](https://cigna.com).

## Vision Summary Chart

Plan Provisions		
Administrator: EyeMed™	In-Network <sup>1</sup>	Out-of-Network <sup>2</sup>
<b>Routine Eye Exam</b> (once per calendar year)	\$10 employee copay	Up to \$55 allowance
<b>Retinal Imaging Benefit</b>	Up to \$39 copay	NA
Vision Hardware (once per calendar year: either frames/lenses OR contact lenses)		
<b>Frames</b>	\$150 allowance; 20% off balance over \$150	Up to \$60 allowance
Standard Plastic Lenses		
<b>Single Vision</b>	No charge	Up to \$70 allowance
<b>Bifocal</b>		Up to \$80 allowance
<b>Trifocal</b>		Up to \$100 allowance
<b>Lenticular</b>		Up to \$110 allowance
<b>Standard Progressive Lens</b>	\$65 employee copay	Up to \$80 allowance
<b>Premium Progressive Lens</b>	See Vision Summary Plan Description	
Lens Options		
<b>Standard Polycarbonate</b>	No charge	Up to \$20 allowance
<b>UV Treatment</b>	\$15 employee copay	Employee pays 100%
<b>Tint (Solid and Gradient)</b>		
<b>Standard Plastic Scratch Coating</b>		
<b>Standard Anti-Reflective Coating</b>	\$45 employee copay	
<b>Photochromic/Transitions Plastic</b>	\$75 employee copay	
<b>Polarized</b>	Employee receives 20% discount off retail	
<b>Premium Anti-Reflective</b>	See Vision Summary Plan Description	
Contact Lenses		
<b>Conventional</b>	\$150 allowance; 15% off balance over \$150	Up to \$115 allowance
<b>Disposable</b>	\$150 allowance; Employee pays balance over \$150	
<b>Medically Necessary</b>	\$250 allowance; Employee pays balance over \$250	Up to \$200 allowance
Fit and Follow Up		
<b>Standard Contact Lens</b>	Employee pays up to \$40	NA
<b>Premium Contact Lens</b>	Employee receives 10% discount off retail	

<sup>1</sup>Members receive a 20% discount on any items not covered by the Plan at network providers (excluding exams or contact lenses). Members also receive a 40% discount on any complete pair of glasses once their benefit has been exhausted.

<sup>2</sup>Out-of-network — One claims submission per year permitted. Submission may include claims for both an eye exam and eye hardware. Allowance indicated is the maximum reimbursement which can be obtained for this benefit by submitting a claim form to EyeMed.

The information contained in this Summary Chart provides a very general overview of the KeyCorp Vision Plan coverages that will be in effect for the 2019 Plan year. For more specific Plan coverage information, please review the Vision Plan's Summary Plan Description (SPD), which can be found at <https://hronline.keybank.com > Benefits>  
**References > Summary Plan Descriptions.**

If you use network providers, your Plan coinsurance costs are based on EyeMed's negotiated network fees. Please be aware that the Vision Plan may not cover certain services and procedures that you wish to have performed. While these services will not be paid for by the Plan, you must always determine the medical care that is best for you.

This information serves to update the vision coverage that is provided to eligible participants under the Vision Plan. If there is a disagreement between this overview and the Plan documents, including the Plan's SPD, the Plan documents always control. Also, please understand that Key reserves the right to amend or modify the Plan, and to terminate the Plan at any time and for any reason.

To contact EyeMed, call 1-877-863-9282 (7:30 a.m. – 11:00 p.m. ET, Monday through Saturday; 11:00 a.m. – 8:00 p.m. ET, Sunday)  
or visit [eyemedvisioncare.com/keybank](http://eyemedvisioncare.com/keybank).



## 2020 Medical, Dental, and Vision Plan Premiums

(per pay period, 24/year)

		2020 Medical Premiums Per Pay			
Pay Band	Medical Plan Option	EE Only	EE + CH	EE + SP	Family
<b>Band 1</b> \$75K or less	Key Medical 1	\$80	\$170	\$230	\$320
	Key Medical 2	\$40	\$95	\$155	\$210
	Key Medical 3	\$10	\$45	\$90	\$125
<b>Band 2</b> Greater than \$75K and less than \$150K	Key Medical 1	\$100	\$195	\$255	\$350
	Key Medical 2	\$55	\$115	\$175	\$235
	Key Medical 3	\$20	\$60	\$105	\$145
<b>Band 3</b> \$150K or above	Key Medical 1	\$110	\$210	\$275	\$375
	Key Medical 2	\$65	\$130	\$195	\$260
	Key Medical 3	\$30	\$75	\$125	\$170

Pay band is determined based on earnings received (base salary, cash commissions and short-term incentives) from pay dates between Oct. 1, 2018, through Sept. 30, 2019. Note: Your pay band is assigned annually and may change from year to year. If you were hired/rehired on Oct. 1, 2018, or later, your pay band will be determined based on the greater of earnings received from pay dates between Oct. 1, 2018 through Sept. 30, 2019 (base salary, cash commissions and short-term incentives) or your annualized base pay (or Annual Benefits Base Rate (ABBR), if applicable).

Vision	2020 Premiums Per Pay
EE	\$3.96
EE + CH	\$7.90
EE + SP	\$7.49
Family	\$11.59

Dental	2020 Premiums Per Pay
EE	\$9.00
EE + CH	\$21.00
EE + SP	\$17.00
Family	\$30.00

EE = Employee Only  
 EE+SP = Employee + Spouse/partner  
 EE+CH = Employee + One or more Child(ren)  
 Family = Employee + Spouse/partner + Child(ren)

## Life Insurance Rates

Cost is based on the amount of coverage you elect, your age, and Base Pay.  
Cost will change if your Base Pay changes or it may also change on your birthday.

1. Locate your ABBR (Annual Benefits Base Rate).<sup>1</sup>
2. Find your bi-weekly life insurance rate (based on your age as of today) in the table below.
3. Multiply it by the amount of coverage (in thousands) you wish to purchase.

Your Age	Bi-weekly Rate <sup>2</sup>	Your Age	Bi-weekly Rate <sup>2</sup>
< 30	\$0.009	55 – 59	\$0.108
30 – 34	\$0.011	60 – 64	\$0.170
35 – 39	\$0.017	65 – 69	\$0.280
40 – 44	\$0.025	70 – 74	\$0.433
45 – 49	\$0.042	75 – 79	\$0.642
50 – 54	\$0.071	80 +	\$0.807

For example, the bi-weekly cost for a 36-year-old employee who has a \$50,000 in ABBR and enrolls for 2 times Supplemental Life can be determined as follows: \$50,000 ABBR X two times supplemental life = \$100,000, or 100 units of \$1,000. The bi-weekly rate for this employee is \$0.017 per \$1,000, so the bi-weekly premium is \$0.017 x 100, which equals \$1.72.

Calculate your cost of coverage	
1. Enter your bi-weekly rate from the table above.	<input type="text"/>
2. Enter the amount of insurance in thousands of dollars (i.e., \$50,000 = 50).	<b>X</b> <input type="text"/>
3. Determine the bi-weekly premium (Step 1 X Step 2).	<b>=</b> <input type="text"/>

<sup>1</sup> To view your Annual Benefits Base Rate (ABBR), log on to HR Online, navigate to Health and Insurance, and select Understanding How Your Life Insurance Coverage is Determined under Quick Links on the right-hand side of the page.

<sup>2</sup> Biweekly rates are determined by age; rates reflected are per \$1,000 in coverage.

Group Insurance coverages are issued by The Hartford.

## Life Insurance Rates

### How to calculate your Spouse's/Domestic Partner's dependent life insurance cost

Cost is based on the amount of coverage you elect and their age. Cost may change on their birthday.

1. Find their bi-weekly life insurance rate (based on their age as of today) in the table below.
2. Multiply it by the amount of coverage (in thousands) you wish to purchase.  
(\$10,000, \$20,000, \$35,000, \$50,000, \$100,000, \$150,000, \$200,000)

Their Age	Bi-weekly Rate <sup>1</sup>	Their Age	Bi-weekly Rate <sup>1</sup>
< 30	\$0.029	55 – 59	\$0.204
30 – 34	\$0.038	60 – 64	\$0.314
35 – 39	\$0.043	65 – 69	\$0.604
40 – 44	\$0.048	70 – 74	\$0.979
45 – 49	\$0.072	75 – 79	\$1.426
50 – 54	\$0.109	80 +	\$2.257

#### Calculate your spouse's/domestic partner's cost of coverage

1. Enter their bi-weekly rate from the table above.

2. Enter the amount of insurance in thousands of dollars (i.e., \$50,000 = 50).

X

3. Determine the bi-weekly premium (Step 1 X Step 2).

=

<sup>1</sup> Biweekly rates are determined by age; rates reflected are per \$1,000 in coverage.

Group Insurance coverages are issued by The Hartford.

## Life Insurance Rates

### Child(ren) Rates

(Rates are the same for full- and part-time employees and are deducted twice per month.)

Plan	Rate (Covers all children)
\$10,000	\$0.48
\$20,000	\$0.95

### Accidental Death & Dismemberment Rates

(Rates are the same for full- and part-time employees and are deducted twice per month.)

Plan	Coverage <sup>1</sup>	Rate
\$50,000	Employee only	\$0.25
	Employee + spouse/domestic partner	\$0.48
	Employee + child(ren)/domestic partner child(ren)	\$0.28
	Family	\$0.50
\$100,000	Employee only	\$0.50
	Employee + spouse/domestic partner	\$0.95
	Employee + child(ren)/domestic partner child(ren)	\$0.55
	Family	\$1.00
\$250,000	Employee only	\$1.25
	Employee + spouse/domestic partner	\$2.38
	Employee + child(ren)/domestic partner child(ren)	\$1.38
	Family	\$2.50
\$500,000	Employee only	\$2.50
	Employee + spouse/domestic partner	\$4.75
	Employee + child(ren)/domestic partner child(ren)	\$2.75
	Family	\$5.00
\$750,000	Employee only	\$3.75
	Employee + spouse/domestic partner	\$7.13
	Employee + child(ren)/domestic partner child(ren)	\$4.13
	Family	\$7.50
\$1,000,000	Employee only	\$5.00
	Employee + spouse/domestic partner	\$9.50
	Employee + child(ren)/domestic partner child(ren)	\$5.50
	Family	\$10.00

## Glossary of Common Health Care Terms

### **Coinsurance**

The percentage you pay of the cost of services.

### **Deductible**

The amount you pay before your plan begins paying benefits for most covered services.

### **Generic**

You will pay the lowest coinsurance for generic drugs. Generics are equivalent to their brand-name counterparts and are ensured by the Food and Drug Administration to be as safe and effective.

### **Network Providers**

Doctors, hospitals, and other health care professionals who have negotiated special rates with the medical, dental, vision, or prescription drug administrators. If you use out-of-network providers, your costs may be higher.

### **Non-Preferred Brand**

These drugs have the highest coinsurance. Generally these are higher-cost medications that have recently come on the market. So-called “designer” drugs also fall into this category. In most cases, an alternative preferred medication is available.

### **Out-of-Pocket Maximum**

The most you will have to pay out of pocket each year for covered services. This includes your deductible and coinsurance. Premiums do not count toward your out-of-pocket maximum.

### **Preferred Brand**

These are drugs for which generic equivalents are not available. They have been in the market for a time and are widely accepted. They cost more than generics but less than non-preferred brand-name drugs.





## Vendor Contacts

Benefit	Vendor	Phone #	Website	Information
Accessing HR Online	KeyBank Employee Services	1-888-KEYS2HR (1-888-539-7247)	<a href="https://hronline.keybank.com">https://hronline.keybank.com</a>	Use website to view HR information.
Medical Benefits	UnitedHealthcare (UHC)	1-866-201-0017	<a href="http://myuhc.com">myuhc.com</a> (current members) <a href="http://keycorp.welcometouhc.com">keycorp.welcometouhc.com</a> (pre-members)	Use website or phone number to request ID cards, search for network hospitals or physicians, check medical claims, browse resources, tools, and health topics.
Prescription Drug Benefits	Express Scripts	1-800-849-9138	<a href="http://express-scripts.com/keycorp">express-scripts.com/keycorp</a> (current & pre-members)	Use website/phone number to obtain prescription drug pricing information, claims history, and replacement ID cards.
Vision Benefits and Network Optometrists, Opticians	EyeMed Vision Care	1-877-863-9282	<a href="http://eyemedvisioncare.com/keybank">eyemedvisioncare.com/keybank</a>	Use website/phone number to request replacement ID cards, search for network providers, and browse resources and tools.
Dental Benefits and Network Providers	Cigna	1-800-Cigna24 (1-800-244-6224)	<a href="http://cigna.com">cigna.com</a>	Use website to print ID cards, locate participating dentists, print claim forms, view dental benefits and dental health information.
Health Savings Accounts (HSA)	Key's HSA Call Center	1-877-KEY-0202 (1-877-539-0202)	<a href="http://Key.com">Key.com</a>	Call for questions regarding your HSA.
COBRA	KeyBank Employee Services	1-888-KEYS2HR (1-888-539-7247)	<a href="https://hronline.keybank.com">https://hronline.keybank.com</a>	Call for COBRA enrollment questions and/or issues.
Life Insurance	The Hartford	1-866-783-6799	<a href="https://abilityadvantage.thehartford.com">https://abilityadvantage.thehartford.com</a>	Call to obtain a status update for elected increased life insurance coverage based on the medical questions that you answered for Prudential. Determine your life insurance needs, calculate your premium, or review a plan summary by visiting Prudential's website.
Employee Assistance Program	Magellan Health Services	1-800-462-1814	<a href="http://magellanhealth.com/member">magellanhealth.com/member</a>	Call to obtain counseling for yourself and your dependents and to locate child and elder care providers.
Accidental Death & Dismemberment	The Hartford	1-866-783-6799	<a href="https://abilityadvantage.thehartford.com">https://abilityadvantage.thehartford.com</a>	Call to file a claim.
Critical Illness	MetLife	1-800-438-6388	NA	Call to obtain detailed information about the coverage and limitations.
Long-Term Disability	The Hartford	1-866-783-6799	<a href="https://abilityadvantage.thehartford.com">https://abilityadvantage.thehartford.com</a>	Call to obtain information about your Long-Term Disability Leave.
Caregiver Support	Torchlight	Request help through website	<a href="https://keybank.torchlight.care">https://keybank.torchlight.care</a>	Use website for caregiving and parenting guidance, tools, and advisory services.
Travel Assistance	The Hartford	1-800-243-6108		Call to obtain information about the global travel assistance program that offers a robust range of services designed to supplement industry specific accident and health insurance plans.
Dependent Verification	Alight	1-888-539-7247	<a href="https://hronline.keybank.com">https://hronline.keybank.com</a>	Review your messages to access your open dependent verification claim.
Fitness Reimbursement and Commuter Savings	WageWorks	1-877-924-3967	<a href="http://wageworks.com">wageworks.com</a>	Use website to submit claims for fitness reimbursement and commuter savings.

## About this document

This information is a general guide and serves to update the benefits that are provided to eligible participants under the Key benefits plans. If there is a discrepancy between this overview and the Plan documents, the Plan documents always prevail. Key reserves the right to amend, modify, or terminate any of its benefits programs at any time and for any reason.

Please consult the Summary Plan Descriptions for additional plan details. To obtain a copy of any of the Summary Plan Descriptions, log on to HR Online at <https://hronline.keybank.com> and click on the Benefits References Quick Links on the home page. Or call KeyBank Employee Services at 1-888-KEYS2HR (1-888-539-7247).

Key has hired Alight Financial Advisors, LLC (AFA) to provide investment advisory services to 401(k) Savings Plan participants. AFA has hired Financial Engines Advisors, L.L.C. (FEA) to provide sub-advisory services. AFA is a federally registered investment advisor and wholly owned subsidiary of Hewitt Associates LLC. FEA is a federally registered investment advisor and wholly owned subsidiary of Financial Engines. Neither KeyCorp, AFA, nor FEA guarantee future results.

## Email Delivery of Benefit Materials and Notices

Key utilizes email in its delivery of various employee benefit materials and communications to you during your employment at Key. Examples of the types of information provided to you by email include the Privacy Notice provided to you under the requirements of the Health Insurance Portability and Accountability Act, and the distribution of Summary Benefit Coverage (SBC), summary plan descriptions, summary annual reports, and the KeyCorp 401(k) Savings Plan Prospectus, etc.

Please note that you may always request to receive these materials in hard copy by calling KeyBank Employee Services at 1-888-KEYS2HR. If you do not advise Key of your desire to receive a hard copy of your various employee benefit materials, Key assumes that you have agreed to receive your various employee benefit materials, including any legal notices that are from time to time required to be provided to plan participants, by email.

