BlueCross BlueShield of Texas

Group Long Term Disability Insurance

Employee Benefit Booklet

BWC TERMINALS

F023298-0001

Class 1-01

03/11/2021

This plan is an "employee welfare benefit plan," ("Plan") as defined in Section 3(1) of the Employee Retirement Income Security Act of 1974, as amended ("ERISA").

This document serves to provide important information about the Plan. It is not the entire Plan document, but a summary of important information about the Plan. In addition to this summary plan description ("SPD"), ERISA requires that you receive a Statement of ERISA Rights, a description of Claim Procedures, and other specific information about the Plan. Your employer or Plan Administrator maintains the full Plan Document. If there is a conflict between the Plan Document and this SPD, the Plan Document controls. A copy of the Plan Document is available for review during normal working hours in the office of the Plan Administrator.

The benefits described in your Plan document are provided under a group Plan sponsored by the Employer and insured by Blue Cross and Blue Shield of Texas.

SUMMARY PLAN DESCRIPTION	
1. PLAN NAME: If different, the name by which the plan is commonly known.	Employee Welfare Plan
2. PLAN TYPE:	Welfare Benefit Plan providing a Group Long Term Disability Policy and Certificate
3. PLAN SPONSOR/EMPLOYER'S NAME AND ADDRESS: Name and address of employer sponsoring the Plan or employee organization maintaining the Plan	BWC TERMINALS 1111 BAGBY, SUITE 1800 HOUSTON, TEXAS 77002
4. EMPLOYER IDENTIFICATION NUMBER (EIN): Employer identification number assigned by the IRS to the Plan Sponsor	20-4755936
5. PLAN NUMBER: Number assigned by the Plan Sponsor. This number is used for Form 5500 reporting. Each Plan should be assigned a unique number that is not used more than once.	502
6. ERISA PLAN YEAR ENDS ON EACH: This is the end of the Plan Year for maintaining the Plan's fiscal records and may be different from the insurance policy year.	DECEMBER 31
7. PLAN ADMINISTRATOR'S NAME, ADDRESS, AND TELEPHONE NUMBER:	BWC TERMINALS 1111 BAGBY, SUITE 1800 HOUSTON, TEXAS 77002 832-699-5872
8. AGENT FOR SERVICE OF LEGAL PROCESS ON THE PLAN:	BWC TERMINALS
9. SOURCES OF FUNDING AND CONTRIBUTIONS: Contributions are, for example, employer, employee organization or employee contributions and the method by which the amount of the contributions is calculated. Funding is the medium by which the Plan is funded. For example, the identity of the insurance company or trust fund through which the Plan is funded or benefits are provided.	The Plan is funded as an insured plan under policy number F023298 issued by Blue Cross and Blue Shield of Texas. Contributions to the Plan are made as stated on the Schedule of Benefits in the Group Insurance Certificate. The employer determines the method of funding and contributions, if any, to be made by the participants.

10. TYPE OF ADMINISTRATION:	This plan is administrated by insurer administration.
11. CLAIM ADMINISTRATION:	The Claim Administrator is not the "plan administrator" of your Plan, as defined in Section 3(16)(A) of ERISA. The Plan Administrator has selected Blue Cross and Blue Shield of Texas as the claims administrator of your Plan and has delegated to Blue Cross and Blue Shield of Texas the authority and discretion to administer the terms of the applicable group policy provisions such as making initial claim determinations concerning the availability of benefits, and the final review and benefit determinations for appealed claims.
12. EACH TRUSTEE'S NAME, TITLE, AND ADDRESS OF PRINCIPAL PLACE OF BUSINESS: This is only applicable if the Plan has trustees.	
13. LABOR ORGANIZATION: This is applicable if the Plan is subject to a CBA.	
14. PLAN AMENDMENT AND TERMINATION PROCEDURE:	The Employer reserves full authority, at its sole discretion, to terminate, suspend, withdraw, reduce, amend or modify the Plan (including any related documents and underlying policies), in whole or in part, at any time, without prior notice. Any amendment, modification, or termination must be in writing and endorsed on or attached to the Plan. The Employer also reserves the right to adjust your share of the cost to continue coverage by the same procedures. Rights with respect to termination of insurance benefits are stated in the Policy and Certificate. The employer can request a Policy change, including a change to benefits, rights and obligations under the Policy but only an officer of Blue Cross and Blue Shield of Texas can approve a change to the Policy. The change must be in writing and endorsed on or attached to the Policy
15. ELIGIBILITY FOR PARTICIPATION AND BENEFITS:	These requirements are found in the Policy and Certificate incorporated herein by reference.
16. CIRCUMSTANCES CONCERNING INELIGIBILITY, DISQUALIFICATION, OR DENIAL OR LOSS OF BENEFITS:	These requirements are found in the Policy and Certificate incorporated herein by reference.
17. CLAIMS PROCEDURES: The procedures which govern claims for benefits and requests for review of denied claims.	The Plan's claims procedures are furnished automatically, without charge, as a separate document. Refer to the ERISA Information Statement incorporated herein by reference.

Dearborn Life Insurance Company

Group Certificate

Dearborn Life Insurance Company

Chicago, Illinois

Administrative Office: 701 E. 22nd Street • Lombard, IL 60148

Having issued Group Policy No. **F023298-0001**

(herein called the Policy or this Plan)

to

BWC TERMINALS

(herein called the Policyholder)

CERTIFIES that You are insured, provided that You qualify under the ELIGIBILITY AND EFFECTIVE DATES provision, become insured and remain insured in accordance with the terms of the Policy. Your insurance is subject to all the definitions, limitations and conditions of the Policy. It takes effect on the effective date stated in the ELIGIBILITY AND EFFECTIVE DATES provision.

This certificate describes Your eligibility for benefits and the terms and provisions of the Policy. It replaces and cancels any other certificate previously issued to You under the Policy.

If the terms and provisions of the Certificate of Coverage (issued to You) are different from the Policy (issued to the Policyholder), the Policy will govern. Your coverage may be canceled or changed in whole or in part under the terms and provisions of the Policy.

READ YOUR CERTIFICATE CAREFULLY

Signed for Dearborn Life Insurance Company

Secretary

President

THE INSURANCE POLICY UNDER WHICH THIS CERTIFICATE IS ISSUED IS NOT A POLICY OF WORKERS' COMPENSATION INSURANCE. YOU SHOULD CONSULT YOUR EMPLOYER TO DETERMINE WHETHER YOUR EMPLOYER IS A SUBSCRIBER TO THE WORKERS' COMPENSATION SYSTEM.

Group Long Term Disability Certificate

Non-Participating

THIS IS NOT A WORKERS’ COMPENSATION CERTIFICATE

TABLE OF CONTENTS

SCHEDULE OF BENEFITS

Policyholder:	BWC TERMINALS
Policy Number:	F023298-0001
Effective Date:	January 1, 2019 (Revised: January 1, 2021) (Reissued)
Eligibility:	The following are eligible: ALL ACTIVE FULL TIME EMPLOYEES A full-time Employee is one who regularly works a minimum of 30 hours per week for the Policyholder. Part-time, seasonal and temporary Employees of the Policyholder are not eligible.
Waiting Period:	If You are in a class eligible for insurance on or before the Policy Effective Date: None If You enter a class eligible for insurance after the Policy Effective Date: Date of Hire
Rehire Provision:	If Your coverage ends due to termination of employment and you return to Active Work in an eligible class within 6 months, you will not have to satisfy a new Waiting Period.
Elimination Period:	180 Days
Elimination Period: Catastrophic Disability Benefit	180 Days
LTD Monthly Benefit:	50% of Monthly Earnings to a Maximum Gross Monthly Benefit of $10,000 per month subject to reduction by deductible sources of income or Disability Earnings
Social Security Offset Method:	Primary & Family
Minimum Monthly Benefit:	$100 or 10% of Your Gross LTD Monthly Benefit, whichever is greater
Policyholder Contribution	0% of premium

Maximum Period Payable:

Age on Date Disability Commences	Maximum Period Payable
Less than 60	To SSNRA*
60	60 months or to SSNRA*, whichever is greater
61	48 months or to SSNRA*, whichever is greater

	62	42 months or to SSNRA*, whichever is greater
	63	36 months or to SSNRA*, whichever is greater
	64	30 months or to SSNRA*, whichever is greater
	65	24 months
	66	21 months
	67	18 months
	68	15 months
	69 or over	12 months

* Social Security Normal Retirement Ages Based on the 1983 amendment to the Social Security Act, the following are normal retirement ages by date of birth.

Year of Birth	**Social Security Normal Retirement Age**
1937 or earlier	65 years
1938	65 years, 2 months
1939	65 years, 4 months
1940	65 years, 6 months
1941	65 years, 8 months
1942	65 years, 10 months
1943-1954	66 years
1955	66 years, 2 months
1956	66 years, 4 months
1957	66 years, 6 months
1958	66 years, 8 months
1959	66 years, 10 months
1960 or later	67 years
Catastrophic Disability Benefit:	To the End of the Maximum period payable

OTHER FEATURES

The following other features are included:

- Waiver of Premium
- Work Incentive Benefit
- Rehabilitation Incentive Income
- Recurrent Disability
- FMLA Coverage Extension
- Survivor Benefit
- Day Care Benefit
- Worksite Modification Benefit
- Vocational Rehabilitation Service
- Social Security Assistance
- Catastrophic Disability Benefit
    - Caregiver Respite Benefit
    - Caregiver Training Benefit
    - Emergency Alert System Benefit
- Continuity of Coverage

THIS SCHEDULE OF BENEFITS CANCELS AND REPLACES ALL OTHER SCHEDULES PREVIOUSLY ISSUED TO YOU UNDER THE POLICY. IT OUTLINES THE POLICY FEATURES. THE FOLLOWING PAGES PROVIDE A COMPLETE DESCRIPTION OF THE PROVISIONS OF YOUR CERTIFICATE.

ELIGIBILITY AND EFFECTIVE DATES

Who is eligible for this insurance?

The following people are eligible: ALL ACTIVE FULL TIME EMPLOYEES

The Waiting Period is shown in the Schedule of Benefits.
00001

When does Your Contributory insurance become effective?

Your Contributory coverage will become effective on the latest of the following dates, provided You are Actively at Work on that date:

1. If there is no Waiting Period, the date you are eligible for coverage, if You enroll for coverage on or before that date;
2. If You sign the Enrollment Form after the end of the Waiting Period, but within 31 days after that day, Your coverage will become effective on the first of the month that falls on or next follows the date You sign the Enrollment Form.
3. If You sign the Enrollment Form following this 31-day period, You are considered a late applicant and must furnish Evidence Of Insurability satisfactory to Us before coverage can become effective. Coverage will become effective on the date We determine that the Evidence of Insurability is satisfactory and We provide written notice of approval.

You must be Actively at Work for coverage under the Policy to become effective. If, because of Injury or Sickness, You are not Actively at Work on the date the insurance would otherwise take effect, it will take effect on the day You return to Active Work.

Contributory means You pay all or a portion of the premium for this insurance coverage.

Enrollment Form means the application You complete to apply for coverage under the Policy.
00003

When is Evidence of Insurability required?

Evidence of Insurability is required if:

1. You are a late applicant, which means You enroll for insurance more than 31 days after the date You are eligible for insurance; or
2. You voluntarily canceled Your insurance and are reapplying; or
3. You apply to increase Your coverage amount during an annual enrollment period; or You apply to increase Your coverage amount during the Policy year.

You may obtain an Evidence of Insurability Form from the Policyholder.
00005

Changes to Your coverage

A change in Your coverage may occur if:

1. You enroll for a different coverage option; or
2. There is a Policy change.

If You are eligible for additional coverage due to a Policy change, the additional coverage will be effective on the date the Policy change is effective, as requested by the Policyholder and agreed upon by Us.

Additional coverage for reasons other than a Policy change will be effective the first of the month following the later of:

1. The date You enroll for the additional coverage;
2. The date We approve Your coverage if Evidence of Insurability is required.

In order for Your additional coverage to begin, You must be in Actively at Work. Additional coverage is subject to payment of premium.

Additional coverage includes increases in Your Monthly Benefit amount and other benefit provisions that may impact when or for how long benefits are payable. Additional coverage is subject to the Pre-Existing Condition Exclusion.

Any decrease in coverage will take effect immediately. If the Date of Disability was prior to the decrease, any claim resulting from that Disability will be paid at the amount in effect at the time the Disability was incurred.
00006

Evidence of Insurability means a statement of Your medical history which We will use to determine if You are approved for coverage. Evidence of Insurability will be provided at Our expense.

Evidence of Insurability Form means a form provided or approved by Us on which you provide a statement of Your medical history.
00007

Who pays for Your coverage?

You pay the entire cost of Your coverage.
00008

Do You have to pay premium while You receive benefits?

We will waive premium for You during a period of Disability for which the LTD Monthly Benefit is payable under the Policy. Premium payment is required during Your Elimination Period or any other period when the LTD Monthly Benefit is not payable under the Policy**.**
00009

What happens if We are replacing an existing Policy? (Continuity of Coverage)

Effect on Actively at Work requirement

If You were insured under the Prior Policy on the day before the Policy Effective Date, You may be covered by the Policy even if You do not satisfy the Actively at Work requirement as stated in the When does insurance become effective? provision and You would otherwise be eligible to become insured under the Policy, We will provide limited coverage under this Plan. Coverage under this provision will begin on the Policy effective date and will continue until the earliest of:

1. The end of the month following the date You become Actively at Work;
2. The end of any period of continuance or extension provided under the Prior Policy; or
3. The date coverage would otherwise end, according to the provisions of the Policy.

Your coverage under this provision is subject to payment of premium.

Effect on Benefits

If You do not satisfy the Actively at Work requirement, You may still be eligible for benefits under the Policy as follows:

The benefits payable under the Policy will be the benefits which would have been payable under the terms of the Prior Policy if it had remained in force; and the benefits payable under the Policy will be reduced by any benefits payable under the Prior Policy for the same Disability for which the prior carrier is liable.

The **Prior Policy** is the group disability insurance policy issued to the Policyholder by Lincoln Financial Group whose coverage terminated immediately prior to the Policy Effective Date.

Effect on Pre-existing Conditions

If You have a Disability due to a Pre-Existing Condition after the Prior Policy has been replaced by this Plan, Benefits may be payable if:

1. You were insured under the Prior Policy at the time the Policyholder changed coverage from the Prior Policy to the Policy; and
2. You have been continuously insured under this Plan from the effective date of this Plan until the date Your Disability began.

In order for benefits to be paid, You must satisfy the Pre-Existing Condition exclusion under:

1. this Plan; or

2. the Prior Policy, if benefits would have been paid had the Prior Policy remained in force.

If You satisfy the Pre-Existing Condition exclusion of this Plan, We will determine Your payments according to this Plan's provision.

If You do not satisfy the Pre-Existing Condition exclusion of this Plan, but You do satisfy the Pre-Existing Condition provision under the Prior Policy:

1. Your Monthly Benefit will be the lesser of:
    a. The Monthly Benefit that would have been payable under the terms of the Prior Policy if it had remained in force; or
    b. The Monthly Benefit under this Plan.
2. Benefits will end on the earlier of:
    a. The date benefits end under the Policy, as described under the Maximum Period Payable; or
    b. The date benefits would have ended under the Prior Policy if it had remained in force.

If You do not satisfy the Pre-Existing Condition exclusion under either this Plan or the Prior Policy, We will not make any payments.

We will require proof that You were insured under the Prior Policy.
00010

LONG TERM DISABILITY BENEFITS

How do We define Total Disability?

Total Disability or **Totally Disabled** means that during the first 24 consecutive months of benefit payments due to Sickness or Injury;

1. You are continuously unable to perform the Material and Substantial Duties of Your Regular Occupation, and
2. Your Disability Earnings, if any, are less than 20% of Your pre-disability Indexed Monthly Earnings.

00011

After the LTD Monthly Benefit has been paid for 24 consecutive months, Total Disability or Totally Disabled means that due to Injury or Sickness:

1. You are continuously unable to engage in any Gainful Occupation, and
2. Your Disability Earnings, if any, are less than 20% of Your pre-disability Indexed Monthly Earnings.

00013

How do We define Partial Disability?

Partial Disability or **Partially Disabled** means that:

1. During the Elimination Period You are unable to perform all of the Material and Substantial Duties of Your Regular Occupation.
2. During the first 24 consecutive months of benefit payments, due to Injury or Sickness You are unable to perform all of the Material and Substantial Duties of Your Regular Occupation, and Your Disability Earnings, if any, are at least 20% but less than or equal to 80% of Your pre-disability Indexed Monthly Earnings.
3. After the LTD Monthly Benefit has been paid for 24 consecutive months Partial Disability or Partially Disabled means that due to Injury or Sickness, You are unable to engage in any Gainful Occupation; and Your Disability Earnings, if any, are at least 20% but less than or equal to 80% of Your pre-disability Indexed Monthly Earnings.

00014

Loss of Professional License or Certification

If You require a professional license or certification for Your occupation, loss of that professional license or certification does not in and of itself constitute Disability.

00017

What is the Elimination Period and how is it satisfied?

The Elimination Period is a period of continuous Disability which must be satisfied before You are eligible to receive benefits from Us. It is shown in the Schedule of Benefits and begins on Your Date of Disability.

If You temporarily recover and return to work, We will treat Your Disability as continuous if You return to work for a period of less than or equal to one-half the Elimination Period rounded up to the next whole number, not to exceed 90 days. The days that You are not Disabled will not count toward Your Elimination Period.

If You return to work for a period greater than one-half the Elimination Period, or 90 days, whichever is less, and become Disabled again, You will have to begin a new Elimination Period.

00018

Can You satisfy Your Elimination Period if You are working?

You can satisfy Your Elimination Period if You are working, provided You meet the definition of Disability.

00019

What Disability Benefit are You eligible to receive?

If You are Disabled, You are eligible to receive one of the following at any given time:

1. an LTD Monthly Benefit;
2. a Work Incentive Benefit; or
3. Rehabilitation Incentive Income.

While You are Disabled, You might be eligible to receive one or the other of the above, but You cannot receive more than one of these benefits at the same time.
00020

What is Your LTD Monthly Benefit and how is it calculated?

Your LTD Monthly Benefit will be based on Your Monthly Earnings as reported to Us by the Policyholder and for which premium has been paid.

An LTD Monthly Benefit will be payable after the end of the Elimination Period if You are Disabled. We will calculate Your Gross LTD Monthly Benefit amount as follows:

1. Multiply Your Monthly Earnings by 50%.
2. The maximum Gross LTD Monthly Benefit is $10,000.00.
3. Compare the answers from Item 1 and Item 2. The lesser of these two amounts is Your Gross LTD Monthly Benefit.
4. Subtract the Deductible Sources of Income from Your Gross LTD Monthly Benefit. The resulting figure is Your Net LTD Monthly Benefit.
5. Compare the answer from item 3 and 4.

The lesser amount figured in item 5 is Your Monthly Benefit.

If a benefit is payable for less than one month, it will be paid on the basis of 1/30th of the Net LTD Monthly Benefit for each day of Disability.
00021-A

How do We define Monthly Earnings?

Monthly Earnings means Your gross monthly income from Your Employer in effect just prior to Your Date of Disability. It includes Your total income before taxes and any deductions made for pre-tax contributions to a qualified deferred compensation plan, Section 125 plan, or flexible spending account. It does not include income received from commissions, bonuses, overtime pay, any other extra compensation, or income received from sources other than Your Employer.

Earnings, whether for a full year or partial year, will be converted to a monthly amount for the purpose of calculating the Monthly Benefit.
00022

What are the Deductible Sources of Income?

1. Disability benefits paid, payable, or for which You are eligible under:
    a. The Social Security Act, including any amounts for which Your dependents may qualify because of Your Disability;
    b. Any Workers' Compensation or Occupational Disease Act or Law, or any other law which provides compensation for an occupational Injury or Sickness;
    c. Occupational accident coverage provided by or through the Policyholder;
    d. Any Statutory Disability Benefit Law;
    e. The Railroad Retirement Act;
    f. The Canada Pension Plan, Quebec Pension Plan, or any other similar disability or pension plan or act;
    g. The Canada Old Age Security Act;
    h. Any Public Employee Retirement System Plan, or any State Teachers' Retirement System Plan, or any plan provided as an alternative to any of the above acts or plans;
    i. Title 46, United States Code Section 688 et seq (The Jones Act);
    j. Title 33, United States Code Section 901 et seq (Longshore and Harbor Workers' Compensation Act).

2. Disability benefits paid, payable, or for which You are eligible under:
    a. Any group insurance plan provided by or through the Policyholder , and
    b. Any sick leave or salary continuance plan provided by or through the Policyholder which causes the Net Monthly Benefit, plus Deductible Sources of Income and any salary continuation to exceed 100% of Your pre-disability Indexed Monthly Earnings. The amount in excess of 100% of Your pre-disability Indexed Monthly Earnings will be used to reduce Your Net Monthly Benefit.
3. Retirement benefits paid under the Social Security Act including any amounts for which Your dependents may qualify because of Your retirement;
4. Retirement and Disability benefits paid under a Retirement Plan provided by the Policyholder except for amounts attributable to Your contributions;
5. Disability benefits paid under any No Fault Auto Motor Vehicle coverage;
6. Amounts received from a third party (after subtracting attorney's fees) by judgment, settlement or otherwise, not to exceed 50% of the net settlement.

Proration of Lump Sum Awards

If any Deductible Source of Income described above is paid in a single sum through compromise settlement or as an advance on future liability, We will determine the amount of reduction to Your Gross LTD Monthly Benefit as follows:

1. We will divide the amount paid by the number of months for which the settlement or advance was provided; or
2. If the number of months for which the settlement or advance is made is not known, We will divide the amount of the settlement or advance by the expected remaining number of months for which We will provide benefits for Your Disability based on the Proof of Disability which We have, subject to a maximum of 60 months.

What other sources of income are not deductible?

We will not reduce Your Gross LTD Monthly Benefit by any of the following:

1. deferred compensation arrangements such as 401(k), 403(b) or 457 plans;
2. credit disability insurance;
3. pension plans for partners;
4. military pension and disability income plans;
5. franchise disability income plans;
6. individual disability income plans;
7. a Retirement Plan from another Policyholder;
8. profit sharing plans;
9. thrift or savings plans;
10. individual retirement account (IRA);
11. tax sheltered annuity (TSA);
12. stock ownership plan.

00023

Can You work and still receive benefits?

While Disabled, You may qualify for the Work Incentive Benefit or Rehabilitation Incentive Income, but not both.

Work Incentive Benefit

A Work Incentive Benefit will be payable if You are Disabled and Gainfully Employed after the end of the Elimination Period, or after a period during which You received LTD Monthly Benefits.

The Work Incentive Benefit will be calculated during the first 12 months of disability payments while You are Gainfully Employed as follows:

1. We will add together the Gross Monthly Benefit and Disability Earnings and compare to pre-disability Indexed Monthly Earnings.
2. If the total amount in Item 1 exceeds 100% of pre-disability Indexed Monthly Earnings, the Work Incentive Benefit will be equal to the LTD Monthly Benefit reduced by the amount of the excess.

3. If the total amount in Item 1 does not exceed 100% of pre-disability Indexed Monthly Earnings, the Work Incentive Benefit will be equal to the LTD Monthly Benefit amount.

After the first 12 months of disability payments while You are Disabled and Gainfully Employed, the Work Incentive Benefit will be equal to the Net Monthly Benefit multiplied by the Adjusted Loss of Salary Ratio.

The Work Incentive Benefit will cease on the earliest of the following:

1. the date You are no longer Disabled; or
2. the end of the Maximum Period Payable.

Adjusted Loss of Salary Ratio is equal to: A divided by B

A= Your pre-disability Indexed Monthly Earnings minus Your Disability Earnings

B= Your pre-disability Indexed Monthly Earnings

Rehabilitation Incentive Income

Rehabilitation Incentive Income will be payable after the end of the Elimination Period, or after a period during which You received LTD Monthly Benefits. This benefit is payable if You are Disabled and Gainfully Employed in an occupation that has been approved as part of a Rehabilitation Plan.

Rehabilitation Incentive Income will be calculated during the first 12 months of Gainful Employment as follows:

1. If Disability Earnings exceed 100% of pre-disability Indexed Monthly Earnings, Rehabilitation Incentive Income will be equal to the Net Monthly Benefit reduced by the amount of the excess.
2. If Disability Earnings do not exceed 100% of pre-disability Indexed Monthly Earnings, Rehabilitation Incentive Income will be equal to the Monthly Benefit.

After the first 12 months of Gainful Employment, Rehabilitation Incentive Income will be equal to the LTD Monthly Benefit multiplied by the Adjusted Loss of Salary Ratio.

Rehabilitation Incentive Income will cease on the earliest of the following:

1. as stated in the Rehabilitation Plan;
2. the date You fail to comply with the requirements of the Rehabilitation Plan;
3. the date You are no longer Gainfully Employed; or
4. the end of the Maximum Period Payable.

Adjusted Loss of Salary Ratio is equal to: A divided by B

A= Your pre-disability Indexed Monthly Earnings minus Your Disability Earnings

B= Your pre-disability Indexed Monthly Earnings
00024-A

What is the minimum Net LTD Monthly Benefit payable under the Policy?

The Net LTD Monthly Benefit payable for Disability will not be less than $100 or 10% of Your Gross LTD Monthly Benefit, whichever is greater. The minimum Net LTD Monthly Benefit does not apply if You are Gainfully Employed.
00025

What happens if Your Deductible Sources of Income increase?

The Net LTD Monthly Benefit will not be further reduced for subsequent cost-of-living increases which are paid, payable, or for which You or Your dependents are eligible under any Deductible Source of Income shown above.
00026

How long will You receive benefits under the Policy?

We will send You a payment for each month of Disability up to the Maximum Period Payable as shown in the Schedule of Benefits. Payment of benefits is also subject to any benefit duration limitation pertaining to Your Disability.
00027

What happens if Your Disability recurs?

If Disability for which benefits were payable ends but recurs due to the same or related causes less than 6 months after the end of a prior Disability, it will be considered a resumption of the prior Disability. Such recurrent Disability shall be subject to the provisions of the Policy that were in effect at the time the prior Disability began.

Disability which recurs more than 6 months after the end of a prior Disability is subject to:

1. a new Elimination Period;
2. a new Maximum Period Payable; and
3. the other provisions of the Policy that are in effect on the date the Disability recurs.

Disability must recur while Your coverage is in force under the Policy.
00028

EXCLUSIONS AND LIMITATIONS

What are the exclusions and limitations under the Policy?

The Policy does not cover any loss or Disability caused by, resulting from, arising out of or substantially contributed, directly or indirectly, to by any one or more of the following:

- a Pre-existing Condition;
- commission of, participation in, or an attempt to commit an assault or felony;
- Intentionally self-inflicted injuries;
- attempted suicide, regardless of mental capacity;
- participation in a war, declared or undeclared, or any act of war;
- active military duty;
- active Participation in a Riot;
- commission of a crime for which You have been convicted;

The Policy has limitations on:

- Mental Disorder - Disability beyond 24 months after the Elimination Period if it is due to a Mental Disorder of any type. Confinement in a Hospital or institution licensed to provide care and treatment for mental illness will not be counted as part of the 24-month limit.
- Substance Abuse – A Substance Abuse (drug or alcohol) related Disability unless You are participating in a Substance Abuse treatment program approved by the State where the treatment program is provided. The cost of the treatment program must be borne by You or another group plan of the Policyholder (such as a group health plan or Employee Assistance Program) if one is available and covers this type of treatment.

Except as specifically stated above, in no event will LTD Monthly Benefits for a Mental Disorder or Substance Abuse be paid beyond the earliest of the date:

1. 24 LTD Monthly Benefit payments have been made; or
2. the Maximum Period Payable is reached; or
3. You refuse to participate in an appropriate, available treatment program, or You leave the treatment program prior to completion; or
4. You are no longer following the requirements of Your treatment plan under the program; or
5. You complete the initial treatment plan, exclusive of any aftercare or follow-up services.

The lifetime cumulative Maximum Period Payable for all disabilities due to a Mental Disorder and Substance Abuse is 24 months. Only 24 months of benefits will be paid for any combination of such disabilities even if the disabilities:

1. are not continuous; and/or
2. are not related.

Furthermore:

- Benefits are not payable for any period during which You are confined to a penal or correctional institution if the period of confinement exceeds 30 days.
- Benefits are not payable if Your Disability Earnings exceed 80% of Your pre-disability Indexed Monthly Earnings.
- Benefits are not payable during the first 24 months of LTD Monthly Benefits, when You are able to return to work in Your Regular Occupation on a part-time basis but You do not.
- Benefits are not payable after 24 months of LTD Monthly Benefits, when You are able to work in any Gainful Occupation on a part-time basis but You do not.

00029

TERMINATION OF COVERAGE

When will Your insurance terminate?

Your coverage will terminate on the earliest of the following dates:

1. the date on which the Policy is terminated;
2. the date You stop making any required contribution toward payment of premiums;
3. the date on which the Employer's participation under the Policy is terminated; or
4. the date You:
   a. are no longer a member of a class eligible for this insurance,
   b. request termination of coverage under the Policy,
   c. are retired or pensioned, or
   d. cease work because of a leave of absence, furlough, layoff, or temporary work stoppage due to a labor dispute, unless We and the Policyholder have agreed in writing in advance of the leave to continue insurance during such period.

Termination will not affect a covered loss which began while the coverage was in force.
00030

Will coverage be continued if You are eligible for leave under FMLA?

In the event You are eligible for and the Policyholder approves a leave under the Family and Medical Leave Act of 1993 (FMLA), or any applicable state family and medical leave law (State FML), provided the required premium continues to be paid, Your insurance will continue for a period of up to the later of:

1. the leave period permitted by the federal Family and Medical Leave Act of 1993 and any amendments; or
2. the leave period permitted by applicable state law.

While granted a Family or Medical Leave of Absence:

1. The Policyholder must remit the required premium according to the terms of the Policy; and
2. coverage will terminate if You do not return to work as scheduled according to the terms of Your agreement with the Policyholder.

00031

Will coverage be continued if You are eligible for leave under USERRA?

If You are on a leave of absence for active military service as described under the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) and applicable state law, Your coverage may be continued until the end of the later of:

1. the length of time the coverage may be continued under the Certificate for an FMLA or State FML leave of absence; or
2. the length of time the coverage may be continued under the Certificate of Coverage for a leave of absence other than an FMLA or State FML leave of absence.

00032

Will coverage be continued for other leaves of absence?

If You are on an approved leave of absence other than an FMLA or State FML leave of absence, and if premium is paid, Your coverage will be continued through the end of the month that immediately follows the month in which Your leave of absence begins.

If the Policyholder has approved more than one type of leave of absence for You during any one period that You are not Actively at Work We will consider such leaves to be concurrent for the purpose of determining how long Your coverage may continue under the Policy.

If Your coverage is not continued during an FMLA or State FML leave of absence, and You become Actively at Work immediately following the end of Your FMLA or State FML leave of absence, Your coverage will be reinstated. We will not apply a new Waiting Period, require Evidence Of Insurability, or apply a new Pre-existing Condition limitation.

If Your coverage is not continued during a leave of absence for active military service, and You return to active employment, Your coverage may be reinstated in accordance with USERRA and applicable state law.

In no event will Your coverage under the policy be continued beyond the date Your coverage would otherwise end according to the terms of the When will Your insurance terminate? provision.
00033

DAY CARE EXPENSE BENEFIT

Are Day Care Expense Benefits available while You are Disabled?

While *Disabled* and receiving Rehabilitation Incentive Income, *You* will be reimbursed for *Day Care Expenses* for each *Eligible Child*. *You* must supply satisfactory proof to *Us* that *You* incurred such charges.

Day Care Expenses mean monthly expenses, up to $350 per child per month, to a maximum total benefit of $1,000.00 per month, charged by a licensed day care provider who is not a member of *Your* immediate family or living in *Your* residence.

Eligible Child means *Your Dependent Child* under age 13 who lives with *You.*

Dependent Child*(*ren) means any unmarried child of *Yours*, whether natural, step, foster or adopted, who is primarily dependent on *You* for financial support and maintenance.

The Day Care Expense Benefit payments will end the earliest of the following to occur:

1. the date *You* are no longer incurring *Day Care Expenses* for your *Eligible Child*;
2. the date You are no longer receiving Rehabilitation Incentive Income;
3. after 12 monthly Day Care Expense Benefit payments have been made for each *Eligible Child.*

00034

SURVIVOR INCOME BENEFIT

What happens if You die while receiving benefits?

We will pay a Survivor Income Benefit to an Eligible Survivor when proof is received that You died:

1. After the Disability had continued for 6 or more consecutive months; and
2. While receiving an LTD Monthly Benefit.

The Survivor Income Benefit shall be payable on a lump sum basis immediately after We receive written proof of Your death. The benefit will be equal to 3 times Your Last Monthly Benefit. The benefit shall accrue from Your date of death.

Eligible Survivor means Your Spouse, if living, or if Your Spouse dies before the final monthly benefit is paid, then Your children who are under age 23.

If payment becomes due to Your children, payment will be made to:

1. the children; or
2. a person named by Us to receive payments on the children's behalf. This payment will be valid and effective against all claims by others representing or claiming to represent the children.

Last Monthly Benefit means the Monthly Benefit paid to You immediately prior to Your death, but not including any reductions for Deductible Sources of Income.

If there is no Eligible Survivor, We will pay the Survivor Income Benefit to Your estate.
00036

CATASTROPHIC DISABILITY BENEFIT

What is a Catastrophic Disability Benefit?

We will pay a monthly Catastrophic Disability Benefit to You if You are receiving LTD Monthly Benefits (or Accidental Dismemberment Benefits) and We receive proof that You are Catastrophically Disabled. Catastrophic Disability Benefit payments will begin at the end of the Catastrophic Disability Elimination Period shown in the Schedule of Benefits.

You are Catastrophically Disabled when We determine that, due to Sickness or Injury:

1. You are unable to perform, without human assistance or regular supervision from another person, at least 2 of the 6 Activities of Daily Living; or
2. You become Cognitively Impaired; and
3. You are not Gainfully Employed.

When will Your coverage become effective?

You will become insured for Catastrophic Disability Benefit coverage on Your effective date under the LTD plan.

However, the Catastrophic Disability Benefit coverage will be delayed if, on Your effective date, You cannot safely and completely perform one or more of the Activities of Daily Living without another person's assistance, or verbal cueing, or You are Cognitively Impaired. Coverage will begin on the date You can safely and completely perform all of the Activities of Daily Living without another person's assistance or verbal cueing, or no longer are Cognitively Impaired.

How much will We pay if You are Disabled?

The Catastrophic Disability Benefit is 10% of pre-disability Indexed Monthly Earnings to a maximum Catastrophic Disability Benefit of the lesser of the maximum LTD Monthly Benefit or $5,000.

This benefit is not subject to Policy provisions which would otherwise increase or reduce the benefit amount such as Deductible Sources of Income.

When will Your Catastrophic Disability Benefit payments end?

Catastrophic Disability Benefit payments will end on the earliest of the following dates:

1. the date You are no longer Catastrophically Disabled;
2. the date You become ineligible for LTD Monthly Benefit payments;
3. the end of the Catastrophic Disability Maximum Period Payable shown in the Schedule of Benefits; or
4. the date You die.

What claim information is needed for Catastrophic Disability Benefits?

The Filing a Claim section under the Policy applies to Catastrophic Disability Benefit coverage. We may also require an interview with You.

CAREGIVER RESPITE BENEFIT

We will pay You a Caregiver Respite Benefit for each day of a Respite Interval, subject to the conditions below:

1. You must be receiving a Catastrophic Disability Benefit;
2. The benefit is payable if Informal Home Care has been provided for at least 6 continuous months for You beginning with Your Date of Disability;
3. The benefit is payable for Companion Care received by You in Your home or a private residence during a Respite Interval;
4. The benefit is equal to the daily Companion Care cost incurred, not to exceed $100 per day; and
5. The benefit is payable to You following submission of proof of Your incurred costs for Companion Care during the Respite Interval.

Companion Care means medically necessary custodial care furnished during a Respite Interval for a minimum of 8 hours per day by a Home Health Care Provider accredited by either the Joint Commission on Accreditation of Health Care Organizations or Community Health Accreditation Program.

Informal Caregiver means the person who has primary responsibility of providing Informal Home Care for You. A person who is paid for caring for You cannot be an Informal Caregiver.

Informal Home Care means medically necessary custodial care provided at Your home or a private residence by an Informal Caregiver. Such care is provided in lieu of confinement in a nursing home, or care received at Your home from a paid provider.

Respite Interval means a period of one or more consecutive days during which the Informal Caregiver is temporarily relieved of the Informal Home Care duties. Two Respite Intervals are permitted per calendar year, subject to a cumulative total of 14 days per calendar year. Unused days expire on December 31 and cannot be carried over into any future calendar year.

CAREGIVER TRAINING BENEFIT

We will pay You a Caregiver Training Benefit if an Informal Caregiver incurs an expense to be trained to provide Informal Home Care for You, subject to the conditions below:

1. You must be receiving a Catastrophic Disability Benefit;
2. Caregiver Training must be provided by a Home Health Care Provider accredited by either the Joint Commission on Accreditation of Health Care Organizations or Community Health Accreditation Program, by a Nursing Home or by a Hospital while You are receiving the Catastrophic Disability Benefit. If You are in a Nursing Home or in a Hospital, the Caregiver Training Benefit will only be payable if the training will make it possible for You to return to Your residence where You can be cared for by the Informal Caregiver;
3. The amount of the benefit is the cost incurred for the Caregiver Training, subject to $500 maximum per period of Disability;
4. The benefit is payable to You following submission to Us of proof of Your costs incurred for Caregiver Training.

Caregiver Training means training received by the Informal Caregiver to care for You in Your residence.

Informal Caregiver means the person who has primary responsibility of providing Informal Home Care for You. A person who is paid for caring for You cannot be an Informal Caregiver.

Informal Home Care means medically necessary custodial care provided at Your home or a private residence by an Informal Caregiver. Such care is provided in lieu of confinement in a nursing home, or care received at Your home from a paid provider.

EMERGENCY ALERT SYSTEM BENEFIT

We will pay You an Emergency Alert System Benefit for the cost to rent or lease an Emergency Alert System which will allow You to remain in Your residence alone, subject to the conditions below:

1. You must be receiving a Catastrophic Disability Benefit;
2. The benefit is payable for a medically necessary Emergency Alert System;
3. Your condition must be such that You could not be left alone were it not for the presence of the Emergency Alert System;
4. The benefit is the lesser of $25 per month or the actual cost to rent or lease the Emergency Alert System;
5. The benefit is payable to You, in arrears, after every 6 months, following submission of proof of Your incurred costs for the Emergency Alert System; and
6. We will not pay for any charges incurred as a result of installing, servicing or maintaining the Emergency Alert System. This includes, but is not limited to, any charges for normal telephone service while the system is installed or for a home security system.

Emergency Alert System means a communication system located in Your residence, that is used to summon medical attention in case of a medical emergency.

00042

WORKSITE MODIFICATION BENEFIT

What is the Worksite Modification Benefit?

We will assist You and the Policyholder in identifying modifications We agree are likely to help You remain at work or return to work. This agreement will be in writing and must be signed by You, the Policyholder and Us.

When this occurs, We will reimburse the Policyholder for the cost of the modification, up to the greater of:

1. $1,500; or
2. 2 times Your Last Monthly Benefit.

We will reimburse the Policyholder upon completion of the following:

1. agreed upon modifications made on Your behalf are completed;
2. written proof of expenses incurred by Your Policyholder have been provided to Us; and
3. You have returned to work and are an Actively at Work Employee.

Last Monthly Benefit means the Monthly Benefit paid to You immediately prior to Your request for benefits under the Worksite Modification Benefit provision, but not including any reductions for Deductible Sources of Income.
00044

CLAIM SERVICES

What other services are available to You while You are Disabled?

If You are Disabled and eligible to receive Disability benefits under the Policy, We will evaluate You for eligibility to receive any of the following. We will make the final determination for any of the following benefits or services.

Vocational Rehabilitation Service

Rehabilitation services are available when We determine that these services are reasonably required to assist in returning You to Gainful Employment. Vocational rehabilitation services might include but are not limited to one or more of the following:

1. job modification;
2. job retraining;
3. job placement;
4. other activities.

Eligibility for vocational rehabilitation services is based upon Your education, training, work experience and physical and/or mental capacity. To be considered for rehabilitation services:

1. Your Disability must prevent You from performing Your Regular Occupation;
2. You must have the physical and/or mental capacities necessary for successful completion of a rehabilitation program, and
3. there must be a reasonable expectation that rehabilitation services will help You return to Gainful Employment.

Social Security Disability Assistance

When necessary, We will provide an advocate for You in applying for and securing Social Security Disability awards. When We determine that Social Security Assistance is appropriate for You, it is provided at no additional cost to You.
00047

FILING A CLAIM

What are the Claim Filing Requirements?

Initial Notice of Claim

We ask that You notify Us of Your claim as soon as possible, so that We may make a timely decision on Your claim. The Policyholder can assist You with the appropriate telephone number and address of Our Claim Department. You must send Us written notice of Your Disability within 30 days of the Date of Disability, or as soon as reasonably possible. Notice may be sent to Our Claim Department at the address shown on the claim form or given to Our Agent.

Written Proof of Loss

Within 15 days of Our being notified in writing of Your claim, We will supply You with the necessary claim forms. The claim form is to be completed and signed by You, the Policyholder and Your Doctor. If You do not receive the appropriate claim forms within 15 days, then You will be considered to have met the requirements for written proof of loss if We receive written proof, which describes the occurrence, extent and nature of loss as stated in the Proof of Disability provision.

Time Limit for Filing Your Claim

You must furnish Us with written proof of loss within 91 days after the end of Your Elimination Period. The length of the Elimination Period is shown in the Schedule of Benefits. If it is not possible to give Us written proof within 91 days, the claim is not affected if the proof is given as soon as possible. However, unless You are legally incapacitated, written proof of loss must be given no later than 1 year after the time proof is otherwise due.

No benefits are payable for claims submitted more than 1 year after the time proof is due. However, You can request that benefits be paid for late claims if You can show that:

1. It was not reasonably possible to give written proof during the 1 year period, and
2. Proof of loss satisfactory to Us was given as soon as was reasonably possible.

Proof of Disability

The following items, supplied at Your expense, must be a part of Your proof of loss. Failure to provide complete proof of loss may delay, suspend or terminate Your benefits.

1. The date Your Disability began;
2. The cause of Your Disability;
3. The prognosis of Your Disability;
4. Proof that You are receiving Appropriate and Regular Care for Your condition from a Doctor, who is someone other than You or a member of Your immediate family, whose specialty or expertise is the most appropriate for Your disabling condition(s) according to Generally Accepted Medical Practice.
5. Objective medical findings which support Your Disability. Objective medical findings include but are not limited to tests, procedures, or clinical examinations standardly accepted in the practice of medicine, for Your disabling condition(s).
6. The extent of Your Disability, including restrictions and limitations which are preventing You from performing Your Regular Occupation.
7. Appropriate documentation of Your Monthly Earnings. If applicable, regular monthly documentation of Your Disability Earnings.
8. If You were contributing to the premium cost, the Policyholder must supply proof of Your appropriate payroll deductions.
9. The name and address of any Hospital or Health Care Facility where You have been treated for Your Disability.
10. If applicable, proof of incurred costs covered under other benefit provisions in the Policy.

Continuing Proof of Disability

You may be asked to submit proof that You continue to be Disabled and are continuing to receive Appropriate and Regular Care of a Doctor. Requests of this nature will only be made as often as reasonably necessary but not more

frequently than once every 3 months. If required, this will be at Your expense and must be received within 45 days of Our request. Failure to comply with such a request may delay, suspend or terminate Your benefits.

Examination

At Our expense, We have the right to have You examined as often as reasonably necessary while the claim continues. Failure to comply with this examination may result in denial, suspension or termination of benefits, unless We agree You have a valid and acceptable reason for not complying.

Authorization and Documentation You will be asked to supply

1. You will be required to provide signed authorization for Us to obtain and release all reasonably necessary medical, financial or other non-medical information in support of Your Disability claim. Failure to submit this information may deny, suspend or terminate Your benefits.
2. You will be required to supply proof that You have applied for other Deductible Sources of Income such as Workers' Compensation or Social Security Disability benefits, when applicable.
3. You will be required to notify Us when You receive or are awarded other Deductible Sources of Income. You must tell Us the nature of the Deductible Source of Income, the amount received, the period to which the benefit applies, and the duration of the benefit if it is being paid in installments.

00048-TX

Time of Payment of Claim

As soon as We have all necessary substantiating documentation for Your Disability claim, We will pay Your benefit on a monthly basis, so long as You continue to qualify for it.

We will pay benefits to You unless otherwise indicated. If You die while Your claim is open, any due and unpaid Disability benefit will be paid, at Our option, to the surviving person or persons in the first of the following classes of successive preference beneficiaries: Your: 1) Spouse; 2) children including legally adopted children; 3) parents; or 4) Your estate.

If any benefit is payable to an estate, a minor or a person not competent to give a valid release, We may pay up to $1,000 to any relative or beneficiary of Yours whom We deem to be entitled to this amount. We will be discharged to the extent of such payment made by Us in good faith.

00049

Can You assign Your benefits?

Your benefits are not assignable, which means that You may not transfer Your benefits to anyone else.

What will happen if a claim is overpaid?

A claim overpayment can occur when You receive a retroactive payment from a Deductible Source of Income when We inadvertently make an error in the calculation of Your claim; or if fraud occurs. The overpayment amount equals the amount We paid in excess of the amount We should have paid under the Policy.

We have the right to recover from You any amount that is an overpayment of benefits under the Policy. You must refund to Us the overpaid amount. We may also, without forfeiting Our right to collect an overpayment through any means legally available to Us, recover all or any portion of an overpayment by reducing or withholding future benefit payments, including the Minimum Monthly Benefit.

In an overpayment situation, We will determine the method by which the repayment is made. You will be required to sign an agreement with Us which details the source of the overpayment, the total amount We will recover and the method of recovery. If LTD Monthly Benefits are suspended while recovery of the overpayment is being made, suspension will also apply to the minimum LTD Monthly Benefits payable under the Policy.

Subrogation - Right of Reimbursement

When any claim payment is made, We reserve any and all rights to subrogation and/or reimbursement to the fullest extent allowed by statute and customary practice. Any party to this contract shall not perform any act that will prejudice such rights without prior agreement with Us. We will bear any expenses associated with Our pursuit of subrogation or recovery.

00050

UNIFORM PROVISIONS

Entire Contract; Changes

The Policy, the Policyholder's application, the Employee's certificate of coverage, and Your application, if any, and any other attached papers, form the entire contract between the parties. Coverage under the Policy can be amended by mutual consent between the Policyholder and Us. No change in the Policy is valid unless approved in writing by one of Our officers. No agent has the right to change the Policy or to waive any of its provisions.

Statements on the Application

In the absence of fraud, all statements made in any signed application are considered representations and not warranties (absolute guarantees). No representation by:

1. the Policyholder in applying for the Policy will make it void unless the representation is contained in the signed application; or
2. any Employee in applying for insurance under the Policy will be used in defense to a claim under the Policy unless it is contained in a written application signed by the Insured and a copy of such application is or has been given to him or to his personal representative.

Legal Actions

Unless otherwise provided by federal law, no legal action of any kind may be filed against *U*s:

1. until 60 days after proof of claim has been given; or
2. more than 3 years after proof of Disability must be filed, unless the law in the state where You live allows a longer period of time.

Clerical Error

Clerical error or omission by Us to the Policyholder will not:

1. Prevent You from receiving coverage, if You are entitled to coverage under the terms of the Policy; or
2. Cause coverage to begin or coverage to continue for You when the coverage would not otherwise be effective.

If the Policyholder gives Us information about You that is incorrect, We will:

1. Use the facts to decide whether You have coverage under the Policy and in what amounts; and
2. Make a fair adjustment of the premium.

Misstatement of Age

If Your age has been misstated, an equitable adjustment will be made in the premium. If the amount of the benefit is dependent upon Your age, as shown in the Benefit Duration Schedule, the amount of the benefit will be the amount You would have been entitled to if Your correct age were known.

> **Note: A refund of premium will not be made for a period more than twelve months before the date the Company is advised of the error.**

Incontestability

The validity of the Policy shall not be contested, except for non-payment of premiums, after it has been in force for two years from the date of issue. The validity of the Policy shall not be contested on the basis of a statement made relating to insurability by any person covered under the Policy after such insurance has been in force for two years during such person's lifetime, and shall not be contested unless the statement is contained in a written instrument signed by the person making such statement.

Conformity with State Statutes and Regulations

If any provision of the Policy conflicts with the statutes and regulations of the state in which the Policy was issued or delivered, it is automatically changed to meet the minimum requirements of the statute.

Workers' Compensation or State Disability Insurance

The Policy is not in place of, and does not affect the requirements for coverage by any workers' compensation or state disability insurance.

Agency

Neither the Policyholder, any employer, any associated company, nor any administrator appointed by the foregoing is Our agent.

General Provisions

We have the right to inspect all of the Policyholder’s records on the Policy at any reasonable time. This right will extend until:

1. 2 years after termination of the Policy; or
2. all claims under the Policy have been settled,

whichever is later.

The Policy is in the Policyholder's possession and may be inspected by You at any time during normal business hours at the Policyholder's office.

00051-TX

DEFINITIONS

The following are key words and phrases used in this certificate. When these words and phrases, or forms of them, are used, they are capitalized and italicized in the text. As You read this certificate, refer back to these definitions.

Accident or **Accidental** means a sudden, unexpected event that was not reasonably foreseeable.
00052

Actively at Work or **Active Work** means that You must be:

1. working for the Policyholder on a full-time active basis; or
2. working at least the minimum number of hours shown in the Schedule of Benefits: and either:
   a. working at the Policyholder's usual place of business; or
   b. working at a location to which the Policyholder's business requires You to travel;
3. a legal citizen or resident of the United States of America;
4. are paid regular earnings by the Policyholder, and
5. not a temporary or seasonal Employee.

You will be considered Actively at Work if You were actually at work on the day immediately preceding:

1. a weekend (except for one or both of these days if they are scheduled days of work);
2. holidays (except when such holiday is a scheduled work day);
3. paid vacations;
4. any non-scheduled work day;
5. excused leave of absence (except medical leave and lay-off); and
6. emergency leave of absence (except emergency medical leave).

00053

Activities of Daily Living means:

1. Eating – Feeding oneself by getting food into the body from a receptacle (such as a plate, cup or table) or by a feeding tube or intravenously.
2. Toileting – Getting to and from the toilet, getting on and off the toilet and performing associated personal hygiene.
3. Transferring – Moving into or out of a bed, chair or wheelchair.
4. Bathing – Washing oneself by sponge bath; or in either a tub or shower, including the task of getting into or out of the tub or shower.
5. Dressing – Putting on and taking off all items of clothing and any necessary braces, fasteners or artificial limbs.
6. Continence – Ability to maintain control of bowel and bladder function; or when unable to maintain control of bowel or bladder function, the ability to perform associated personal hygiene (including caring for catheter or colostomy bag).

00054

Appropriate and Regular Care means that You are regularly visiting a Doctor as frequently as medically required to meet Your basic health needs. The effect of the care should be of demonstrable medical value for Your disabling condition(s) to effectively attain and/or maintain Maximum Medical Improvement.
00055

Cognitively Impaired means you suffer severe deterioration, or loss of:

1. memory;
2. orientation; or
3. the ability to understand or reason,

so that you are unable to perform common tasks such as, but not limited to, medication management, money management and using the telephone. The impairment in intellectual capacity must be measurable by standardized tests.
00056

Date of Disability is the date We determine that You are Disabled.
00057

Disability or **Disabled** means that You satisfy the definition of either Total Disability or Partial Disability.
00058

Disability Earnings is the wage or salary You earn from Gainful Employment after a Disability begins. It includes any earnings You could receive if You were working to Your Maximum Capacity. Any lump sum payment will be prorated, based on the time over which it accrued or the period for which it was paid.

If Your Disability Earnings routinely fluctuate widely from month to month, We may average Your Disability Earnings over the most recent three months to determine if Your claim should continue. If We average Your Disability Earnings, We will not terminate Your claim unless the average of Your Disability Earnings from the last three months exceeds 80% of Your Indexed Monthly Earnings.
00059

Domestic Partner means an adult of the same or opposite gender who has an emotional, physical and financial relationship to You, similar to that of a Spouse, as evidenced by the following:

1. You and Your Domestic Partner share financial responsibility for a joint household and intend to continue an exclusive relationship indefinitely;
2. You and Your Domestic Partner each are at least eighteen (18) years of age;
3. You and Your Domestic Partner are both mentally competent to enter into a binding contract;
4. You and Your Domestic Partner share a residence and have done so for at least 12 months;
5. Neither You nor Your Domestic Partner are married to or legally separated from anyone else;
6. You and Your Domestic Partner are not related to one another by blood closer than would bar marriage; and

Neither You nor Your Domestic Partner is a Domestic Partner of anyone else.

Where the laws of the governing jurisdiction mandate a definition of Domestic Partner other than shown above, that definition will be used in the Policy.
00060

Doctor means a person legally licensed to practice medicine, psychiatry, psychology or psychotherapy, who is neither You nor a member of Your immediate family. A licensed medical practitioner is a Doctor if applicable state law requires that such practitioners be recognized for purposes of certification of Disability, and the treatment provided by the practitioner is within the scope of his or her license.
00061

Elimination Period means the number of calendar days at the beginning of a continuous period of Disability for which no benefits are payable. The Elimination Period is shown in the Schedule of Benefits.
00062

Employee means an Actively at Work full-time Employee whose principal employment is with the Policyholder, at the Policyholder's usual place of business or such place(s) that the Policyholder's normal course of business may require, who is Actively at Work for at least the number of hours per week as stated in the Application and is reported on the Policyholder's records for Social Security and withholding tax purposes.
00069

Gainful Occupation, Gainful Employment or **Gainfully Employed** means the performance of any occupation for wages, remuneration or profit, for which You are qualified by education, training or experience on a full-time or part-time basis.
00063

Generally Accepted Medical Practice or **Generally Accepted in the Practice of Medicine** means care and treatment which is consistent with relevant guidelines of national medical, research and health care coverage organizations and governmental agencies.
00064

Gross LTD Monthly Benefit means that benefit shown in the Schedule of Benefits which applies to You.
00065

Hospital or Health Care Facility is a legally operated, accredited facility licensed to provide full-time care and treatment for the condition(s) causing Your Disability. It is operated by a full-time staff of licensed physicians and registered nurses. It does not include facilities which primarily provide custodial, educational or rehabilitative care.
00066

Indexed Monthly Earnings means Your Monthly Earnings adjusted on each anniversary of benefit payment by the lesser of 7% or the current annual percentage increase in the Consumer Price Index. Your Indexed Monthly Earnings may increase or remain the same, but will never decrease.

Consumer Price Index (CPI-W) means the Consumer Price Index for all urban wage earners and clerical workers in the United States as published by the Bureau of Labor Statistics of the United States Department of Labor or its successors. If the CPI-W is discontinued or changed, We may use another index that most closely reflects the cost of living in the United States.

Indexing is only used as a factor in the determination of the percentage of lost earnings while You are Disabled and working in a Gainful Occupation.
00067a

Injury means bodily injury that is the direct result of an Accident and not related to any other cause. The Injury must occur, and Disability resulting from the Injury must begin while You are covered under the Policy. Injury that occurs before You are covered under the Policy will be treated as a Sickness.
00068

LTD means Long Term Disability.
00070

Male pronoun, whenever used, includes the female.
00071

Material and Substantial Duties means duties that:

1. are normally required for the performance of Your Regular Occupation; and
2. cannot be reasonably omitted or modified, except that if You are required to work on average in excess of 40 hours per week, We will consider You able to perform that requirement if You have the capacity to work 40 hours.

00072

Maximum Capacity means, based on Your restrictions and limitations:

1. During the first 24 consecutive months of Monthly Benefit payments, the greatest extent of work You are able to do in Your Regular Occupation; and
2. Beyond 24 consecutive months of Monthly Benefit payments, the greatest extent of work You are able to do in any Gainful Occupation.

00073

Maximum Medical Improvement is the level at which, based on reasonable medical probability, further material recovery from, or lasting improvement to, an Injury or Sickness can no longer be reasonably anticipated.
00074

Maximum Period Payable, as shown in the Schedule of Benefits, means the longest period of time that We will make payments to You for any one period of Disability.
00075

Mental Disorder means a disorder found in the current diagnostic standards of the American Psychiatric Association.
00076

Monthly Benefit means the LTD Monthly Benefit shown in the Schedule of Benefits which applies to You.
00077

Monthly Earnings means Your gross monthly income from Your Employer in effect just prior to Your Date of Disability. It includes Your total income before taxes and any deductions made for pre-tax contributions to a qualified deferred compensation plan, Section 125 plan, or flexible spending account. It does not include income received from commissions, bonuses, overtime pay, any other extra compensation, or income received from sources other than Your Employer.
00078

Net LTD Monthly Benefit means the Gross LTD Monthly Benefit less the Deductible Sources of Income.
00079

Participation in a Riot shall include promoting, inciting, conspiring to promote or incite, aiding, abetting, and all forms of taking part in, but shall not include actions taken in defense of public or private property, or actions taken in defense of the person of the insured, if such actions of defense are not taken against persons seeking to maintain or restore law and order including but not limited to police officers and firemen.
00080

Pre-existing Condition means a condition which:

1. was caused by, or results from a Sickness or Injury for which You received medical treatment, or advice was rendered, prescribed or recommended whether or not the Sickness was diagnosed at all or was misdiagnosed within 3 months prior to Your effective date; and
2. results in a Disability which begins in the first 12 months after Your effective date.

00081

Regular Occupation means the occupation that You are routinely performing when Your Disability begins. We will look at Your occupation as it is normally performed in the national economy, instead of how the work tasks are performed for a specific Policyholder or at a specific location.
00082

Rehabilitation Plan means a written agreement between You and Us. Its purpose is to assist You in returning to Gainful Employment. The Rehabilitation Plan will outline the time and dates of the vocational rehabilitation services, Our responsibilities, Your responsibilities and the responsibilities of any third party which might be involved. The Rehabilitation Plan will be at Our expense, at the expense of the third party, or a shared expense of Ours and a third party. The Rehabilitation Plan may include the Day Care Expense Benefit.
00083

Retirement Plan means a plan which provides retirement benefits to Employees and is not funded wholly by Employee contributions.
00084

Riot shall include all forms of public violence, disorder or disturbance of the public peace, by three or more persons assembled together, whether or not acting with common intent and whether or not damage to persons or property or unlawful act or acts is the intent or the consequence of such disorder.
00085

Schedule of Benefits means the schedule which is a part of this certificate.
00086

Sickness means Sickness or disease causing Disability which begins while You are covered under the Policy.
00087

Spouse means lawful Spouse. Spouse will include Your Domestic Partner.
00091a

Substance Abuse means a pattern of pathological use of alcohol or other psychoactive drugs resulting in impairment of social and/or occupational functioning; debilitating physical condition; inability to abstain from or reduce consumption of the substance; or the need for daily substance use for adequate functioning.
00092

Waiting Period as shown in the Schedule of Benefits means the continuous length of time immediately before Your Effective Date during which You must be in an Eligible Class. Any period of time prior to the Policy Effective Date You were Actively at Work for Your Employer will count towards completion of the Waiting Period.
00093

We, Our and **Us** mean the Dearborn Life Insurance Company, Chicago, Illinois.
00094

You, Your and **Yours** means the Employee to whom this certificate is issued and whose insurance is in force under the terms of the Policy.
00095

Administrative Office: 701 E. 22nd Street
Lombard, Illinois 60148

DEARBORN LIFE INSURANCE COMPANY
Chicago, Illinois

RIDER

This Rider is made a part of the Policy or Certificate (hereafter "the Policy") to which it is attached. It takes effect and ends at the same time as the Policy. All provisions of the Policy, including any other Riders or Amendatory Endorsements will apply to this Rider, except that in the event of a conflict, the specific provisions of this Rider will govern.

Disability Resource Services

What is Disability Resource Services?

Disability Resource Services is a noninsurance benefit made available to ***You*** which provides access at no additional cost to the following services:

- Access to Guidance Resources® Online, a secure, password-protected interactive website that contains self-assessments, search tools, extensive content on personal health, relational, legal, health and financial concerns for *You*.
- Access to unlimited telephonic counseling service. This service provides access to experts to provide *You* with assessment, counseling and referral advice.
- Up to three face-to-face counseling sessions.

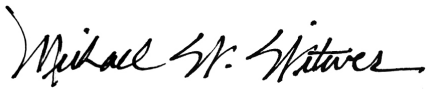
How Do You Access Disability Resource Services?

Guidance Resources is accessed online. *Your* employer will provide *You* with a password to use on the website. The website URL is www.GuidanceResources.com. Telephonic and face to face counseling is available if you qualify as stated above. To contact a counselor, please call 1-866-899-1363.

Guidance Resources and telephonic counseling is provided by ComPsych® Corporation. We do not underwrite or administer this program.

When do Disability Resource Services Terminate?

- Disability Resource Services terminate if *Your* coverage is terminated under the section on *When does Your coverage under the Policy end?* located in the Termination Provision of the contract; or,
- When you are no longer qualify for Total Disability or Partial Disability benefits under the Policy.



President

Nothing contained in this Rider shall be held to alter or affect any provision or condition of the Policy other than as stated above.

NOTICE

to

the Policyholder and Certificate holder Insured under

the Group Long Term Disability Insurance Policy

Provided by Dearborn Life Insurance Company

Regarding the Disability Resource Services Noninsurance Benefit

This notice is to advise you that Your Group Disability Insurance program also provides a non-insurance benefit: *Disability Resource Services*.

Noninsurance Benefit Description and How the Benefit May Be Obtained

Disability Resource Services is a noninsurance benefit that provides you with a link to Guidance Resources® Online, a secure, password-protected interactive website that contains self-assessments, search tools, and extensive content on personal health, relational, legal, health and financial concerns for insured persons and their family.

In addition *You* have access to telephonic counseling by calling 1-866-899-1363, and up to three face-to-face counseling sessions.

This noninsurance benefit is available at the option of the Policyholder without any action required on the part of an insured person to either accept or decline the service.

There is no charge for this noninsurance benefit.

The service is currently administered and provided by ComPsych® Corporation.

Dearborn Life Insurance Company (sometimes referred to as "We" or "Our") makes this program available, but it does not underwrite or administer the *Disability Resource Services* program.

Why This Service is Being Made Available

We are making this service available to provide support and assistance to insureds who have suffered a loss that is covered by the group disability insurance policy. Living with a disability can be difficult, and this program provides counseling, and assistance with locating services to support the insured and their family members.

Termination of the Noninsurance Benefit

This noninsurance benefit is provided free of charge It is subject to termination at our option or at the option of the program administrator.

If We discontinue this service We will notify the Policyholder not less than thirty (30) days in advance of the discontinuance of this service.

If the current program administrator discontinues the program and we are unable to find a replacement, we will notify the Policyholder as soon as is reasonable under the circumstances. If discontinued, the services available under this noninsurance benefit will no longer be available.

Unless terminated by Us or by the Program administrator, the Disability Resource Services noninsurance benefit is available following a covered loss for as long as you remain covered under the group disability insurance policy and such policy remains in effect.

Have a complaint or need help?

If you have a problem with a claim or your premium, call your insurance company or HMO first. If you can't work out the issue, the Texas Department of Insurance may be able to help.

Even if you file a complaint with the Texas Department of Insurance, you should also file a complaint or appeal through your insurance company or HMO. If you don't, you may lose your right to appeal.

Dearborn Life Insurance Company
To get information or file a complaint with your insurance company or HMO:
Call: Regulatory Inquiry Representative at 1-630-691-0365
Toll-free: 1-877-442-4207
Email: DOIComplaintsTX@bcbstx.com
Mail: Dearborn Life Insurance Company
Regulatory Oversight & Compliance Department
701 E. 22nd Street
Lombard, IL 60148

The Texas Department of Insurance
To get help with an insurance question or file a complaint with the state:
Call: 1-800-252-3439
Online: www.tdi.texas.gov
Email:
Mail: MC 111-1A
P.O. Box 149091
Austin, TX 78714

¿Tiene una queja o necesita ayuda?

Si tiene un problema con una reclamación o con su prima de seguro, llame primero a su compañía de seguros o HMO. Si no puede resolver el problema, es posible que el Departamento de Seguros de Texas (Texas Department of Insurance, por su nombre en inglés) pueda ayudar.

Aun si usted presenta una queja ante el Departamento de Seguros de Texas, también debe presentar una queja a través del proceso de quejas o de apelaciones de su compañía de seguros o HMO. Si no lo hace, podría perder su derecho para apelar.

Dearborn Life Insurance Company
Para obtener información o para presentar una queja ante su compañía de seguros o HMO:
Llame a: Regulatory Inquiry Representative at 1-630-691-0365
Teléfono gratuito: 1-877-442-4207
Correo electrónico: DOIComplaintsTX@bcbstx.com
Dirección postal: Dearborn Life Insurance Company
Regulatory Oversight & Compliance Department
701 E. 22nd Street
Lombard, IL 60148

El Departamento de Seguros de Texas
Para obtener ayuda con una pregunta relacionada con los seguros o para presentar una queja ante el estado:
Llame: 1-800-252-3439
En línea: www.tdi.texas.gov
Correo electrónico: ConsumerProtection@tdi.texas.gov
Dirección postal: MC 111-1A
P.O. Box 149091
Austin, TX 78714

How you're protected if your life or health insurance company fails

The Texas Life and Health Insurance Guaranty Association protects you by paying your covered claims if your life or health insurance company is insolvent (can't pay its debts). This notice summarizes your protections.

The Association will pay your claims, with some exceptions required by law, if your company is licensed in Texas and a court has declared it insolvent. You must live in Texas when your company fails. If you don't live in Texas, you may still have some protections.

For each insolvent company, the Association will pay a person's claims only up to these dollar limits set by law:

- **Accident, accident and health, or health insurance (including HMOs):**
  - Up to $500,000 for health benefit plans, with some exceptions.
  - Up to $300,000 for disability income benefits.
  - Up to $300,000 for long-term care insurance benefits.
  - Up to $200,000 for all other types of health insurance.
- **Life insurance:**
  - Up to $100,000 in net cash surrender or withdrawal value.
  - Up to $300,000 in death benefits.

Individual annuities: Up to $250,000 in the present value of benefits, including cash surrender and net cash withdrawal values.

Other policy types: Limits for group policies, retirement plans and structured settlement annuities are in Chapter 463 of the Texas Insurance Code.

Individual aggregate limit: Up to $300,000 per person, regardless of the number of policies or contracts. A limit of $500,000 may apply for people with health benefit plans.

Parts of some policies might not be protected: For example, there is no protection for parts of a policy or contract that the insurance company doesn't guarantee, such as some additions to the value of variable life or annuity policies.

To learn more about the Association and your protections, contact:

Texas Life and Health Insurance Guaranty Association
515 Congress Avenue, Suite 1875
Austin, Texas 78701
1-800-982-6362 or www.txlifega.org

For questions about insurance, contact:

Texas Department of Insurance
P.O. Box 149104
Austin, Texas 78714-9104
1-800-252-3439 or www.tdi.texas.gov

Note: You're receiving this notice because Texas law requires your insurance company to send you a summary of your protections under the Texas Life and Health Insurance Guaranty Association Act (Insurance Code, Chapter 463). These protections apply to insolvencies that occur on or after September 1, 2019. There may be other exceptions that aren't included in this notice. When choosing an insurance company, you should not rely on the Association's coverage. Texas law prohibits companies and agents from using the Association as an inducement to buy insurance or HMO coverage.

Chapter 463 controls if there are differences between the law and this summary.

END OF CERTIFICATE

STATEMENT OF ERISA RIGHTS

As a participant in the Plan You are entitled to certain rights and protections under the Employee Retirement Income Security Act of 1974, 29 U.S.C. §1001, *et seq.*, as amended ("ERISA"). ERISA provides that all plan participants shall be entitled to:

1. Receive Information about Your Plan and Benefits

   a. Examine, without charge, at the Plan Administrator's office and at other specified locations, such as worksites and union halls, all documents governing the plan, including insurance contracts and collective bargaining agreements, and a copy of the latest annual report (Form 5500 Series) filed by the plan with the U.S. Department of Labor and available at the Public Disclosure Room of the Pension and Welfare Benefit Administration.

   b. Obtain, upon written request to the Plan Administrator, copies of documents governing the operation of the plan, including insurance contracts and collective bargaining agreements, and copies of the latest annual report (Form 5500 Series) and updated summary plan description. The Plan Administrator may make a reasonable charge for the copies.

   c. Receive a summary of the Plan's annual financial report. The Plan Administrator is required by law to furnish each participant with a copy of this summary annual report.

2. Prudent Actions by Plan Fiduciaries

   In addition to creating rights for plan participants, ERISA imposes duties upon the people who are responsible for the operation of the Employee benefit plan. The people who operate Your Plan, called "fiduciaries" of the Plan, have a duty to do so prudently and in the interest of You and other plan participants and beneficiaries. No one, including Your employer, Your union, or any other person, may fire You or otherwise discriminate against You in any way to prevent You from obtaining a welfare benefit or exercising Your rights under ERISA.

3. Enforce Your Rights

   If Your claim for a welfare benefit is denied or ignored, in whole or in part, You have a right to know why this was done, to obtain copies of documents relating to the decision without charge, and to appeal any denial, all within certain time schedules.

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

   If You have a claim for benefits which is denied or ignored, in whole or in part, You may file suit in a state or federal court. If it should happen that plan fiduciaries misuse the plan's 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 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 if, for example, it finds Your claims are frivolous.

4. Assistance with Your Questions

   If You have any questions about Your Plan, You should contact the Plan Administrator. If You have questions about this statement or about rights under ERISA, or if You need assistance in obtaining documents from the Plan Administrator, You should contact the nearest office of the Employee Benefit Security Administration, U.S. Department of Labor, listed in Your telephone directory or the Division of Technical Assistance and Inquiries, Employee Benefits Security Administration, U.S. Department of Labor, 200 Constitution Avenue, Washington, D.C. 20210. You may obtain certain publications about Your rights and responsibilities under ERISA by calling the publication hotline of the Employee Benefits Security Administration.

ERISA INFORMATION STATEMENT

The benefits described in your certificate are insured by a Disability Insurance Policy ("Policy") issued by Blue Cross and Blue Shield of Texas (“We” or "Insurer"), pursuant to an "employee welfare benefit plan" (“the Plan”) as defined in Section 3(1) of the Employee Retirement Income Security Act of 1974, as amended ("ERISA"), 29 U.S.C. §1002(1), established by your employer, or where applicable, employee organization (the “Policyholder").

Every employee welfare benefit plan must be established and maintained pursuant to a written instrument that provides for a Plan Administrator. Your Plan Administrator has delegated the authority to administer claims under the Policy to the Insurer. As claims administrator, We will make decisions concerning eligibility and benefit determinations in accordance with the Policy provisions.

A. ADMINISTRATION OF THE PLAN

The Plan Administrator is the person or entity responsible for the administration of the Plan. The Plan Administrator has full discretionary authority and control over the Plan. This authority provides the Plan Administrator with the power necessary to operate, manage and administer the Plan. This authority includes, but is not limited to, the power to interpret the Plan and determine who is eligible to participate, to determine the amount of benefits that may be paid to a participant or his or her beneficiary, and the status and rights of participants and beneficiaries. The Plan Administrator also has the authority to prescribe the rules and procedures under which the Plan shall operate, to request information, and to employ or appoint persons to aid the Plan Administrator in the administration of the Plan.

Failure by the Plan or the Plan Administrator to insist upon compliance with any provisions of the Plan at any time or under any set of circumstances shall not operate to waive or modify the provision or in any manner render it unenforceable as to any other time or as to any other occurrence, whether the circumstances are or are not the same. No waiver of any term or condition of the Plan shall be valid unless contained in a written memorandum expressing the waiver and signed by the person authorized by the Plan Administrator to sign the waiver.

The Plan may be amended, terminated or suspended in whole or in part, at any time without the consent of the Employees or beneficiaries. Any amendment, termination or suspension shall be in writing, and attached to the Plan. Any amendment, termination or suspension shall be executed according to the Employer's authorized procedures. Any such authorization may be specific to the Plan or persons authorized to act on behalf of the Employer or may be general as to duties of such person. Except for termination or suspensions, any amendments affecting the Policy and/or Certificate must also be approved in writing by an officer of the Insurer and shall be effective as of the date agreed to, in writing by the Plan Sponsor and the Insurer. Notwithstanding anything to the contrary in this document, the Policy shall terminate according to the provisions in the Policy.

The Plan has other fiduciaries, advisors and service providers. The Plan Administrator may allocate fiduciary responsibility among the Plan's fiduciaries and may delegate responsibilities to others. Any allocation or delegation must be done in writing and kept with the records of the Plan. As stated above, the Plan's benefits are provided to you pursuant to an insurance Policy issued to the Company. The Insurer shall, with respect to the Policy:

- resolve all matters when a review pursuant to the claims procedures has been requested;
- interpret, establish and enforce rules and procedures for the administration of the Policy and any claim under it; and
- determine eligibility of Employees and dependents for benefits and their entitlement to and the amount of benefits.

Each fiduciary is solely responsible for its own improper acts or omissions. Except to the extent required by ERISA, no fiduciary has the duty to question whether any other fiduciary is fulfilling all of the responsibilities imposed upon the other fiduciary by law. Nor is a fiduciary liable for a breach of fiduciary duty committed before it became, or after it stopped being, a fiduciary. However, a fiduciary may be liable for a breach of fiduciary responsibility of any Plan fiduciary, to the extent provided in ERISA Section 405(a), 29 U.S.C. §1105(a). The Employer makes no promise to continue these benefits in the future and rights to future benefits will never vest. Retirement does not give any retiree any vested right to continue to participate or receive Plan benefits, except as provided in the Plan.

B. CLAIMS PROCEDURE :

When You or Your Beneficiary are eligible to receive benefits, You or Your Beneficiary, or Your authorized representative (collectively, "You") must follow the claim procedures described in Your Group Insurance Certificate by submitting the proper form in writing to the Insurer at:

Claims Department

Blue Cross and Blue Shield of Texas

701 E. 22nd Street

Lombard, IL. 60148

1-877-442-4207

For the purpose of this Section, the terms "written" and "in writing" include "electronic." Any action required to be "written" or "in writing," may be done electronically, where available. If the Insurer uses electronic notices, it will do so in accordance with 29 CFR 2520.104b-1c(i), (iii) and (iv).

Disability Insurance Plans

We will give you a written response to your claim, usually within 45 days. The time for decision may be extended for two additional 30 day periods provided that, prior to any extension period, We notify you in writing that an extension is necessary due to matters beyond the control of the Plan, identifies those matters and gives the date by which it expects to render its decision. If the extension is due to your failure to submit information necessary to decide your claim, the time for decision shall be tolled from the date on which We send you notice of the extension until the date We receive your response to our request. This period will be no longer than 45 days after We have requested the information. At that time We will decide your claim based on the information We have at that time.

If the claim is denied, in whole or in part, We will provide You with a written notice giving the following:

- the reason for the denial;
- the reasons for the adverse benefit determination;
- reference to the specific Policy provisions on which the determination is based;
- a description of any additional material or information necessary for You to perfect the claim and an explanation of why such material or information is necessary;
- either the specific internal rules, guidelines, protocols, standards or other similar criteria of the Plan relied on in making the adverse determination or, alternatively, a statement that such rules, guideline, protocols, standards or other similar criteria of the Plan do not exist;
- a statement that You are 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; and
- a description of the Plan’s review procedures and the time limits applicable to such procedures, including a statement of Your rights to bring a civil action under ERISA §502(a), 29 U.S.C. §1132(a) following an adverse benefit determination on review.

If the claim has been denied, in whole or in part, you can appeal the denial to us for a full and fair review. You have at least 180 days to appeal from the claim denial.

You may:

a. request a review upon written application within 180 days of the claim denial;

b. request, free of charge, copies of all documents, records and other information relevant to your claim; and

c. submit written comments, documents, records and other information relating to your claim, without regard to whether such information was submitted or considered in the initial benefit determination.

We will make a decision no more than 45 days after We receive your appeal. The time for decision may be extended for one additional 45 day period provided that, prior to the extension, We notify you in writing that an extension is necessary due to special circumstances, identifies those circumstances and gives the date by which it expects to render its decision. If your claim is extended due to your failure to submit information necessary to decide your claim on appeal, the time for your decision shall be tolled from the date on which the notification of the extension is sent to you until the date We receive your response to the request.

If the adverse benefit determination is upheld on administrative appeal, in whole or in part, We will provide You with a written notice giving the following:

- the reasons for the adverse benefit determination;
- reference to the specific Policy provisions on which the determination is based;
- a description of any additional material or information necessary for you to perfect the claim and an explanation of why such material or information is necessary;
- either the specific internal rules, guidelines, protocols, standards or other similar criteria of the Plan relied on in making the adverse determination or, alternatively, a statement that such rules, guideline, protocols, standards or other similar criteria of the Plan do not exist;
- a statement that You are 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; and
- a description of the Plan's review procedures and the time limits applicable to such procedures, including a statement of Your rights to bring a civil action under ERISA §502(a), 29 U.S.C. §1132(a) following an adverse benefit determination on review.

Administrative Office:

701 E. 22nd Street • Lombard, Illinois 60148