

Survivor Benefits Information Guide for Active Employees

Information Provided

Reporting the Death

Life Insurance

AD&D/VPAI

Medical

Dental

Pension

Final Pay

Stock

Travel

Company Property

401(k)

Credit Union

EAP

Reference Guide

This Survivor's Benefits Guide is available to assist family members, surviving spouse or domestic partner, dependent children, or named beneficiary with information regarding the employee's benefits and privileges at the time of their death.

This guide should be used as a summary of the employee's benefits and privileges and does not override any policy or content provided in the Company's governing documents, *(i.e., Plan document, Benefits Guide, Travel Guide, Policy Guide, etc.)* These guides can be found on the *my.aa.com* website.

Please note: If you are in the **Pilot** workgroup, your Flight Administrator office will conduct all survivor business.

MANAGERS NOTIFICATION OF AN EMPLOYEE DEATH

Family members should contact the employee's immediate supervisor or manager to report the death. Pilot's family members should contact their Flight Administration Office.

Family members should also contact the **Benefits Service Center at 1-888-860-6178** to report the death of the employee. Within 7-10 days a personalized Survivor kit with all the important information regarding survivor benefits and privileges will be mailed.

GROUP TERM LIFE INSURANCE

**** Make sure Beneficiaries are always kept up-to-date. Beneficiaries can be changed at any time in the Benefits Service Center on Jetnet.**

An important feature of the Company's overall benefit program is the availability of the term life insurance benefit for its eligible employees. The amount of the life insurance benefit is determined by the amount of coverage elected by the employee (less any prior Accelerated Benefit Option). If over age 65 at the time of death, a reduction is taken on the basic coverage.

At the time of an employee's death, the Group Term Life Insurance Plan will pay a benefit to the designated beneficiary(s).

Life Insurance Claim

The Survivor kit will notify the life insurance beneficiary(s) of the benefit amount that is payable by the Plan and a MetLife Beneficiary Life Insurance Claim Statement will be enclosed. This form must be completed by the named beneficiary(s). In addition a certified copy of the death certificate will be required for claim processing. *The death certificate will NOT be returned, but will be retained by MetLife for their records.*

Methods of Life Insurance Payment

Life Insurance Benefits in the Amount of \$5,000 or Less

If the life insurance benefit is \$5,000 or less, MetLife will issue a check directly to the beneficiary.

Life Insurance Benefits in the Amount of \$5,000 and above

If the life insurance benefit is \$5,000 and above, a no charge, interest generating account (Total Control Account) will be established by MetLife. The beneficiary will be issued a “checkbook” and may write checks against the account in amounts of 250.00 or more, at any time, up to the amount of the available benefit. The beneficiary may withdraw the full account balance by simply writing a check for the full life insurance benefit amount.

Funeral Home Assignment

Often, the funeral home will request payment for services before a life insurance claim can be processed. To assist in these situations, MetLife will accept funeral home assignments. This process allows the beneficiary the option of assigning the entire benefit, or a portion thereof, directly to the funeral home to cover expenses.

In order to process a Funeral Home Assignment, the Benefits Service Center must receive the following:

1. A Funeral Home Agreement signed by the life insurance beneficiary(s)
2. An itemized statement of funeral home expenses - needed only if over 40K
3. A certified death certificate
4. Beneficiary completed claim form

After the Funeral Home Assignment claim has been processed, a check will be forwarded directly to the funeral home in the amount of the assignment, and the remaining benefit, if any, will be sent to the beneficiary(s).

ACCIDENTAL DEATH AND DISMEMBERMENT COVERAGE (AD&D)/ VOLUNTARY PERSONAL ACCIDENT INSURANCE (VPAI)

**** Make sure Beneficiaries are always kept up-to-date. Beneficiaries can be changed at any time in the Benefits Service Center on Jetnet.**

If the employee’s death was accidental and he/she were enrolled in AD&D or VPAI coverage, benefits may be payable. If benefits are determined to be payable by Cigna for American employees and MetLife for US Airway employees, the named beneficiary(s) will receive a claim form directly from the vendor.

Benefit Claim Processing

In addition to the completed *CIGNA or MetLife Group Accidental Death Insurance* claim form, an **additional certified copy of the death certificate with the attending**

3/2019 – This Guide is subject to change as benefit programs and privileges change.

physician's record(s) is required. Any additional supporting documentation (e.g., emergency room records/reports, police reports, newspaper articles, etc.) substantiating the nature of the death should be provided if available. It is recommended that applicable forms and supporting documentation be returned to Cigna or MetLife directly.

GROUP MEDICAL / DENTAL COVERAGE

****Please refer to the Employee Benefit Guide for complete details of Medical Coverages. This can be found on the my.aa.com website.**

90-Day Dependent Medical Coverage Provision

Group medical coverage for dependents of an active employee will continue for 90 days following the date of the employee's death. For purposes of this provision, dependents are defined as a spouse or legally dependent children that were covered under the employee's medical plan prior to his/her death. This provision provides for the same type of coverage which was in effect at the time of the employee's death.

If Eligible to Retire

If the employee met the requirements to retire the surviving spouse may continue with the Retiree Medical Plan at full cost after the death of the employee.

Dental Coverage

Dental coverage terminates as of the date of the employee's death and is not part of the 90-day medical coverage provision. However, eligible dependents (dependents that were covered under the employee's dental coverage prior to his/her death) are eligible to elect dental coverage as part of continuation (COBRA) coverage.

Continuation (COBRA) Coverage

After the 90-day coverage period ends, eligible dependents may purchase continuation (COBRA) coverage for up to an additional 33 months. Alight, our COBRA administrator, will forward an informational package approximately 2 weeks after notification of the employee's death. The COBRA package will explain the continuation of available coverages, cost quotes and the forms to be completed, should coverage be desired.

PENSION BENEFIT

Legacy US Airways employees' pensions are administered at the **Pension Benefit Guaranty Corporation (PBGC)** and may need to be contacted at 1-800-400-7242 or PBGC.gov.

Legacy American Airlines Pilots eligibility for a survivor benefit under the Retirement Benefit Plan is determined by criteria set forth by Pension Plan provisions and specific Federal laws that guide the administration of defined benefit plans. The deceased participant's survivor or beneficiary(s), if any, will receive written notification from American Airlines Pension Dept. as to whether a benefit is payable. The Pension Plan was frozen on November 1, 2012.

Legacy American Airlines (AMS, TWU, FA) eligibility for a survivor benefit under the Retirement Benefit Plan (RBP) is determined by criteria set forth by Pension Plan provisions and specific Federal laws that guide the administration of defined benefit plans. The deceased participant's survivor or beneficiary(s), if any, will receive written notification from HR Services (Mercer) as to whether a benefit is payable. The Pension Plan was frozen on November 1, 2012.

RBP Pension Benefit Eligibility – Survivor Benefit

Single Employee

Typically, no survivor benefits are payable from the Plan for an employee who was single at the time of death. However, if the single employee was previously married, and has a Qualified Domestic Relations Order (QDRO) against his/her pension, a portion of the employee's pension benefit may be payable to the former spouse in accordance with the terms of QDRO.

Surviving Spouse Benefit

The surviving spouse of a deceased employee *may be eligible* for a survivor pension benefit if the employee was eligible for a pension benefit at the time of death, or if ***all*** of the following conditions apply:

- Employee was 100% vested in the Pension Plan at the time of death, ***and***
- Employee and spouse were married at least one year prior to the employee's death, ***and*** Employee elected Qualified Pre-Retirement Spousal Annuity (QPSA) coverage

If the above conditions are met, the surviving spouse is eligible to commence a benefit on the earliest date that the employee would have been eligible to commence a benefit. Eligibility for commencement of the benefit is based on the following criteria:

- 1) At least age 55 with 15 or more years of Retirement Eligibility Service in the RBP; or
- 2) At least age 60 with 10-14 years of Retirement Eligibility Service in the RBP; or
- 3) Age 65 with less than 10 years of Retirement Eligibility Service in the RBP.

Note: Retirement Eligibility Service is defined as the number of years an employee has been a member of the RBP, not the number of years of service (Company seniority) with the Company.

The surviving spouse will not be eligible for a survivor benefit if any of the following conditions apply:

- Employee was not vested in the Pension Plan
- Employee and spouse were not married for at least one year prior to the death

- Employee waived the Qualified Pre-Retirement Spousal Annuity (QPSA) coverage

Commencement of RBP Pension Benefit (Monthly Annuity)

HR Services will notify the surviving spouse of their eligibility or non-eligibility for a survivor benefit. If the surviving spouse has been determined to be eligible for a benefit, HR Services will provide the date of earliest commencement, general information, forms and a list of support documentation that is needed to commence the benefit.

FINAL SALARY PAYMENTS

The Company will expedite any salary and/or other monies due the employee, such as vacation pay, time card hours, profit sharing and sick pay. The Payroll Department will determine whether the employee is eligible for this benefit. If eligible, these hours will be included in the calculation of the final wage payment.

Married Employees

A Payroll Affidavit will be mailed to the spouse for completion. Once Payroll receives the affidavit a check representing final wages will be mailed, if applicable.

Single Employees

The family should complete a Payroll Affidavit provided by a representative of Survivor Support Services and return any information concerning heirs, wills, estates, etc., of the employee in order to determine the legal recipient of the final wages. The final salary payment will be withheld until this information has been received. When the required documents are returned to Payroll a check will be mailed to the designated person.

STOCK OPTIONS

If Stock Options are available to transfer at the time of death, the paperwork necessary to facilitate the transfer of stock awards will be sent to the beneficiaries on file.

As part of American's emergence from bankruptcy and the close of the merger with US Airways, the majority of employees were awarded stock, in the new company, American Airlines Group (Ticker: AAL). Shares of common stock will be registered in the employees name at American Stock Transfer & Trust (AST). The legal representative of your affairs can locate ASTs procedures on their website, amstock.com. If you have any questions about the stock transfer process you may contact AST directly at 800-937-5449.

TRAVEL PRIVILEGES

The continuation of travel privileges is based on the eligibility of the employee at the time of death.

The surviving spouse of an active employee **eligible for the 65 point retirement plan** will have lifetime travel. If the employee was **not eligible to retire** at the time of death then the surviving spouse will have travel privileges for **one year** from the employee's date of death.

A surviving spouse will have the following travel privileges:

- The surviving spouse and dependent children will receive unlimited D2R travel privileges on **American Airlines/American Eagle-Envoy only**. This travel privilege is on a standby, space-available boarding priority.
- The surviving spouse may authorize eight (8) one-way guest travel passes per calendar year. Family members and guests must be registered in the Travel Planner, to be eligible to travel.
- Surviving spouses are **not** eligible for D2R Registered Companion.
- Imputed Income will be applicable for any travel with exception to D3 travel per IRS guidelines.

If, at any time the surviving spouse remarries travel privileges will cease immediately.

Retirees.aa.com

American Airlines is focused on leading the industry—for its customers as well as for our people. One way we do that is by providing *the Retiree site*, which provides convenient access to personalized travel privileges—anytime, anywhere. Instructions will be provided in the Survivor kit.

RETURN OF COMPANY PROPERTY

The family should return all Company-issued property to the employee's supervisor. Company property would include the employee's identification card, airport identification card, and airport parking sticker, uniforms, Company keys or any other Company material they may have. If applicable, tool boxes, locks, etc.

401(k)

If the employee was a 401(k) participant, the beneficiary(s) on the account will be contacted directly by Fidelity within 2-3 weeks of receiving notification of the death. The telephone number for Fidelity is (800) 354-3412.

CREDIT UNION

If the employee was a member of the Credit Union, the beneficiary on the account will be contacted directly by the Credit Union within 2-3 weeks of receiving notification of the death. The telephone number for the American Airlines Credit Union is (800) 533-0035.

EMPLOYEE ASSISTANCE PROGRAM

Take advantage of free and confidential counseling sessions with licensed providers through your Employee Assistance Program. You can choose from **telephonic counseling** (free and unlimited) or **in-person counseling**. In-person counseling includes up to four sessions free, then your medical coverage will apply.

These benefits are available to all team members and anyone in their household, for any personal issue, big or small. To learn more: Call 800-363-7190 or visit liveandworkwell.com Access code: *American*

Survivor Support Services Quick Reference Guide

Team Member Service Center	American Airlines	(800) 447-2000
Life Insurance Claims	MetLife – AA & US	(800) 638-6420 Web site: www.metlife.com
AD&D/VPAL	Cigna – AA MetLife – US	(800) 238-2125 (800) 638-6420
Benefits Service Center/ Survivor Support	Alight	(888) 860-6178
Medical	Please refer to your medical provider	
Prescription Drug Program	Express Scripts	(800) 988-4125
COBRA	Alight	(888) 860-6178
Dental	MetLife	(800) 838-1072
Vision	EyeMed	(844) 714-5678
Health Care and Dependent Day Care FSA's	Alight	(888) 860-6178
Payroll	American Airlines	(800) 447-2000
Added Benefits		(855)550-0706
LAA Pension Administration (AMS, TWU, FA)	HR Services - Mercer	(800) 447-2000
LAA Pilot Pension	American Airlines	(800) 447-2000
TWA and LUS Pension	PBGC IAM	(800) 400-7242 (202) 785-2658
Travel		(800) 447-2000
IT Help Desk		(866) 523-5333
Stock Options	American Stock Transfer & Trust (AST)	(800) 937-5449
401(k)	Fidelity	(800) 354-3412
Credit Union	Member Services	(800) 533-0035
Employee Assistance Program (EAP)	Optum	(800) 363-7190
Social Security Benefits	Social Security Admin.	(800) 772-1213
Veteran Benefits	Veterans Administration	(800) 827-1000