

# Important COVID-19-related changes that extend benefit deadlines

On May 4, 2020, the U.S. Departments of Labor and the Treasury (the Agencies) issue guidance that temporarily extends the deadlines in place for certain benefit changes and processes associated with election, notification, payment and claims/appeals. To protect individuals from losing benefits, the Agencies extended deadlines that might have been missed during the National Emergency associated with COVID-19, declared on March 1, 2020 and in effect until further notice. The Agencies extended your deadline to enroll to the earlier of: (1) one year after your initial deadline or (2) your original timing after the end of the National Emergency.

## Deadline extensions

If you or your dependent(s) are experiencing one of the following situations, the deadlines will be recalculated, as defined above.

Do you need to...	Temporary Extensions to Deadlines	Actions Needed
<p><b>Change your coverage due to a life change?</b> (e.g. loss of health coverage, qualified for Medicaid or Children's Health Insurance Program (CHIP), gained a dependent through marriage, birth or adoption, or other qualified life event).</p>	<p>You have 31 days from the date of your life change to make changes to your coverage. If your 31-day notification period falls within the National Emergency, your extended deadline will be the <b>earlier</b> of: (i) one year from your original deadline or (ii) your original deadline after the National Emergency, whichever comes first, to make coverage changes.</p> <p>For life changes tied to financial assistance or loss of coverage under the Children's Health Insurance Program (CHIP) or Medicaid, the timing is based on the <b>earlier</b>: of (i) one year from your original deadline or (ii) your original deadline after the end of the National Emergency, whichever comes first.</p>	<p>Visit Your Benefits Resources (YBR) available through My Total Compensation and Benefits at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> to complete enrollment.</p> <p>Or, call the Citi Benefits Center via ConnectOne at 1-800-881-3938 for additional help. From the `Benefits' menu, select the appropriate option.</p>
<p><b>Complete notification for a COBRA<sup>1</sup> qualifying event?</b> (e.g., divorce or legal separation, change in child dependent eligibility [age limit reached], disability determination or change in disability status, or qualifying for Medicare)</p>	<p>If your 60-day notification deadline falls within the National Emergency, your extended deadline will be the <b>earlier</b>: of (i) one year from your original deadline or (ii) your original deadline after the National Emergency, whichever comes first, to notify the plan.</p>	<p>Visit Your Benefits Resources (YBR) available through My Total Compensation and Benefits at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> to complete enrollment.</p> <p>Or, call the Citi Benefits Center via ConnectOne at 1-800-881-3938 for additional help. From the `Benefits' menu, select the appropriate option.</p>

<sup>1</sup> Consolidated Omnibus Budget Reconciliation Act of 1985

Do you need to...	Temporary Extensions to Deadlines	Actions Needed
<b>Enroll in COBRA coverage?</b>	If you become eligible for COBRA, you generally have a 60-day initial enrollment period. If your 60-day enrollment deadline falls within the National Emergency, your extended deadline will be the <b>earlier</b> of: (i) one year from your original deadline or (ii) your original deadline after the National Emergency to enroll in COBRA.	Call the Citi Benefits Center via ConnectOne at 1-800-881-3938 for additional help. From the `Benefits' menu, select the appropriate option.
<b>Call to Reinstate COBRA Coverage?</b>	If you received notification that COBRA coverage has been deactivated for nonpayment because you missed your original premium payment deadline, you may have additional time to make payment for this coverage and reinstate your COBRA coverage retroactively.	If you would like your COBRA coverage reinstated and are within the timeframes mentioned above, contact the Citi Benefits Center via ConnectOne at 1-800-881-3938 for additional help. From the `Benefits' menu, select the appropriate option.
<b>Pay COBRA premiums?</b>	<p>If enrolled in COBRA, you generally have 60 days to submit payment for your initial bill and 60 days to submit payment for subsequent bills. However, for payment deadlines that fall during the National Emergency, you will have more time to make your payment(s):</p> <ul style="list-style-type: none"> <li>• If you enroll within your initial 60-day enrollment window, you will have up to one year and 60 days after your election date to make your initial COBRA payment.</li> <li>• If you enroll outside your initial 60-day enrollment period, you will have up to one year and 120 days after the date the notice was provided to you to make your initial COBRA payment.</li> </ul> <p>For subsequent payments, you will have one year plus the grace period of 60 days from the original due date for that month's coverage to submit payment. If the full amount is not submitted by the extended deadline, coverage will end as of the last day for which you have made payment.</p>	<p>Payments should be sent to: CITI P.O. BOX 1118 CAROL STREAM IL 60132-1118</p> <p>To sign up for direct debit, access Your Benefits Resources available through My Total Compensation and Benefits at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a>.</p> <p><b>Please note:</b> While an extended grace period will be allowed, the amount owed for applicable months of coverage will remain the same. If this full amount is not submitted by the extended deadline, coverage will be terminated retroactively to the last day of the month for which you have made payment. E.g., your COBRA begins on May 1, 2021 and you have until the extended deadline to pay.</p> <ul style="list-style-type: none"> <li>• If you don't make any payments by the extended deadline, your coverage will be terminated retroactive to April 30, 2021.</li> <li>• If you pay for May and June only by the extended deadline, your coverage will be terminated retroactive to your latest paid through date, June 30, 2021.</li> </ul>

Do you need to...	Temporary Extensions to Deadlines	Actions Needed
<p><b>File a Claim or appeal</b>            (for any plan or program subject to ERISA<sup>2</sup>; e.g., eligibility claims/appeals for group health plans, disability and other employee welfare plans, and pension benefit plans)</p>	<p>If your deadline to submit a claim/appeal falls within the National Emergency, you may have additional time to submit your claim/appeal. You will have until the <b>earlier</b>: of (i) one year from your original deadline or (ii) your original deadline after the National Emergency, whichever comes first, to file your claim/appeal.</p>	<p>Visit Your Benefits Resources (YBR) available through My Total Compensation and Benefits at <a href="http://www.totalcomponline.com">www.totalcomponline.com</a> to complete enrollment.</p> <p>Or, call the Citi Benefits Center via ConnectOne at 1-800-881-3938 for additional help. From the `Benefits' menu, select the appropriate option.</p>

---

<sup>2</sup> Employee Retirement Income Security Act of 1974

# Summary of 2021 COVID Relief Measures Available to Citi Employees

On December 27, 2020, the Consolidated Appropriations Act 2021 was signed into law, providing additional COVID-19 relief measures and extensions for certain spending and reimbursement accounts, as well as certain loans. The following summary provides an overview of the additional relief available to eligible Citi employees.

Update	Claim Deadlines	Example
<p><b>Health Care Spending Account (HCSA)/ Limited Purposed Spending Account (LPSA) and Dependent Day Care Spending Account (DCSA)</b>  <b>Carryover</b> If you were actively employed and benefits-eligible as of 12/31/2020, you'll be allowed to carryover <b>all</b> unused contributions from your 2020 plan year (up to the 2020 maximum election amount) into 2021 to use for eligible 2021 expenses. You'll also be able to carryover <b>all</b> unused contributions from your 2021 spending account (up to the 2021 maximum election amount) to use for eligible 2022 expenses.</p> <p><b>No action is needed. Any unused money from the 2020 plan year will be available for 2021 expenses as of April 1, 2021.</b></p>	<p><b>2020 carryover to 2021:</b> Eligible expenses incurred between 1/1/2021 to 12/31/2021, must be submitted for reimbursement by June 30, 2022.</p> <p><b>2021 carryover to 2022:</b> Eligible expenses incurred between 1/1/2022 to 12/31/2022, must be submitted for reimbursement by June 30, 2023. Follow your existing process to submit claims.</p>	<p>For the following example, let's assume:</p> <ul style="list-style-type: none"> <li>• For the 2020 plan year, you have an unused balance of \$1,000 in your DCSA on 12/31/2020.</li> <li>• For the 2021 plan year, you elected to contribute \$5,000 to your DCSA.</li> </ul> <p>The unused balance of \$1,000 from your 2020 plan year DCSA will be rolled over into the 2021 plan year DCSA, resulting in a total benefit amount of \$6,000 in your DCSA for 2021. That balance as well as any DCSA contributions for the 2022 plan year can be used to reimburse claims through December 31, 2022.</p>

## **Need help?**

For more information about deadline extensions or allowable mid-year changes, contact the Citi Benefits Center via ConnectOne at 1-800-881-3938 for additional help. From the 'Benefits' menu, select the appropriate option.

For a representative, call from 8 a.m. to 8 p.m. Eastern time on weekdays, excluding holidays.

For expatriate staff employees and from outside the United States, Puerto Rico, and Canada, call 1-469-220-9600 to reach ConnectOne.

For text telephone services, call Telecommunications Relay Services at 711 (employees located in Puerto Rico should call 1-866-280-2050), then call 1-800-881-3938 and follow the instructions to enter ConnectOne above.