



Liberty Mutual Insurance Group Benefits

As a provider of group benefits for more than half a century, Liberty Mutual Insurance understands the role our programs play in helping families and businesses. Currently responsible for more than two million employee lives, we take responsibility for delivering on our promises, providing cost-effective, quality programs to customers, employees, and their families.

Product Portfolio

- Group Life and AD&D
- Short Term Disability
- Long Term Disability
- Integrated Disability Management
- Leave Administration
- Accommodation Services

About Liberty Mutual Insurance

Liberty Mutual Insurance is a diversified worldwide insurance service organization dedicated to "helping people live safer, more secure lives." Founded in Boston in 1912, we are one of the largest multi-line insurers and offer a wide range of insurance products and services, including workers compensation, commercial multiple peril, commercial automobile, general liability, global specialty, group disability, assumed reinsurance, fire and surety.

Financial Highlights

\$38.3B in consolidated revenue (as of 12/31/2016)

73rd on the Fortune 500 list of largest U.S. companies

First insurer to ever receive the National Safety Council's Green Cross for Safety Medal

Financial Strength Ratings (12/31/2016)

Standard & Poor's A (Strong)

A.M. Best A (Excellent)

Moody's A2 (Good)

AAA Carolinas

Proposal valid through 08/01/2018

Product Summary

Basic Employee Life and AD&D
Basic Dependent Life
Optional Employee Life
Optional Dependent Life
Optional Employee AD&D
Optional Dependent AD&D
Long Term Disability
Short Term Disability
Liberty Mutual Leave Services (FMLA)

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**Liberty
Mutual[®]**
INSURANCE



AAA Carolinas

Provision	Basic Employee Life
Eligibility	Class 1 - All Eligible Full-time Active Employees Class 2 - All Eligible Retirees
Minimum Hours Per Week	30 Hours
Eligibility Waiting Period	First of the month following 60 days
Amounts of Insurance	Class 1 - 1 times earnings to a maximum of \$200,000 with a minimum of \$25,000 Class 2 - Benefit Prior to Retirement
Rounding Method	Round Benefit Up to Next \$1000
Guaranteed Issue	\$0
Reduction Schedule	Class 1 - 65% at age 70, 50% at age 75 Class 2 - No reductions
Basic Annual Earnings Definition	Salary
Waiver of Premium	Class 1 - Included Class 2 - None
Disabled Prior to Age	Class 1 - 60
Elimination Period	Class 1 - 6 Months
Waiver Termination Age	Class 1 - 70
Integrated Waiver	Class 1 - Included Class 2 - Not Included
Accelerated Death Benefit	Class 1 - 75% to a maximum of \$200,000 Class 2 - Not Included
Conversion	Included
Portability	Not Included
Employee Contributions	No
Participation Requirement	100%

The above represents a summary of the proposed plan of benefits. There may be differences between the current policy language and/or provisions and Liberty's policy. Please refer to Liberty's sample policy language for specific information regarding the actual benefit provisions.



AAA Carolinas

Provision	Basic Employee AD&D
Eligibility	All Eligible Active Full-time Employees
Minimum Hours Per Week	30 Hours
Eligibility Waiting Period	First of the month following 60 days
Amounts of Insurance	1 times earnings to a maximum of \$200,000 with a minimum of \$25,000
Rounding Method	Round Benefit Up to Next \$1000
Reduction Schedule	65% at age 70, 50% at age 75
Basic Annual Earnings Definition	Salary
Employee Contributions	No
Participation Requirement	100%
Additional Benefits	
Seat Belt Benefit	10.0% of AD&D Policy up to \$10,000
Air Bag Benefit	10.0% of AD&D Policy up to \$10,000
Child Education Benefit	\$2,500 per child annually; \$20,000 Family Lifetime Maximum
Child Care Benefit	\$2,500 per child annually; \$10,000 Family Lifetime Maximum
Spouse Training Benefit	\$2,500 Maximum Benefit
Exposure Benefit	AD&D Policy Amount
Disappearance Benefit	AD&D Policy Amount

The above represents a summary of the proposed plan of benefits. There may be differences between the current policy language and/or provisions and Liberty's policy. Please refer to Liberty's sample policy language for specific information regarding the actual benefit provisions.



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Provision	Basic Dependent Life
Eligibility	All Eligible Dependents
Employee Contributions	No
<u>Spouse</u>	
Amounts of Insurance	\$5,000 or \$10,000
<u>Child</u>	
Amounts of Insurance	\$1,000 or \$2,500 or \$5,000

The above represents a summary of the proposed plan of benefits. There may be differences between the current policy language and/or provisions and Liberty's policy. Please refer to Liberty's sample policy language for specific information regarding the actual benefit provisions.



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Basic Employee Life Pricing

	Lives	Volume	Rate	Rate Basis	Monthly Premium	Commissions
All Eligible Full-time Active Employees	1,482	\$62,841,000	\$0.140	Per \$1000	\$8,797.74	9.00%
All Eligible Retirees	4	\$105,000	\$0.140	Per \$1000	\$14.70	9.00%
Estimated Total	1,486	\$62,946,000			\$8,812.44	
Estimated Annual Premium					\$105,749.28	
Effective Date					01/01/2019	
Rate Guarantee					3 Years	



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Basic Employee AD&D Pricing

	Lives	Volume	Rate	Rate Basis	Monthly Premium	Commissions
	1,481	\$62,821,000	\$0.015	Per \$1000	\$942.32	9.00%
Estimated Total	1,481	\$62,821,000			\$ 942.32	
Estimated Annual Premium					\$11,307.84	
Effective Date					01/01/2019	
Rate Guarantee					3 Years	



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Basic Dependent Life Pricing

Class	Rate	Rate Basis	Comm %
Spouse & Child	\$.14	\$1,000	15%
Effective Date		01/01/2019	
Rate Guarantee		3 Years	



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Provision	Optional Employee Life
Eligibility	All Eligible Active Full-time Participating Employees
Minimum Hours Per Week	30 Hours
Eligibility Waiting Period	First of the month following 60 days
Amounts of Insurance	Increments of \$10,000 to a maximum of \$500,000 with a minimum of \$10,000 (10x Salary Limitation)
Rounding Method	Round Benefit Up to Next \$1000
Guaranteed Issue	\$100,000
Reduction Schedule	65% at age 70, 50% at age 75
Basic Annual Earnings Definition	Salary
Waiver of Premium	Included
Disabled Prior to Age	60
Elimination Period	6 Months
Waiver Termination Age	70
Integrated Waiver	Included
Accelerated Death Benefit	75% to a maximum of \$500,000
Conversion	Included
Portability	Not Included
Employee Contributions	Yes
Participation Requirement	25%

The above represents a summary of the proposed plan of benefits. There may be differences between the current policy language and/or provisions and Liberty's policy. Please refer to Liberty's sample policy language for specific information regarding the actual benefit provisions.



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Provision	Optional Dependent Life
Eligibility	All Eligible Participating Dependents
Employee Contributions	Yes
<u>Spouse</u>	50% of the Employee's Benefit Amount to a maximum of \$250,000
Guaranteed Issue	\$30,000
Accelerated Death Benefit	50% to a maximum of \$150,000
Spouse Portability	Not Included
<u>Child</u>	\$2,500 increments to \$10,000
Child Age Limit	26
Child Portability	Not Included

The above represents a summary of the proposed plan of benefits. There may be differences between the current policy language and/or provisions and Liberty's policy. Please refer to Liberty's sample policy language for specific information regarding the actual benefit provisions.



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Optional Employee Life Pricing

Age Bands	Lives	Volume	Rate	Rate Basis	Monthly Premium	Commissions
Employee	(EE Only)	(EE Only)			(EE Only)	
0-24	16	\$740,000	\$0.075	Per \$1000	\$55.50	9.00%
25-29	46	\$2,760,000	\$0.075	Per \$1000	\$207.00	
30-34	87	\$6,520,000	\$0.076	Per \$1000	\$495.52	
35-39	56	\$4,670,000	\$0.111	Per \$1000	\$518.37	
40-44	70	\$6,280,000	\$0.183	Per \$1000	\$1,149.24	
45-49	73	\$5,030,000	\$0.311	Per \$1000	\$1,564.33	
50-54	67	\$4,100,000	\$0.515	Per \$1000	\$2,111.50	
55-59	42	\$2,840,000	\$0.878	Per \$1000	\$2,493.52	
60-64	17	\$830,000	\$1.068	Per \$1000	\$886.44	
65-69	4	\$150,000	\$1.589	Per \$1000	\$238.35	
70-74	2	\$91,000	\$3.024	Per \$1000	\$275.18	
75-79			\$3.024	Per \$1000		
80-84			\$3.024	Per \$1000		
85-89			\$3.024	Per \$1000		
90+			\$3.024	Per \$1000		
Estimated Total	480	\$34,011,000			\$9,994.95	

Estimated Annual Premium **\$119,939.40**

Effective Date **01/01/2019**

Rate Guarantee **3 Years**



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Optional Dependent Life Pricing

Class	Rate	Rate Basis	Comm
Children	.20	Per \$1000	15%
Effective Date	01/01/2019		
Rate Guarantee	3 Years		

Age Bands	Rate	Rate Basis	Commissions
Spouse			
0-24	\$0.083	Per \$1000	9.00%
25-29	\$0.083	Per \$1000	
30-34	\$0.084	Per \$1000	
35-39	\$0.123	Per \$1000	
40-44	\$0.203	Per \$1000	
45-49	\$0.345	Per \$1000	
50-54	\$0.572	Per \$1000	
55-59	\$0.976	Per \$1000	
60-64	\$1.187	Per \$1000	
65-69	\$1.766	Per \$1000	
70-74	\$1.766	Per \$1000	
75-99	\$1.766	Per \$1000	
Effective Date	01/01/2019		
Rate Guarantee	3 Years		



AAA Carolinas

Provision	Optional Employee AD&D
Eligibility	All Eligible Full-time Active Participating Employees
Minimum Hours Per Week	30 Hours
Eligibility Waiting Period	First of the month following 60 days
Amounts of Insurance	Increments of \$10,000 to a maximum of \$500,000 with a minimum of \$10,000
Rounding Method	Round Benefit Up to Next \$1000
Reduction Schedule	65% at age 70, 50% at age 75
Basic Annual Earnings Definition	Salary
Employee Contributions	Yes
Participation Requirement	25%
Family AD&D Schedule	
Spouse	50% of the Employee's Benefit Amount to a maximum of \$250,000 (\$5,000 Increments)
Child	\$2,500 increments to \$10,000
Additional Benefits	
Seat Belt Benefit	10.0% of AD&D Policy up to \$10,000
Air Bag Benefit	10.0% of AD&D Policy up to \$10,000
Child Education Benefit	\$2,500 per child annually; \$20,000 Family Lifetime Maximum
Child Care Benefit	\$2,500 per child annually; \$10,000 Family Lifetime Maximum
Spouse Training Benefit	\$2,500 Maximum Benefit
Exposure Benefit	AD&D Policy Amount
Disappearance Benefit	AD&D Policy Amount

The above represents a summary of the proposed plan of benefits. There may be differences between the current policy language and/or provisions and Liberty's policy. Please refer to Liberty's sample policy language for specific information regarding the actual benefit provisions.



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Provision	Optional Dependent AD&D
Eligibility	All Eligible Participating Dependents
Employee Contributions	Yes
<u>Spouse</u>	
<u>Child</u>	
Child Age Limit / Student Age Limit	23

The above represents a summary of the proposed plan of benefits. There may be differences between the current policy language and/or provisions and Liberty's policy. Please refer to Liberty's sample policy language for specific information regarding the actual benefit provisions.



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Optional Employee AD&D Pricing

	Lives	Volume	Rate	Rate Basis	Monthly Premium	Commissions
	458	\$37,144,000	\$0.035	Per \$1000	\$1,300.04	9.00%
Estimated Total	458	\$37,144,000			\$1,300.04	
Estimated Annual Premium					\$15,600.48	
Effective Date					01/01/2019	
Rate Guarantee					3 Years	



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Optional Dependent AD&D Pricing

Class	Rate	Rate Basis	Comm
Spouse & Children	.045	\$1,000	15%
Effective Date		01/01/2019	
Rate Guarantee		3 Years	



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Provision	Long Term Disability
Eligibility	Class 1 - All Other Full-time Eligible Core Plan Participants Class 2 - All Other Full-time Eligible Buy-up Plan Participants Class 3 - All Active Full-time Participating Employees of AAA Car Care Centers and AAA TowMark
Minimum Hours Per Week	30 Hours
Eligibility Waiting Period	First of the month following 30 days
Elimination Period	90 days (30 day accumulation period)
Benefit Percentage	Class 1 - 50.0% Class 2 - 60.0% Class 3 - 50.0%
Maximum Monthly Benefit	Class 1 - \$3,000 Class 2 - \$7,500 Class 3 - \$3,000
Minimum Monthly Benefit	\$100
Benefit Duration	Social Security Normal Retirement Age
Definition of Disability	24 Month Own Occupation
Integration	Primary/Family
Basic Monthly Earnings Definition	Salary & Commissions (24 month average)
Pre-Existing Condition Exclusion	3-12
Mental & Nervous Limitation	24 Months
Substance Abuse Limitation	24 Months
Non-Verifiable Limitation	Unlimited
Successive Periods of Disability	6 Months
Partial Disability	Proportionate Loss of Earnings with Residual
Work Incentive Benefit	12 Months
Survivor Benefit	3 Month Gross Estate Payable
Rehab Incentive	10% Incentive/Termination
Workplace Modification	Greater of \$1,000 or 2 Months Net Benefit
Employee Contributions	Class 1 - No Class 2 - Yes - 100 % Post-Tax Class 3 - Yes - 100 % Post-Tax



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Provision	Long Term Disability
FICA	Charged Back
Participation Requirement	Class 1 - 100%
	Class 2 - 50%
	Class 3 - 50%

The above represents a summary of the proposed plan of benefits. There may be differences between the current policy language and/or provisions and Liberty's policy. Please refer to Liberty's sample policy language for specific information regarding the actual benefit provisions.



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Long Term Disability Pricing

	Lives	Volume	Rate	Rate Basis	Monthly Premium	Commissions
All Other Full-time Eligible Core Plan Participants	883	\$3,457,258	\$0.200	Per \$100 MCP	\$6,914.52	9.00%
All Other Full-time Eligible Buy-up Plan Participants	168	\$784,465	\$0.230	Per \$100 MCP	\$1,804.27	9.00%
All Active Full-time Participating Employees of AAA Car Care Centers and AAA TowMark	See Step Rate				\$2,008.64	
Estimated Total		\$4,241,723			\$10,727.43	
Estimated Annual Premium					\$128,729.16	
Effective Date					01/01/2019	
Rate Guarantee					3 Years	

Billing Method 2 – Sample Calculation

All employees are listed in the base plan and then those who elect an option are classed out separately. The base rate is applied to the volume of all employees at the base benefits regardless of their benefit elections. Employees who elect an optional plan are then charged the appropriate additional cost using the optional rate and their total volume for the optional plan.

Example: ABC Co. has 3,000 enrolled employees. Base plan is 50% to \$5,000 and optional is 60% to \$6,000. Of those 3,000 employees, 1,000 have elected the optional plan. Rates are \$.35 per \$100 of Covered Payroll for the base and \$.25 for the optional.

	<u>Lives</u>	<u>Covered Payroll</u>		<u>Rate</u>		<u>Premium</u>
Base	3,000	14,150,000	X	\$0.35	=	\$49,525
Optional	1,000	5,000,000	X	\$0.25	=	\$12,500
Total Premium Due						\$62,025



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Long Term Disability Pricing

Age Bands	Lives	Volume	Rate	Rate Basis	Monthly Premium	Commissions
0-24	4	\$5,200	\$0.100	Per \$100 MCP	\$5.20	9.00%
25-29	6	\$16,133	\$0.130	Per \$100 MCP	\$20.97	
30-34	23	\$69,767	\$0.230	Per \$100 MCP	\$160.46	
35-39	23	\$76,366	\$0.330	Per \$100 MCP	\$252.01	
40-44	13	\$44,594	\$0.570	Per \$100 MCP	\$254.19	
45-49	8	\$28,056	\$0.900	Per \$100 MCP	\$252.50	
50-54	10	\$34,411	\$1.300	Per \$100 MCP	\$447.34	
55-59	4	\$15,196	\$1.040	Per \$100 MCP	\$158.04	
60-64	7	\$23,194	\$1.270	Per \$100 MCP	\$294.56	
65-69	3	\$11,190	\$1.460	Per \$100 MCP	\$163.37	
70-99			\$0.860	Per \$100 MCP		
Estimated Total	101	\$324,107			\$2,008.64	

Estimated Annual Premium **\$24,103.68**

Effective Date **01/01/2019**

Rate Guarantee **3 Years**



AAA Carolinas

Provision	Short Term Disability
Eligibility	Class 1 - All Other Active Full-time Employees Class 2 - All Active Full-time Participating Employees of AAA Car Care Centers and AAA TowMark
Minimum Hours Per Week	30 Hours
Eligibility Waiting Period	First of the month following 30 days
Elimination Period Accident	7 Days
Elimination Period Sickness	7 Days
First Day Hospitalization	No
Benefit Percentage	60.0%
Maximum Weekly Benefit	\$500
Minimum Benefit	\$25.00
Benefit Duration (Including EP)	13 Weeks
Work Related Disabilities	Non-Occupational
Definition of Disability	Own Job
Integration	Primary/Family
Basic Weekly Earnings Definition	Salary
Partial Disability	Loss of Earnings
Successive Periods of Disability	14 Days
Rehab Incentive	10% Incentive/Termination
Pre-Existing Condition Exclusion	3-12
Employee Contributions	Class 1 - No Class 2 - Yes - 100 % Post-Tax
FICA	Charged Back
Participation Requirement	Class 1 - 100% Class 2 - 25%

The above represents a summary of the proposed plan of benefits. There may be differences between the current policy language and/or provisions and Liberty's policy. Please refer to Liberty's sample policy language for specific information regarding the actual benefit provisions.



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Short Term Disability Pricing

	Lives	Volume	Rate	Rate Basis	Monthly Premium	Commissions
All Other Active Full-time Employees	1,051	\$407,134	\$0.375	Per \$10 TWB	\$15,267.51	9.00%
All Active Full-time Participating Employees of AAA Car Care Centers and AAA TowMark	See Step Rate				\$2,540.87	
Estimated Total	1,051	\$407,134			\$17,808.38	
Estimated Annual Premium					\$213,700.56	
Effective Date					09/01/2018	
Rate Guarantee					3 Years	



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Short Term Disability Pricing

Age Bands	Lives	Volume	Rate	Rate Basis	Monthly Premium	Commissions
0-24	5	\$984	\$0.430	Per \$10 TWB	\$42.31	9.00%
25-29	6	\$2,176	\$0.370	Per \$10 TWB	\$80.51	
30-34	26	\$9,933	\$0.380	Per \$10 TWB	\$377.45	
35-39	21	\$7,749	\$0.410	Per \$10 TWB	\$317.71	
40-44	13	\$5,098	\$0.560	Per \$10 TWB	\$285.49	
45-49	11	\$4,211	\$0.690	Per \$10 TWB	\$290.56	
50-54	14	\$5,599	\$0.770	Per \$10 TWB	\$431.12	
55-59	5	\$1,941	\$1.140	Per \$10 TWB	\$221.27	
60-64	5	\$2,097	\$1.500	Per \$10 TWB	\$314.55	
65+	3	\$1,028	\$1.750	Per \$10 TWB	\$179.90	
Estimated Total	109	\$40,816			\$2,540.87	

Estimated Annual Premium **\$30,490.44**

Effective Date **09/01/2018**

Rate Guarantee **3 Years**



Liberty Mutual Leave Services

With Historic Leave Data

Liberty Mutual Insurance's standard service will provide:

- Tracking of federal and state unpaid family leave programs
- Single point of intake
- Designated team of leave specialists to administer program
- Determination employee eligibility and entitlement using customer provided electronic eligibility data
- Leave determination and appeal review based on an examination of medical and legal documents
- Correspondence throughout the course of the leave with both the employee and the employer
- Coordination of FMLA with Short Term Disability and WC whenever possible
- Online tools via MyLibertyConnection®:
 - Employers: Web-based portal to access leave information, program documents, reports, and service team contact information
 - Employees: Leave status and balance lookup
- Reporting Suite:
 - Leave Status
 - Intermittent Leave
 - Leave Utilization
- Tracking of employer specific leaves available upon request and assessment
- LMLS products are available with STD and LTD or LTD or Life
- Takeover of historical leave data requires 90-120 days lead time for implementation
- FMLA leaves for own serious health conditions can be tracked concurrently with STD claim
- Intermittent leave time administered in 15-minute increments or customer time and attendance system increments
- Administration of intermittent leaves for:
 - Own serious health condition
 - Family care
 - Foster care
 - Adoption
- 30-day medical certification period (15 days plus 15-day grace period)
- Liberty Mutual Insurance requests recertification at completion of medical certification or at the maximum of 365 days
- Standard U.S. holidays are included as FMLA
- Liberty Mutual Leave Services correspondence delivered to the employee via U.S. Mail, fax, or email
- Customer communications delivered to employer contacts via email
- Additional takeover fee included



AAA Carolinas

Liberty Mutual Leave Services Proposed Fees

Total Lives	1,482
Cost Per Employee Per Month	\$1.70
Proposed Monthly Fees	\$2,519.40
Commissions	0.00%
Rate Guarantee	3 Years



Terms & Conditions

The preceding proposal is provided as a summary of the proposed Liberty Group Benefit plan(s). It is not a binding contract. Only the insurance policy contract (if issued) can give the actual terms, coverage, amounts, conditions and exclusions. Should Liberty be selected as the carrier of choice, the contract issued by us will be the prevailing legal document. Please note the following terms and conditions:

- This proposal assumes a coverage situs state of North Carolina.
- All policies issued will contain the mandated coverage and legal requirements of the state where issued.
- Rates, premiums and fees shown in this proposal were based on the proposed plan of benefits and census information provided. All policies will be final rated based on updated census provided, the sold plan of benefits and services. Liberty reserves the right to reevaluate proposal terms, rates and conditions should the effective date change. Liberty reserves the right to change rates and premiums if on the effective date or at any time during the policy year:
 - ▶ The number of lives/volume changes by more than +/- 15%;
 - ▶ The plan benefits change;
 - ▶ A division, associated company, or affiliate is added or deleted from this group; or,
 - ▶ The requested level of service changes.
- Liberty reserves the right to reject any plan requiring employee contributions should the minimum participation requirement not be met.
- This proposal assumes a maximum of 5 billing and claim locations. Additional locations may require additional cost.
- Employees must be Actively at Work in order for insurance to become effective.
- A copy of the current carrier's contract or booklet is required at the time of sale in order to provide continuity of coverage and to administer any transfer provision(s).
- Premium payment terms assume remittance of premium will be made within 31 days on a self-accounting basis.
- This quote shows a summary of proposed benefits, rates, and underlying assumptions. It is not part of the group policy or a legal contract with Liberty Life Assurance Company of Boston.
- Report lives and fees with a self-administered bill format.
- The rates shown are subject to recalculation pending final enrollment, census data, and review of any additional data requested in the proposal.
- Liberty Mutual does not give legal or tax advice. Employers and their employees should consult with their own independent legal and tax advisers regarding their particular facts and circumstances and for guidance on all tax matters.
- We are providing this proposal with the understanding it will be presented to customers only by an appropriately licensed and, where required, appointed individual or entity pursuant to applicable state licensing and appointment regulations. Please contact Liberty Group Benefits broker services for assistance.



Qualifications/Deviations

General

- While it is Liberty's intent to match the current and requested provisions as closely as possible and within our underwriting guidelines, there may be contractual differences between the incumbent carrier's policy and Liberty's proposed policy. Liberty's state-filed and approved verbiage will prevail.
- Quote excludes non-US citizens working outside the US. US citizens working outside the US and non-US citizens working in the US can be covered on an incidental basis (greater of 20 lives or 2% of group size) provided they are not located in countries on the US travel advisory list, are on the US payroll, and are paying US income tax and social security. *Claims and premium will be remitted in US currency*.
- The cost for printed copies of employee booklets and/or certificates are not included in the rates. If printed booklets are requested, additional pricing may apply.
- The proposed rates are contingent upon a package sale. An adjustment to the rates may be necessary if coverage is split.

Life

- Premiums under the Policy are set using the combined anticipated or actual claims experience of the basic and optional coverage. This blended experience may result in the employer or the employee contributing to the cost of optional or basic coverage respectively. Please consult your legal and tax advisor to determine appropriate communication to plan participants and potential tax implications.
- Quote includes Liberty's standard waiver of premium provision available on life amounts of employees only. Waiver is not available for AD&D and Dependent Life benefits.
- Minor differences may exist between current and proposed AD&D schedules, riders and exclusions. Liberty's standard contract, with our state-filed and approved verbiage, will apply.
- Employees must elect Optional Life in order to elect Optional Dependent benefits.
- Liberty Mutual's standard exclusions (including accidents resulting from hazardous sports) and termination provisions will apply.

Disability

- Liberty's standard Definition of Disability will apply to LTD, which includes a national economy test. The definition does not include an attached earnings test.
- Disability plan must be Erisa Compliant. Documentation in the form of 5500 form must be provided prior to point of sale.
- Liberty does not offer a Family Care Expense, Dependent Care Expense or Terminal Illness/ADL Benefit.
- Liberty's standard 24 month mental/nervous, substance abuse and non-verifiable limitation provision applies.
- Liberty's quote includes a 10% incentive/termination disincentive rehab provision.



Life & AD&D

Liberty Mutual Insurance's standard service will provide:

- An experienced and designated claims staff that provides personalized case management
 - High-touch, service intensive life claims model
 - Easy claim submission for employers for life and waiver claims
 - Designated life case manager to guide beneficiaries and employer through the claim process
 - Support regarding other services available to beneficiaries
- A dedicated account manager
- A designated medical underwriter with employer and employee direct access
- Integrated medical underwriting for both life and disability coverage
- Flexible claim intake options:
 - Telephone
 - Fax
 - Email
 - Paper
- Online tools via MyLibertyConnection®:
 - Employers: Web-based portal to access program documents, reports, and service team contact information
 - Employees: Online statement of health and beneficiary designation management
- Reporting Suite:
 - Claim status
 - Waiver of premium
 - Statement of Health
- Electronic copies of the booklet/employee certificates
- Employee communications in electronic format
- Resource guides that offer support to employers, beneficiaries, and family members
- Through MyLibertyAssist® Beneficiary Services:
 - Grief counseling - telephonic assistance and face-to-face sessions
 - Financial counseling - scheduled phone counseling session and financial worksheet review
 - Legal assistance - telephonic assistance and face-to-face sessions; 25% discount on additional services
- Through travel assistance services, 24/7 access to:
 - Medical Assistance: Assistance with medical and dental referrals; replacement of corrective lenses, medical devices, or prescriptions
 - Travel Services: Assistance with passport and ticket replacement, emergency message service, translation and legal referral services
 - Destination intelligence: Weather, currency, culture, immunization, and vaccination information
 - Medical Evacuation and Repatriation: Emergency medical evacuations, transport to join patient, transport of unattended minor children, and repatriation of mortal remains
 - Security and Political Evacuation: Evacuation arrangements in the event of a threatening political or security situation



Long Term Disability

Liberty Mutual Insurance's standard service will provide:

- Accessible resources for the employer and employees.
 - Implementation resource to guide installation and establish communication plan
 - Account manager
 - Disability consultant
 - LTD case managers
- Flexible claim intake options:
 - Online through MyLibertyConnection®
 - Telephonic (when Liberty Mutual has both STD and LTD)
 - Paper
 - Fax
- Three-point contact claim management model: employee, employer, and physician
- Clinical resources including:
 - Medical directors
 - Consulting physicians
 - Nurse case managers
- Seamless transition from STD to LTD (when Liberty Mutual Insurance has both programs)
- Social Security assistance
- Subrogation and investigative services
- Online tools via MyLibertyConnection®:
 - Employers: Web-based portal to access claim information, program documents, reports, and service team contact information
 - Employees: Disability claim intake and status lookup
- Reporting Suite:
 - Claim Status
 - Trend
 - Consultative reports
- Employee communications in electronic format
- An electronic copy of the booklet/employee certificates
- Single-source solution for integrated disability management (STD, LTD, FMLA, WC) is available
- Integration with employee assistance program and other preferred providers (disease management, wellness) is available
- Benefit payment calculation and check issue or direct deposit to the claimant (fully insured only)
- Applicable employee FICA, federal, and state income taxes withholding from benefit payments
 - Pre- and post-tax deductions available upon request and assessment
- ERISA appeals management
- Schedule 5500 reporting for accounts with more than 100 employee lives
- Through MyLibertyAssist® Employee Assistance Program (fully insured only):
 - Counseling - telephonic assistance and face-to-face sessions
 - Financial counseling - scheduled phone counseling session and financial worksheet review
 - Legal assistance - telephonic assistance; up to 25% discount on additional services
 - Family information - telephonic and web access (childcare, eldercare, education)



Short Term Disability

Liberty Mutual Insurance's standard service will provide:

- Accessible resources for the employer and employees.
 - Implementation resource to guide installation and establish communication plan
 - Account manager
 - Disability consultant
 - Billing analyst
 - STD case managers
- Flexible claim intake options:
 - Online through MyLibertyConnection®
 - Telephonic
 - Paper
 - Fax
- Three-point contact claim management model: employee, employer, and physician
- Clinical resources including medical directors, consulting physicians, and nurse case managers
- Employer return to work program tools:
 - Toll free hotline
 - Online toolkit featuring resource guide, interactive training
- Social Security assistance
- Subrogation and investigative services
- Disability evaluation interviews
 - Online tools via MyLibertyConnection®:
 - Employers: Web-based portal to access claim information, program documents, reports, and service team contact information
 - Employees: Disability claim intake and status lookup
 - Reporting Suite:
 - Operational
 - Tax
 - Trend
 - Consultative reports
- Employee communications in electronic format
- An electronic copy of the booklet/employee certificates
- Managed disability services included in fee
- Applicable employee FICA, federal, and state income taxes withholding from benefit payments
- Pre- and post-tax deduction service available upon request and assessment
- ERISA appeals management
- Schedule 5500 reporting for accounts with more than 100 employee lives