

YOUR GUIDE TO

CityServiceValcon 2025 Benefits

CityServiceValcon



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Important legal notices about your benefits can be found on CityServiceValcon's benefits portal at c2mb.ajg.com/northstar.



WELCOME

When you work for CityServiceValcon, you give us your time, your energy, your enthusiasm, and all your other talents. We have a responsibility toward you, and every reason to invest in you. One way we do that is through our benefits, which help you stay healthy, happy and financially secure. Benefits are a huge part of your compensation; get the most out of them with this guide.

ELIGIBILITY

All regular full-time and part-time employees scheduled to work 30 or more hours a week are eligible for benefits. If you are eligible, you can also cover your family, including your:

- Spouse
- Domestic partner
- Children up to age 26 (including adopted children, stepchildren, foster children and domestic partner's dependents) or dependent children of any age who are incapable of self-support

If your enrolled dependent becomes ineligible (due to divorce, a child reaching age 26, etc.), you must remove them from your coverage within 60 days of the date they are no longer eligible.

ENROLLING

Enroll when you first become eligible or during annual open enrollment. You can also enroll or change coverage if you have a qualified change in status, such as a marriage, birth, divorce or death. You must make your change within 60 days of the qualifying event.

If you enroll as a new hire, your benefits will go into effect the first of the month following your date of hire. If you are hired on the first of the month, your coverage is effective immediately.



- Review this guide and explore CityServiceValcon's benefits portal at c2mb.ajg.com/northstar to learn about your benefits.
- Enroll within 30 days of becoming eligible.

QUESTIONS? YOUR BENEFIT ADVOCATE CAN HELP.

You have access to a team of Benefit Advocates to help you and your covered family members:

- Call **833-535-9196**, weekdays 6 a.m. to 6 p.m. Pacific time
- Email bac.northstarenergy@ajg.com



BENEFIT OVERVIEW

CityServiceValcon offers a wide variety of benefits. For some benefits, you share the cost and you need to enroll to be covered. Other benefits are provided automatically at no cost to you.

Plan	Details	Enrolling
Medical	<ul style="list-style-type: none"> • Premera High Deductible Health Plan (HDHP) • Premera Base PPO • Premera Buy-up PPO 	<p>Log in to workforcenow.adp.com. Enter your log-in info or, if you haven't set up your account, click the "Sign Up" button.</p> <p>Once you have signed up, go to <i>Myself > Benefits > Enrollments</i>. Click <i>Enroll Now</i>.</p>
Dental	<ul style="list-style-type: none"> • Delta Dental Base Plan • Delta Dental Buy-up Plan 	
Vision	VSP Vision Plan	
Flexible Spending Accounts (FSAs)	Health Care and Dependent Care accounts	
Health Savings Account (HSA)	If you choose the HDHP and open an HSA, CityServiceValcon will contribute to your HSA. You can contribute too through convenient payroll deduction.	Open your account and name a beneficiary at 401k.com . You can also activate your HSA debit card to pay costs straight from your account.
Voluntary benefits	Additional life and accident insurance and other benefits to round out your coverage	<p>Go to GallaghervChoiceEnroll.com and log in using your PIN:</p> <ul style="list-style-type: none"> • Your PIN is the last four digits of your Social Security number followed by the two-digit year of your birth • Example: Someone with an SSN of xxx-xx-1234 and born in 1980 would have the PIN 123480
401(k) plan	You decide how much to contribute; receive company matching and discretionary contributions	You are automatically enrolled at the contribution rate of 2% of your pre-tax pay. Change your participation at 401k.com .
Basic life and AD&D insurance	Benefits in the event you are injured or die	You are automatically enrolled in these benefits, which are provided at no cost to you
Disability coverage	Long-term disability coverage if you are unable to work	
Employee Assistance Program	Free confidential support when you need it	
Business travel assistance	Support when you travel for business	

MEDICAL

CityServiceValcon offers three medical plans, administered by Premiera Blue Cross. Premiera is part of the national Blue Cross Blue Shield network.

With each plan, you can see any doctor you like, but you'll pay less when you see a doctor in the Premiera network. All three plans cover the same services, but differ in what you pay for coverage (premiums) and how much you pay when you get care (deductibles, copays and coinsurance).

The High Deductible Health Plan (HDHP) has the lowest premium, but the highest deductible. It also comes with a Health Savings Account (HSA), where you can save pre-tax money to pay for health care expenses. CityServiceValcon will also contribute to your HSA – \$875 for employee-only coverage, or \$1,750 if you cover one or more dependents. This plan is great for those who don't expect high medical expenses.

The Base PPO is a middle-ground plan. It has a lower deductible than the HDHP option, but a higher premium. However, it has a higher deductible and lower premium than the Buy-up PPO.

The Buy-up PPO has the lowest deductible, but the highest premium. This option might be right for you if you expect to have significant medical expenses, such as for an ongoing condition, or if you are expecting a child this year.

GET THE PREMIERA APP

Once enrolled in a medical plan, create a Premiera account at premera.com (select "Create account" on the home page) and download the Premiera app:

- Log in as a "member" at premera.com.
- The login you create for your Premiera account should also be used for the Premiera app. The app will give you access to your electronic medical ID card.

CATCH PROBLEMS BEFORE THEY START

Preventive care is 100% covered on all Premiera medical plans. This means **you pay nothing** for preventive tests, screenings and services such as:

- **Annual health check-ups** (including well-woman and well-baby exams)
- **Lab tests** for diabetes, cholesterol, hypertension and more
- **Cancer screenings**, such as mammograms and colonoscopies
- **Vaccinations**
- **Wellness services** for smoking cessation, weight loss, depression screening and more

For a complete listing of preventive care services, go to premera.com/visitor/care-essentials/preventive-care.

Additionally, many **preventive medications** are also covered at 100%, including medications to treat:

- High cholesterol
- Asthma
- Diabetes
- And more

To see the full list of preventive medications, sign in to premera.com > *Benefits & Coverage* > *Benefit Details* > *Benefit Booklets* and download the *Prescription Preventive PDF*.

PLAN COMPARISON

The table below shows how much you'll pay when receiving in-network care. You pay more if you receive out-of-network care. To find an in-network provider, go to premera.com > Find Care > Find a Doctor. For providers in Washington and Alaska, select the *Heritage* network. For providers elsewhere, select the *BlueCard PPO* network.

In Alaska, in- and out-of-network providers are covered at the same reimbursement level (up to Premera's negotiated rate). However, out-of-network facilities are covered at a lower level than in-network facilities. You are responsible for any out-of-network provider or facility charges that exceed Premera's negotiated rate.

Medical plan highlights	HDHP	Base PPO	Buy-up PPO
Calendar year deductible	\$1,750 employee only \$3,500 family	\$750 per person \$2,250 family	\$350 per person \$1,050 family
Calendar year out-of-pocket maximum (includes deductible and coinsurance)	\$3,425 employee only \$6,850 family	\$4,000 per person \$12,000 family	\$2,500 per person \$7,500 family
CityServiceValcon HSA funding	\$875 employee only \$1,750 family	Not applicable	
Preventive care	No charge		
Doctor office visit (PCP or specialist)	20% after deductible	\$25 copay	\$20 copay
Virtual care		No charge for primary care visits (virtual mental health, chemical dependency and physical therapy visits covered as office visits)	
Emergency room		\$200 copay + 20% after deductible	\$200 copay + 10% after deductible
Hospital (inpatient and outpatient)		20% after deductible	10% after deductible
Lab and X-ray			
Prescription drugs			
Retail (30-day supply)	20% after deductible	<ul style="list-style-type: none">Preferred generic (tier 1): \$10 copayPreferred brand (tier 2): \$30 copayNon-preferred (tier 4): 30%	
Mail order via Express Scripts (90-day supply)		<ul style="list-style-type: none">Preferred generic (tier 1): \$20 copayPreferred brand (tier 2): \$60 copayNon-preferred (tier 4): 30%	
Specialty drugs via Accredo (30-day supply)		<ul style="list-style-type: none">Preferred specialty (tier 3): \$50 copay	

Please find the medical premiums on [page 8](#).

PRESCRIPTION DRUG COVERAGE

To see the list of covered drugs, go to premera.com. Scroll to the bottom of the page and select *Covered Drugs*, then the *E1/E4* drug list.

Mail order prescriptions must be filled through Express Scripts. Go to premera.com, click *Manage Prescriptions* and follow the *Change current prescription to mail order* instructions. You can also call Express Scripts directly at **800-391-9701**.

All specialty medications must be filled via Premera's specialty pharmacy partner, Accredo. To register, go to premera.com (or the Premera app) or call **800-698-6592**.

PREMERA RESOURCES

If you enroll in a Premera medical plan, you have many resources to help you stay well.

GENERAL CARE

24/7 nurseline

Get medical advice, day or night. Call **800-841-8343**.

Doctor on Demand

Get immediate video-based virtual care for you and your dependents from doctors and medical professionals to treat urgent, preventive and everyday care, including mental health. Go to doctorondemand.com/premera.

98point6

Access on-demand text-based primary care through your mobile device, for you and your covered dependents age 1 and older. Download the **98point6** app.

Premera MyCare

Connect with virtual care providers, from primary care to physical therapy. Download the **Premera MyCare** app.

Catapult Health

Access next-generation preventive care. Order a free check-up kit, follow the instructions and receive a comprehensive health report and virtual consultation with a nurse practitioner. Go to virtualcheckup.com/saltchuk.

MENTAL HEALTH AND SUBSTANCE DEPENDENCY

Premera Behavioral Health Navigators

Navigators can connect you with in-network providers and facilities that meet your specific care needs and who are accepting new patients. To get started, please call Premera Customer Service at **800-722-1471**.

Talkspace

Connect to a therapist or psychiatrist by video or secure text. Go to talkspace.com/premera.

Alcohol and opioid dependency help

Get virtual care for alcohol or opioid dependency:

- **Boulder Care:** Go to boulder.care/getstarted or call **888-608-0836**
- **Workit Health:** Go to workithealth.com/premera

HEALTH SUPPORT

Livongo diabetes, hypertension and weight management support

Access free personalized coaching and digital tools. Join based on the health support you need:

- Diabetes management, go to Join.livongo.com/REGCODE/register
- Hypertension program, go to Ready.livongo.com/REGCODE/register
- Weight management, go to Healthy.livongo.com/REGCODE/register

Use the registration code: **PBC-DMHTNWM0-WA**. You'll need your Premera member ID and group ID to register. If you have questions or need assistance, call **800-945-4355**.

Omada for joint and muscle health

Connect to a licensed physical therapist for virtual physical therapy. Go to omadahealth.com/premera.

Centers of Excellence

Receive enhanced benefits at Designated Centers of Excellence for services listed below. Go to premera.com/specialty-care or call **800-722-1471**.

- Cardiac Care
- Cancer
- Spine surgery
- Knee or hip replacement
- Organ transplants
- CAR-T and gene therapy
- Substance use treatment
- Bariatric surgery

ALWAYS GET THE RIGHT PRICE

The Premera Right Price program is a behind-the-scenes solution that automatically applies available discounts and coupons to ensure you get the best price for your prescription. Enroll in any Premera medical plan and you'll always get the Right Price.

WHAT YOU PAY

Many of these resources are free, but some such as Doctor on Demand, 98point6, Talkspace, Boulder Care, Workit Health and Omada may charge a fee. Your cost (deductible, copay and coinsurance) will depend on the services you receive and the medical plan you are enrolled in. Please see the plan comparison chart on [page 4](#) and the benefit summaries on the benefits portal at c2mb.ajg.com/northstar for more information.

DENTAL

CityServiceValcon offers two dental plans through Delta Dental of Washington. Both plans cover the same services and are part of the same network, but differ in what you pay for coverage (premiums).

Whenever you need dental care, you have a choice of providers:

- **Delta Dental PPO dentist:** Highest coverage, most discounted – you pay the least.
- **Delta Dental Premier dentist:** Like seeing a PPO dentist, but with slightly lower coverage – you pay a bit more of the cost.
- **Out-of-network dentists:** Same coverage as a Premier dentist but without cost protection. If charges are higher than the maximum allowed, you're responsible for the additional cost.

The table below compares the plans and shows what you'll pay for services under each.

Dental plan highlights	Base Plan	Buy-up Plan
Calendar year maximum benefit (per person)	\$1,500	\$2,000
Calendar year deductible	\$0	
Preventive care (up to two exams per year, does not count against the plan's calendar year maximum)	\$0	
Restorative services (fillings, root canal, periodontics and oral surgery)	Delta Dental PPO dentist: 10% Delta Dental Premier or Out-of-network: 20%	
Major services (dentures, implants, bridges, crowns and anesthesia)	Delta Dental PPO dentist: 40% Delta Dental Premier or Out-of-network: 50%	
Orthodontia for children and adults	Covered in full up to a \$1,500 lifetime maximum benefit	

Please find the dental premiums on [page 8](#).

FINDING A DELTA DENTAL DENTIST

Search for Delta Dental dentists at deltadentalwa.com. Go to *Online tools > Find a dentist* and select either the *Delta Dental PPO* or *Delta Dental Premier* network from the drop-down menu. You can also call **800-554-1907** for assistance.



VISION

CityServiceValcon offers vision coverage through VSP. You can see any provider you'd like, but you pay less when you receive coverage from a VSP provider. The table below shows what you pay for vision services.

NO ID CARD REQUIRED

At your appointment, tell your provider you have VSP and provide the employee's Social Security number.

Vision plan highlights		
	VSP providers	Other providers
Basic examination (once every calendar year)	\$10 copay	Reimbursed up to \$50 after a \$10 copay
Hardware (excluding elective contact lenses)	\$25 copay	
Lens allowance every calendar year		
• Single vision	Covered in full	Reimbursed up to \$50 per pair
• Lined bifocals	Covered in full	Reimbursed up to \$75 per pair
• Lined trifocals	Covered in full	Reimbursed up to \$100 per pair
Contact lens fitting and evaluation (once every calendar year)	15% discount, then no greater than \$60 copay	Reimbursement included in contact lens allowance
Contact lens allowance (in lieu of glasses) (once every calendar year)	Covered in full (up to \$130)	Reimbursed up to \$105
Frame allowance (once every two calendar years)	Covered in full, up to: <ul style="list-style-type: none"> • \$130 for a wide selection of frames • \$150 for featured frame brands • \$70 for Costco/Walmart/Sam's Club frames 20% discount for any amount over the maximum	Reimbursed up to \$70

Please find the vision premiums on [page 8](#).

DISCOUNTS

- Get up to 40% off non-covered lens options when you use a VSP network provider.
- Lasik – get up to 15% off on laser correction. Go to vsp.com to register and learn more.

FINDING A VSP PROVIDER

Search for VSP providers and additional savings at vsp.com, or call 800-877-7195.

MEDICAL, DENTAL AND VISION PREMIUMS

The table below shows your **monthly** costs for medical, dental and vision coverage. Your costs depend on the plans you choose and who you cover. CityServiceValcon pays the majority of the cost of your coverage.

	Medical (with wellness discount)			Dental		Vision
	HDHP	Base PPO	Buy-up PPO	Base Plan	Buy-up Plan	VSP Plan
Employee only	\$105	\$220	\$400	\$6	\$26	\$1
Employee + spouse/ domestic partner*	\$205	\$405	\$700	\$13	\$53	\$2
Employee + child(ren)	\$180	\$335	\$620	\$13	\$52	\$2
Employee + family*	\$250	\$495	\$940	\$21	\$81	\$3

* You may be taxed on the value of your domestic partner's coverage

WELLNESS DISCOUNT

The medical premiums shown above include CityServiceValcon's wellness discount, which saves you \$50 every month on your medical premiums.

To earn the wellness discount each year, both you and your covered spouse or domestic partner need to get your annual preventive exam. Premera will be notified when you complete your exam with Catapult or with your own provider through the Premera plan. Drivers may also satisfy this requirement with their biennial DOT exam.

New hires automatically receive a wellness discount in their year of hire. Employees hired between January 1 and June 30 must get their annual preventive exam by November 15 to receive a credit in the following year. Employees hired between July 1 and December 31 automatically receive the wellness discount for the current and following year.

Results are kept strictly confidential and not shared with CityServiceValcon.



Get your annual preventive exam by November 15. You can get an exam with your own provider, via your biennial DOT exam, or virtually through Catapult Health. Order your free check-up kit at virtualcheckup.com/saltchuk.

Whether you get an exam with your provider, via your biennial DOT exam, or through Catapult, Premera will be notified when you complete the requirements.

Your exam results are never shared with CityServiceValcon.

HEALTH SAVINGS ACCOUNT

If you enroll in the High Deductible Health Plan (HDHP), you are eligible for a Health Savings Account (HSA). An HSA lets you save for health care expenses while reducing your taxes. An HSA has triple tax benefits:

1. Contributions go in tax-free.
2. Money grows tax-free.
3. Withdrawals for qualified health care expenses are tax-free.

Use your HSA to cover your and your tax dependents' out-of-pocket health care expenses. At the end of the year, if there's money left in the account, it's yours. Your HSA balance can be used for health care costs you incur over your lifetime, and unused amounts can be passed on to your beneficiaries.

COMPANY HSA CONTRIBUTIONS

If you open a Fidelity HSA, CityServiceValcon will make pre-tax contributions to your account in two installments, in January and July. If you are enrolled for a full year, CityServiceValcon will deposit:

- \$875 if you have employee-only coverage, or
- \$1,750 if you enroll dependents.

Contributions will be prorated if you are not enrolled for a full year.

EXAMPLES:

1. Paulo enrolls in HDHP employee-only coverage during Open Enrollment, for coverage effective January 1. Paulo will receive CityServiceValcon's annual contribution of \$875 in two equal installments:
 - \$437.50 deposited in January's first paycheck
 - \$437.50 deposited in July's first paycheck
2. Tracy enrolls in HDHP employee + family coverage as a new employee and her coverage is effective April 1. CityServiceValcon's annual contribution is prorated based on the number of months Tracy is enrolled. A total contribution of \$1,312.50 will be deposited in two installments:
 - \$437.50 deposited within two payrolls following the date Tracy opens her HSA with Fidelity (this is a prorated amount based on three months of enrollment – April, May and June)
 - \$875 deposited in July's first paycheck (reflecting six months of enrollment)

YOUR CONTRIBUTIONS

You can also make tax-free contributions to your HSA from your paycheck. Your HSA contributions take effect on the first day of the month following the date you make the election.

For 2025, the total amount that you and CityServiceValcon combined can contribute to your HSA is:

- \$4,300 if you have employee-only coverage
- \$8,550 if you have family coverage

If you are age 55 or older, you can contribute an additional annual catch-up contribution of \$1,000.

If you and your spouse both have an HSA, your combined contributions may not exceed the annual family coverage contribution limit.

ELIGIBILITY

Only those enrolled in the HDHP can contribute to an HSA or receive CityServiceValcon's HSA contributions. You and CityServiceValcon cannot contribute to an HSA if you're enrolled in certain government medical plans, such as Medicare or Tricare, or if you're covered by any other non-high-deductible health plan, including a health care FSA.

You can have a limited-purpose health care FSA. If you are unsure if you are eligible to contribute to an HSA, consult a tax professional.



You'll need to open your account with Fidelity to receive CityServiceValcon's contributions and to make your own contributions. Go to 401k.com to set up your account and name a beneficiary. You can also activate your HSA debit card, which you can use to pay your share of costs straight from your account.

FLEXIBLE SPENDING ACCOUNTS

Flexible Spending Accounts (FSAs) are a way to save tax-free dollars for health care expenses and for child- or elder-care costs. CityServiceValcon offers three different accounts.

HEALTH CARE FSA

You can enroll in a Health Care FSA unless you are contributing to an HSA. Contribute up to \$3,200 (this limit may increase in 2025). Use your FSA to pay for your and your tax dependents' out-of-pocket medical, dental and vision expenses, including deductibles, copays and coinsurance amounts.

LIMITED-PURPOSE HEALTH CARE FSA

If you enroll in the HDHP and open an HSA, you can only contribute to a Limited-Purpose Health Care FSA. You can use this account to pay for out-of-pocket dental and vision expenses. Contribute up to \$3,200 (this limit may increase in 2025). Consider contributing to your HSA before electing this plan, as an HSA is more flexible.

DEPENDENT CARE FSA

Use a Dependent Care FSA to pay for your eligible child- or elder-care expenses. Contribute up to \$5,000 per year (\$2,500 if married but filing taxes separately).



CityServiceValcon's FSAs are administered by Navia. To file a claim or manage your account, go to naviabenefits.com. Or download the **MyNavia Benefits** app.

PLAN CAREFULLY

Be careful when figuring how much to contribute. You can't change your contribution during the year unless you have a qualified change in status, such as a marriage, birth, divorce, etc. You cannot transfer funds between the accounts.

You may be eligible to carry over up to \$640 (this limit may increase in 2025) of unused Health Care FSA funds from one year to the next, provided you remain enrolled in the plan. Unused Dependent Care FSA funds cannot be carried over and are forfeited.



BASIC LIFE AND AD&D INSURANCE

CityServiceValcon offers basic life and accidental death and dismemberment (AD&D) insurance through Symetra at no cost to you.

In the event of your death, your basic life insurance coverage pays your beneficiary a benefit of two times your annual base salary, up to a maximum of \$750,000.

If you die as a result of an accident, your beneficiary will also receive benefits from basic AD&D insurance, equal to your basic life insurance amount. If you are seriously injured in an accident, you'll receive a portion of the coverage depending on the injury.

Basic life and AD&D insurance age reduction begins at age 65. For additional details, visit CityServiceValcon's benefits portal at c2mb.ajg.com/northstar.



Choose a beneficiary when you sign up for coverage. Benefits are paid to your designated beneficiary if you die (exclusions apply to certain causes of death). If you haven't named a beneficiary, benefits may not be paid out as you'd like.

DISABILITY COVERAGE

CityServiceValcon provides you with company paid long-term disability coverage. If you suffer an illness or injury that keeps you away from work, disability coverage will replace a portion of your income while you are away.

Long-term disability begins if you are unable to work for more than 180 days. Long-term disability provides 60% of your usual monthly earnings (up to \$10,000 a month).

You are eligible for payment as long as you are disabled, up to your Social Security normal retirement age. The maximum duration of payments varies depending on your age when the disability begins. For additional details, visit CityServiceValcon's benefits portal at c2mb.ajg.com/northstar.

To file a claim for long-term disability benefits, contact our disability administrator Symetra by going to symetra.com/myGO or by calling 877-377-6773. You'll need contact information for yourself and your doctor, your Social Security number, and the group policy number: 01-016857-00.



VOLUNTARY BENEFITS

BUY-UP LIFE AND AD&D INSURANCE

You can buy additional life and AD&D insurance coverage to supplement the basic coverage provided by CityServiceValcon, as shown in the table below. You can purchase coverage for yourself, your spouse or domestic partner, and your children.

Plan	Coverage levels
Buy-up life	You: 1-5 times your annual salary, up to \$750,000 Spouse/domestic partner: 0.5-5 times your annual salary, up to \$750,000 or 100% of your coverage, whichever is less Child(ren): \$10,000 (\$1,000 until six months old)
Buy-up AD&D	You: Increments of \$100,000, up to \$500,000 or 10 times your annual salary, whichever is less Spouse/domestic partner: Increments of \$50,000, up to \$250,000 or 50% of your coverage, whichever is less Child(ren): \$10,000

Enroll at GallaghervChoiceEnroll.com. Depending on the level of coverage you elect, you and/or your spouse may need to provide proof of good health.

ACCIDENT INSURANCE

Nobody plans to have an accident – and most people don't budget for one either. Accident insurance helps you pay for out-of-pocket expenses that medical insurance won't cover.

If you or a covered family member is injured in a covered accident, you'll receive benefits based on the accident and treatment. For more information on cost and coverage or to enroll, visit GallaghervChoiceEnroll.com.



CRITICAL ILLNESS INSURANCE

Medical insurance alone can't stop a major diagnosis from draining your finances. Copays, deductibles, alternative treatments – these unexpected expenses can add up quickly. Critical illness insurance provides an affordable option for easing the financial burden that can come with a serious illness. This coverage is offered through Standard Insurance Company.

Critical illness insurance will pay a lump sum upon diagnosis of a covered critical illness. You may elect \$15,000 worth of coverage for yourself, as well as cover your spouse or domestic partner for the same amount. Children are automatically covered at \$3,750 at no extra cost. Certain additional illnesses are covered at 25% of the total coverage level, and the plan covers certain preventive screenings, up to \$50 per year. Learn more at GallaghervChoiceEnroll.com.

METLIFE LEGAL PLAN

Most of us will need legal assistance at some point. Whether it is help with drafting a will or purchasing a home, a legal plan can give you the support you need. The legal service plan is offered through MetLife.

MetLife offers telephone and office consultations for a variety of legal matters. During the consultation, the attorney will review the law, discuss your rights and responsibilities, explore your options and recommend a course of action. This benefit can be used to assist you and your immediate family with many issues, including:

- Family and personal law
- Money matters
- Home and real estate
- Vehicle and driving issues
- Civil lawsuits

For more information, contact MetLife at **800-423-0300** or go to legalplans.com.

PET INSURANCE

Recent advances in veterinary medicine mean pets can live longer, healthier lives. Pet insurance can help ensure your pets get care when they need it. Pet insurance is offered through Pets Best Insurance, and the plans cover a wide variety of routine and emergency care.

To see full plan details, get a quote and enroll in coverage, go to petsbest.com/saltchuk. Or you can call **888-984-8700** and use the discount code: SALTCHUK.

IDENTITY FRAUD PROTECTION

Identity fraud is one of the fastest growing crimes in the world and can strike anyone at any time. Identity fraud protection can help to proactively and effectively protect you and your family's personal information. Identity fraud protection is offered through Allstate Identity Protection. Features include:

- Identity monitoring
- Credit monitoring
- Identity reports
- Identity theft insurance
- Solicitation reduction

Learn more at infoarmor.com or call **800-789-2720**.

Exclusions and limitations apply.

SHORT-TERM DISABILITY

Voluntary short-term disability provides 60% of your weekly earnings, up to a maximum of \$2,000 per week, when you are unable to work due to illness or injury for more than 14 days. The maximum duration for short-term disability is 24 weeks.

To file a claim for short-term disability benefits, contact our short-term disability administrator Mutual of Omaha by going to mutualofomaha.com/support/forms or by calling **800-877-5176**. The group policy number is **G000C6JS**.





401(k) PLAN

Our 401(k) plan helps you save for your future and get company contributions. All full-time employees are eligible, as well as seasonal and casual employees.

When you enroll, you decide how much you'd like to contribute to your account, as well as how you'd like to invest your contributions. You can make pre-tax, after-tax or Roth contributions.

If you don't enroll, you'll be automatically signed up for a 2% of pay pre-tax contribution rate, with an automatic increase of 1% each year up to a maximum of 15%. You can change your contribution rate at any time.

COMPANY CONTRIBUTIONS

The company will match what you contribute dollar for dollar, up to the first 4% of pay you contribute to your pre-tax or Roth 401(k) account. So if you want the most free money, contribute at least 4% each payday, and your total savings will equal 8% of pay. After-tax contributions are not eligible for company match.

You own the matching contributions immediately – there is no vesting.

There is also a discretionary company contribution of **3% of your base pay** (subject to IRS limits). Discretionary contributions vest at the rate of 20% a year starting with the second year. So you vest 20% after year two and 100% after year six.

IRS LIMITS

Total annual contributions are limited by the IRS to \$23,000. If you turn 50 or older in 2025, you can make up to an additional \$7,500 in catch-up contributions. These limits may change in 2025.



To access your account, register with Fidelity Investments at 401k.com or call **800-835-5095** (tell Fidelity you work for a Saltchuk company).



Designate your beneficiary at 401k.com. If you haven't named a beneficiary, benefits may not be paid out as you'd like in the event of your death.

ADDITIONAL BENEFITS

FREE CREDIT MONITORING



If you're enrolled in a medical plan, you're eligible for access to free credit report monitoring, as well as ID theft and fraud resolution services through Experian. To enroll, log in to premera.com:

- Click on "My Account"
- Select "Account Settings" from the drop-down menu
- Scroll down to "Free Credit Monitoring Services" and select "Sign up today"

EMPLOYEE ASSISTANCE PROGRAM

888-881-LINC (5462)



Everyone needs help at some point, and an Employee Assistance Program (EAP) is one easy way to get it. Our EAP is a free and confidential resource for you and your family to talk through problems or find resources. Use the EAP to:

- Arrange counseling sessions – receive up to six face-to-face meetings with a counselor
- Get parenting resources and referrals
- Talk with a financial counselor or lawyer
- Find elder care
- Search for housing, pet care, activities and more

Through SupportLinc, there's a variety of ways to reach your EAP. Use the number above, visit supportlinc.com or download the **eConnect** app. First-time users accessing supportlinc.com should click on *Create account* and use the code **northstar** to set up a personal account.

BUSINESS TRAVEL ASSISTANCE PROGRAM

If you travel on business, you are automatically covered by our Business Travel Assistance Program and business travel accident insurance.

The Business Travel Assistance Program is provided through AIG, and offers a broad range of customer service and account support solutions worldwide, including:

- Travel medical assistance
- Security assistance services
- Worldwide travel assistance
- Identity theft assistance
- VIP concierge services

Contact AIG at assistance@AIG.com or call:

- Within the US: **877-244-6871**
- Outside the US: **715-346-0859**

MEDICARE CONSULTING SERVICES

Choosing the right Medicare plan can be confusing and stressful. That is why we have partnered with LIG Solutions to offer free consulting services for Medicare eligible employees and dependents.

Contact LIG to set up a free consultation at partner.ligsolutions.com/Saltchuk-Medicare or call **866-203-9831**.

CONNECTING TO THE EAP

PHONE: Call **888-881-LINC (5462)** – available 24/7.

VIDEO AND LIVE CHAT: eConnect is a confidential resource for video counseling and web chat access. Sign in to supportlinc.com and click the camera icon in the top banner.

TEXT: Textcoach is a message-based service. Sign in to supportlinc.com and click the text icon in the top banner to register to use this service, or access it via the **eConnect** app.

SHORT CODE: Text SUPPORT to 51230 to have a licensed counselor call you back at your convenience.

CONTACTS

Benefit plan	Administrator	Phone	Website or email
Benefit Advocates	Gallagher	833-535-9196	c2mb.ajg.com/northstar bac.northstarenergy@ajg.com
Medical	Premera Blue Cross Group number: 1018324	Customer Service: 800-722-1471	premera.com
		Blue Card: 800-810-2583	bcbs.com
		Nurseline: 800-841-8343	
		Designated Centers of Excellence: 800-722-1471	premera.com/specialty-care
		Pharmacy/mail order: 800-391-9701	
		Boulder Care: 888-608-0836	boulder.care/getstarted
		Workit Health	workithealth.com/premera
		Doctor on Demand	doctorondemand.com/premera
		Livongo: 800-945-4355	Diabetes: Join.livongo.com/REGCODE/register Hypertension: Ready.livongo.com/REGCODE/register Weight management: Healthy.livongo.com/REGCODE/register
		Omada	omadahealth.com/premera
		98point6	98point6.com/premera
		Talkspace	talkspace.com/premera
		Premera Behavioral Health Navigators: 800-772-1471	
HSA	Fidelity Investments	800-835-5095	401k.com
Dental	Delta Dental of Washington Group number: 00036	800-554-1907	deltadentalwa.com
Vision	VSP Group number: 30006353	800-877-7195	vsp.com
Basic life, AD&D and disability	Symetra Group number: 01-016857-00	877-377-6773	symetra.com
Voluntary short-term disability	Mutual of Omaha Group number: G000C6JS	800-877-5176	mutualofomaha.com
FSAs	Navia Group: DTW	800-669-3539	naviabenefits.com
401(k) plan	Fidelity Investments Group number: 93610	800-835-5095*	401k.com
EAP	SupportLinc	888-881-5462	supportlinc.com

*When calling Fidelity or AIG reference Saltchuk

CONTACTS *(continued)*

Benefit plan	Administrator	Phone	Website or email
Business Travel Assistance	AIG Group number: 913 33 49-N	US: 877-244-6871* Outside the US: 715-346-0859*	assistance@aig.com
Medicare Consulting	LIG Solutions	866-203-9831	partner.ligsolutions.com/Saltchuk-Medicare
Voluntary benefits**	Gallagher	833-535-9196	GallaghervChoiceEnroll.com

*When calling Fidelity or AIG reference Saltchuk

** Buy-up life and AD&D, accident and critical illness insurance, legal service plan, pet insurance, identity fraud protection



NOTICES

SUMMARY OF BENEFITS AND COVERAGE

The Summary of Benefits and Coverage, or SBC, is available for each of your medical plans on CityServiceValcon's benefits portal at c2mb.ajg.com/northstar. SBCs provide a different format than provided in this guide as to what your medical plans cover and what it will cost you for different medical services, plus other information about the plans, including coverage examples. You can view the SBCs on the benefits portal or contact your HR department to order a printed copy. You also have a right to view the Summary Plan Description for your benefit plans, which provides an easy-to-understand overview of how the plans work.

NOTICES

As a plan participant, you have rights to know the plan rules, financial information and documents that govern and report out on the operation and management of the plan. Available to you on CityServiceValcon's benefits portal at c2mb.ajg.com/northstar are:

- Medicaid and the Children's Health Insurance Program (CHIP) Notice
- Medicare Part D Creditable Coverage Notice
- Notice of Rights Under the Health Insurance Portability and Accountability Act (HIPAA)
- Wellness Program Notice
- Women's Health and Cancer Rights Act Notice

You have the right to receive a paper copy of these notices by contacting your HR department.

NON-DISCRIMINATION NOTICE

Section 1557 is the non-discrimination provision of the Affordable Care Act. The law prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs or activities. The Non-Discrimination Notice is available on CityServiceValcon's benefits portal at c2mb.ajg.com/northstar or by contacting your HR department.

This overview has been prepared to briefly highlight key features of your plan and is not to replace your insurance contract or booklet. We have compiled information into summary form to answer common questions. Please refer to the insurance carriers' contracts and booklets for more detailed information and plan limitations. Actual claims paid are subject to the terms and conditions of the individual carriers' contracts.

