

# KeyCorp 2025 Benefits

Enrollment and Reference Guide



Thrive with **Key**

# Table of Contents

Health: Promoting Healthy Lifestyles . . . . .	4
Additional Information . . . . .	8
Well-Being: Promoting Personal Wellness and Growth . . . . .	9
Financial: Building and Maintaining Financial Wellness . . . . .	11
Save for the Future. . . . .	11
Invest for the Future . . . . .	12
Plan for the Future. . . . .	13
Other Financial Wellness Programs . . . . .	14
Appendix. . . . .	16
401(k) Savings Plan Investment Fund Options. . . . .	17
Choosing a LifePath® Fund (Lifestyle/Pre-Mix Fund) . . . . .	18
Paid Time Off (PTO). . . . .	19
Medical In-Network Summary Chart . . . . .	20
Medical Out-of-Network Summary Chart . . . . .	21
Prescription Drug Coverage Summary Chart . . . . .	22
Dental Summary Chart . . . . .	23
Vision Summary Chart. . . . .	24
2025 Medical, Dental, and Vision Plan Premiums . . . . .	25
2025 Biweekly Imputed Income for Domestic Partner Coverage . . . . .	26
Life Insurance Rates . . . . .	28
Spouse/Domestic Partner Life Insurance Rates . . . . .	29
Child(ren) Life Insurance Rates. . . . .	30
Glossary of Common Healthcare Terms. . . . .	31
Vendor Contacts . . . . .	32

# Thrive with Key: Helping You Live Your Best Life

## Employee Benefits & Programs

Welcome to Key, where we want you to thrive and live your best life. Key offers competitive and comprehensive benefits and wellness programs to meet you and your family where you are. You have the opportunity to elect the benefit options that best meet your unique situation.

This guide will introduce you to Key's benefits, including our health and insurance and 401(k) savings benefits. Please review carefully. **You will have access to the enrollment system to begin making your elections as of your hire date.**

Certain benefits will default if you do not take action. If you need medical coverage through Key, you are required to take action during your initial enrollment.

To make it easy for you to save for retirement, the 401(k) Savings Plan has a specific feature that automatically enrolls you in the plan and allows you to make contributions through convenient payroll deductions. If you do not take action, you will be automatically enrolled in the plan, and starting with the first pay period after 30 days from your hire date, 2% of your eligible pay will be deducted on a before-tax basis and invested entirely in the LifePath Fund associated with the date closest to your birth date (see the chart on page 17 for more information about the LifePath Funds). If you do not take action, your contribution rate will automatically increase by 1% of your eligible pay each year, on the anniversary date of your enrollment, until it reaches 10%. If you would like to be enrolled based on these choices, you don't need to do anything – your enrollment will take place automatically. You will receive an Automatic Enrollment Notice from Fidelity with detailed information. If you do not want to be enrolled based on these choices, you may make changes online at **NetBenefits.com**.

If you have questions about the enrollment process for health and insurance benefits, contact **KeyBank Employee Services at 1-888-KEYS2HR (1-888-539-7247).**

Please have the last four (4) digits of your Social Security number, your date of birth, and your password available when calling.

Representatives are available to assist you between 8:00 a.m. and 6:00 p.m. ET, Monday through Friday.

As an alternative, log in to **Alight Benefits Portal** to submit an HR Service request (available 24/7) or click on the **Live Chat** link to chat with a representative during the hours previously stated.

If you have questions about the enrollment process for the KeyCorp 401(k) Savings Plan, contact Fidelity Retirement and Stock Plan Services at 1-866-402-7128.

Representatives are available to assist you between 8:30 a.m. and midnight ET, Monday through Friday.

## ACTION REQUIRED!

### You are required to enroll in or waive certain health and insurance benefits.

If you fail to enroll in or waive certain health and insurance benefits during your enrollment period, you will be assigned default benefits and the associated costs will be deducted from your pay.

The default benefits include:

- **Basic Life Insurance:** 1X your Annual Benefits Base Rate (provided by Key)
- **Long-Term Disability:** 60% of eligible earnings option (requires post-tax employee contributions)

Other benefits require enrollment or you will have no coverage: Medical coverage, Health Savings Account (HSA) Employee Contribution, Dental coverage, Vision coverage, Supplemental Life Insurance, Spouse/Domestic Partner Life Insurance, Child Life Insurance, Accidental Death and Dismemberment Insurance, Critical Illness Insurance, Dependent Care Spending Account, ID Protection, and Legal benefits. You can also change your HSA contribution election at any time during the year.

You will not be able to change your health benefits until the next Open Enrollment period in the fall, unless you experience a Life Event that enables you to change your benefits. Please review your confirmation carefully upon completing enrollment to ensure it accurately reflects your benefit choices for you and your dependents.

Valid Life Events are determined by the Internal Revenue Service (IRS) and listed in each benefit plan's Summary Plan Description, which can be found in the Alight Benefits Portal. You must request changes to your benefits elections within 31 days of the Life Event, and your change must be consistent with the Life Event.

# Health: Promoting Healthy Lifestyles

## Medical Plan – including prescription benefits

Employees who work 30 or more hours per week are eligible to participate in Key's medical benefits program. Key offers the choice of three high-deductible health plan options: Key Medical 1, Key Medical 2, and Key Medical 3. Each option has a combined medical/prescription deductible and maximum out-of-pocket expense.

These plans are offered through the UnitedHealthcare network for medical and the Express Scripts network for prescription drugs. You have the flexibility to go in and out of the medical network but will receive discounted rates for service when you go in-network.

You can access the UnitedHealthcare pre-member website at [whyuhc.com/keycorp](https://whyuhc.com/keycorp) to review the highlights of all three plan options and locate providers in the UnitedHealthcare network.

Express Scripts, our pharmacy benefit provider, also has a pre-member website at [express-scripts.com/keycorp](https://express-scripts.com/keycorp) that offers information on pricing your medication or finding a local retail pharmacy. Benefit summary charts for the Key medical and prescription drug benefits are included in the Appendix.

Medical plan premiums are based on your pay and are separated into three pay bands. Your pay band will be based on the greater of actual earnings received since your hire/rehire date (base salary, cash commissions, and short-term incentives) or your annualized base pay (or Annual Benefits Base Rate, if applicable). Plan premiums for the Key Medical 1, Key Medical 2, and Key Medical 3 plans are included in the Appendix.

## Health Savings Account

When you enroll in one of the Key medical plan options, you may also open a KeyBank health savings account (HSA). A KeyBank HSA is a bank account that allows you to deposit funds via pretax payroll deductions. You can make tax-free withdrawals from the HSA to pay for qualified medical expenses<sup>1,2</sup> such as your deductible or coinsurance, as well as prescription drug, dental, and vision expenses. **In order to have your pretax payroll contributions begin, you will need to open the HSA yourself.** You will see a link at the end of the enrollment process.

You do not have to use the funds in the year in which they are deposited; you can save them for future medical expenses – or even use them after you leave Key or retire. Just like any bank account, you can only withdraw the funds that have been deposited.

Take advantage of an HSA as it offers triple tax savings<sup>2</sup>:

- The money you put in is tax advantaged, up to the annual 2025 IRS limit (\$4,300 single, \$8,550 family).
- You don't pay taxes on the interest you earn. You have investment selection options after your account balance reaches \$3,500.
- You don't pay taxes on the money you use for eligible healthcare expenses.

Go to [key.com/openemployeehsa](https://key.com/openemployeehsa) to view KeyBank HSA information or visit your local branch to open an account. You can also call HSA Client Services at 1-877-539-0202 with any questions. Use account code 250001 for an employee account.

### Preparing to enroll:

- Most benefits, such as medical, dental, and vision, are effective the first of the month following hire date. Other benefits may have different effective dates noted in the plan descriptions.
- If you are adding dependents to your coverage, plan to have the Social Security number for each dependent (age 1 and older) readily available in order to complete your enrollment.
- Note: If you are enrolling your domestic partner in health or accidents benefits, there are tax implications because domestic partners are not considered spouses under the Internal Revenue Code. More information is available in the Appendix.

<sup>1</sup> Consult a tax advisor regarding tax benefits.

<sup>2</sup> See IRS Publication 502 for a detailed list of qualified medical expenses.

For a complete list of HSA rules, limitations, and qualified expenses, see IRS publications 969 and 502, available at [irs.gov](https://irs.gov), or call the IRS Helpline at 1-800-829-1040.

## Dental Benefits

Employees who work 20 or more hours per week are eligible to participate in Key's dental benefits program. Key's dental benefits are provided through Cigna. You have the option to receive your dental care and services from any provider, but you may save money when you use in-network providers who agree to charge contracted, reduced fees. Visit [Cigna Health Care Provider Directory](#) to find Cigna network dental providers.

## Vision Benefits

Employees who work 20 or more hours per week are eligible to participate in Key's vision benefits program. Key's routine vision benefits are provided through VSP. You can receive your routine vision care and services from any provider, but you may save money when you use in-network providers. That's because in-network providers agree to charge lower rates, and the plan may provide a higher level of coverage for in-network care. Visit VSP at [keybank.vspforme.com](http://keybank.vspforme.com).

## Dependent Verification

If you choose to enroll in a Key Medical, Dental Plan, or Vision Plan, you will be required to submit documentation to confirm the eligibility of each enrolled dependent. Alight's Dependent Verification Center will send you instructions on completing this process. Your dependents will remain enrolled in the plans you elected as you complete the dependent verification process with Alight as long as you complete it by the required deadline. You have 60 days to complete this process. If you don't verify your dependents by the due date, your dependents will be dropped from coverage shortly after the due date.



## Health Condition Resources

Key Medical Plan participants are eligible to participate in the following resources or programs to assist them with managing various health conditions or illnesses:

- Disease management for conditions such as diabetes, chronic lung disease, and heart conditions
- Life solutions for behavioral health conditions
- Real Appeal® weight loss program
- Cancer support program
- Hinge Health – digital exercise therapy program for back and joint pain
- Expert second opinion by 2ndMD
- Transplant resource services
- Maternity support program
- Health promotion specialists
- Advocates to assist with complex claim issues

In addition, all employees may purchase Critical Illness Insurance so that a diagnosis such as cancer, heart disease (stroke, heart attack, coronary heart disease), kidney failure, or organ transplant is less of a financial hardship (see Critical Illness Insurance section below for additional information). You may also be eligible for a leave of absence for a serious health condition or critical illness.

## Wellness Programs and Incentives



Key promotes healthy lifestyles and encourages you to take advantage of the many programs in place to help you live your best life. Watch for information throughout the year about opportunities to take advantage of programs or incentives available to you. Review announcements carefully, as some may have certain eligibility and timing. After your hire date, if you enroll in Key's Medical Plan, view Wellness Incentive details on the Benefits page in **Thrive with Key on Key Connect** to determine if you are eligible to earn the Wellness Incentive (Key's contribution to your HSA).



## Life Insurance

Employees who work 20 or more hours per week are eligible for Basic, Supplemental, Spouse, and Child Life Insurance offered through MetLife.

### Basic Life Insurance

Key provides you with basic group term life insurance coverage in the amount of one times your ABBR, up to a plan maximum of \$400,000.

Every employee at Key has an ABBR, or Annual Benefits Base Rate. This is either a flat dollar amount or equal to your annualized base pay. For jobs where pay is highly variable, a flat dollar ABBR of \$75,000 or \$150,000 is assigned.

The IRS requires you to be taxed on the value of employer-provided group term life insurance in the amount of \$50,000 or more. The taxable value of this life insurance coverage is called “imputed income.”

### Supplemental Life Insurance

You have the option to purchase Supplemental Life Insurance in addition to the Key-provided group term life (basic) insurance. You may choose to purchase additional coverage in an amount that is one to nine times your ABBR. You can purchase one to three times your ABBR with no health questions asked. For coverage greater than three times your ABBR, you will be required to complete a personal health application; the coverage will not go into effect until your personal health application is approved by MetLife.

### Spouse Life Insurance

You have the option to purchase spouse/domestic partner life insurance. You may elect coverage from \$10,000 up to \$200,000. You can purchase \$10,000 up to \$35,000 with no health questions asked. For coverage greater than \$35,000, your spouse/partner will be required to complete a personal health application; the coverage will not go into effect until the personal health application is approved by MetLife. Note: This coverage cannot exceed the combined value of your basic and supplemental life insurance amount.

## Child Life Insurance

You also have the option to purchase child life insurance for your children or your domestic partner's children. You may elect \$10,000 or \$20,000 coverage. One low rate covers one or more children. No health questions are asked.

### Accidental Death & Dismemberment Insurance

Employees who work 20 or more hours per week are eligible for Accidental Death & Dismemberment Insurance (AD&D) offered through MetLife. This is an additional insurance benefit in the event of injury/death resulting from an accident. You may purchase AD&D coverage for yourself, your spouse/domestic partner, and/or your dependent children/domestic partner's children. You can elect coverage amounts ranging from \$50,000 to \$1,000,000.

### Designate Your Beneficiaries

Be sure to designate your beneficiaries to take care of your loved ones. The beneficiaries you choose for your Basic Life Insurance will be the same beneficiaries for your Supplemental Life and AD&D Insurance. You are the beneficiary for Spouse and Child Life Insurance.





### Critical Illness Insurance

Employees who work 20 or more hours per week are eligible to purchase Critical Illness Insurance so that a diagnosis such as certain cancers, heart disease (stroke, heart attack, coronary artery disease), kidney failure, or even an organ transplant is less of a financial hardship. Critical Illness Insurance is intended to alleviate some of your financial concerns by providing you with a lump-sum payment of \$10,000, \$20,000, \$30,000, or \$40,000. Note: Pre-existing condition exclusions apply (review the Summary Plan Description for additional details, which can be found in the Alight Benefits Portal.).

### Long-Term Disability

After 90 days of employment, employees who work 20 or more hours per week are eligible for Long-Term Disability coverage. You can receive up to 60% of eligible earnings if you are unable to work for more than 180 continuous days (six months) due to serious illness/injury. Key provides LTD coverage of 50% of eligible earnings at no cost to you. The buy-up option provides coverage up to 60% of earnings. Employees default into the 60% coverage level with the option to switch to the 50% level. Employees with eligible earnings greater than \$360,000 will not be defaulted to the 60% coverage level due to the maximum benefit provision. Note: Pre-existing condition exclusions apply (review the Summary Plan Description for additional details).

### Short-Term Medical Leave

After 90 days of employment, employees who work 20 or more hours per week are eligible to apply for Short-Term Medical Leave (STML) benefits if absent for seven consecutive calendar days for a non-work related illness or injury that prevents you from performing the essential duties of your job. STML benefits begin after you have been away from work for a period of seven consecutive days (the “waiting period”) and are contingent on approval.

If you have less than one year of service, approved STML benefits are paid at 60% of your base pay rate. If you have more than one year of service, approved STML benefits are paid at 100% of your base pay rate for six weeks; then 75% of base pay rate. The maximum benefit duration is 26 weeks.

### Business Travel Insurance

During the course of your employment at Key, you may be required to travel while conducting business on behalf of Key. The Key Travel Accident Insurance Plan provides all Key employees with additional financial protection in the event of their death or injury while traveling on Key business.

This additional insurance coverage is automatically provided to you as of your first day of active employment with Key. Plan coverage is paid for by Key.

# Additional Information

## Paycheck Benefit Deductions

Costs associated with your benefits will be deducted from the first two pays of each month for bi-weekly paid employees. When there are three pays in a month, benefit deductions are not withheld from the third pay. Unlike benefits deductions, 401(k) Savings Plan elections are deducted from each paycheck. Monthly paid employees pay for their benefits only once a month.

Generally, payroll deductions for health and accident benefits are taken on a pretax basis. Post-tax deductions and imputed income (additional taxable earnings) may apply in certain situations. For example, if enrollment is completed after the benefit effective date, post-tax deductions will be taken for any retroactive premiums due. Imputed income will also apply to employer-provided group term life insurance coverage over \$50,000 and the value of coverage for enrolling a domestic partner in medical, dental and/or AD&D insurance.

Some insurance and voluntary benefits are not permitted by the IRS to be paid for with pretax dollars. If you enroll in any of these benefits, they will be paid for through post-tax deductions.

For more information, please review the Summary Plan Description and/or other summary materials.

## Vendor ID Cards

If you enroll in the Key Medical Plan, you will automatically receive an identification card mailed to your home from UnitedHealthcare for medical services. You may also access a digital ID card by registering on [myuhc.com](https://myuhc.com) or the UnitedHealthcare mobile app.

For prescription drugs, you will have access to a digital ID card to use at pharmacies by creating your profile at [Express-Scripts.com](https://Express-Scripts.com) and/or on the Express Scripts Mobile App.

An ID card is not needed when accessing dental services through Cigna or vision services through VSP. Therefore, you will not receive ID cards for those plans. The enclosed vendor contact list provides you with information about how to access their websites.





# Well-Being: Promoting Personal Wellness and Growth

Resources to support all-around well-being.

In addition to benefits that support your health, Key offers a variety of programs designed to provide the support and encouragement you need to achieve all of your goals — at work and at home. Key's well-being programs and resources are designed to offer you the support and assistance you need at any stage of life.

Find more information about the following programs on **Thrive with Key in Key Connect**.

## **Paid Time Off (PTO) and Holidays**

PTO combines vacation, personal days, and sick time into one “bank” of days that employees can use in any way they choose (see Appendix for the PTO schedule). Key provides employees with eleven holidays (including observed and floating holidays) each calendar year.

## **Tuition Reimbursement**

Key offers tuition reimbursement to eligible employees who study at regionally accredited schools. All eligible employees may be approved for coursework related to their position and/or identified in their written and approved development plan. Discuss with your manager for approval.

## **Parental Leave**

Key provides up to 10 weeks of paid parental leave to bond with a child after birth, adoption, or foster placement. Visit the **Leaves of Absence** page on **Thrive with Key on Key Connect** for more information.

## **Adoption Assistance**

Key provides Adoption Assistance to eligible employees through adoption resources, referral services, and financial assistance up to the annual IRS limit per calendar year. Employees may take up to 80 hours of paid Adoption-Time-Off per adoption for adoption related needs prior to the adoption.

## **Live Well & Thrive Employee Support and Wellness Program: Key's Employee Assistance Program**

This program is a free, professional, and confidential service you can use to get help whenever you or a household member needs support. Up to six free counseling services per issue, per year are available. Online guidance, wellness tools, wellness coaching, and work/life, legal, and financial expert support are also available through the program.

Consultants are available 24 hours a day, seven days a week. For more information, visit **Thrive with Key on Key Connect**.

## **Mental and Emotional Health**

In addition to the counseling and guidance offered through the Live Well & Thrive Employee Support & Wellness Program, Key offers access to on-demand apps (Calm Health and Koa 360) and ongoing wellness programming to support mental and emotional health needs. Key also has online resources and mental health coverage available through Key's Medical Plan. After enrolling in medical coverage, view mental health resources from your myuhc.com homepage.

## **Parenting & Caregiver Support**

Key provides Parenting & Caregiver Support through the Live Well & Thrive Employee Support & Wellness Program, including advisory services, guidance, tools, assistance with care coordination, provider referrals, and more.

## **Lifestyle Spending Account**

Key offers a Lifestyle Spending Account to support employees' diverse lifestyle needs. The Lifestyle Spending Account reimburses eligible employees up to \$500 per calendar year for eligible post-tax expenses incurred and paid during the calendar year. Employees who work 20 or more hours per week are eligible after 90 days of service. You can spend it on whatever matters most to you – whether it's physical health, mental wellness, family needs, or finances.

### Matching Gifts Programs

The Employee Matching Gifts Program offers eligible employees the opportunity to support qualified nonprofit organizations and multiply their contributions through the KeyBank Foundation. Visit Key4Community on KeyConnect for more information.

### Career Development and Mentoring

Key offers many tools, resources, and programs to help support your career development, including mentoring programs, workshops, and a portal of tools and resources.

### Reasonable Accommodations

Key may provide a reasonable accommodation to assist an employee with a disability in performing the essential functions of their job; to an employee to accommodate their religious beliefs, observances, and practices; and/or to an employee who is a victim of domestic violence, sexual assault, or stalking if the employee requests it for their safety. Prior to the start date, individuals who believe they may require a reasonable accommodation should contact their Recruiter for information. Additional information regarding reasonable accommodations is available on **Thrive with Key on Key Connect**.

# Financial: Building and Maintaining Financial Wellness

## Save for the Future

### 401(k) Savings Plan

Key designed the 401(k) Savings Plan to make it easier to save for your financial future and give you the flexibility to save and invest in a way that supports your financial goals — both near- and long-term. Take the following steps to begin saving through the 401(k) Savings Plan, and take advantage of Key's 7% employer match contribution after one year of service:

<b>Step 1: Enroll</b>	<b>Enroll in the 401(k) Savings Plan to get started:</b> <ul style="list-style-type: none"> <li>• Log on to Fidelity NetBenefits® at <a href="https://netbenefits.com">netbenefits.com</a>.</li> <li>• If you are a new user, select "Register as a new user" to create an account. If you have existing accounts with Fidelity, you can use the same username and password to access your 401(k) Savings Plan account.</li> <li>• Select KeyCorp 401(k) Plan &gt; Enroll Now</li> </ul> <p><b>Note:</b> If you don't enroll by the date shown on the Automatic Enrollment Notice you received from Fidelity, you'll be automatically enrolled in the 401(k) Savings Plan, with 2% of your eligible pay deducted on a before-tax basis (which will be automatically increased by 1% annually up to a maximum of 10%) and your investment election defaulting to the LifePath Fund closest to your retirement age. (See page 17 for more information on the LifePath Funds.) You can opt out of participating in the 401(k) Savings Plan or the Automatic Increase Program at any time on NetBenefits®.</p>
<b>Step 2: Contribute</b>	<b>Make before-tax or Roth after-tax contributions, or both, through convenient payroll deductions.</b> <ul style="list-style-type: none"> <li>• After one year of service, Key matches 100% of your contributions, up to 7% of your eligible pay.</li> <li>• Any contributions from both you and Key are immediately 100% vested.</li> </ul>
<b>Step 3: Invest</b>	<b>Invest in the 401(k) Savings Plan in a way that best suits your investing style:</b> <ul style="list-style-type: none"> <li>• Select your own investment approach from a variety of fund options,</li> <li>• Choose a LifePath fund (i.e., lifestyle/pre-mix fund), or</li> <li>• Receive investment help to make decisions once you've established an account balance.</li> </ul>
<b>Step 4: Designate</b>	<b>Designate your beneficiaries to ensure your money goes to your loved ones in the event of your death.</b> <ul style="list-style-type: none"> <li>• Name the people, trusts, or estates that you want to receive your money.</li> <li>• The beneficiaries you have on file for the 401(k) Savings Plan are separate from any people or entities you name in a personal will or insurance policy.</li> </ul>

### Make the most of the 401(k) Savings Plan. Consider:

- Contributing at least 7% to maximize the company match.
- Participating in the Automatic Increase Program to increase your contributions by a set amount each year.
- Rolling over savings from a previous employer's qualified plan to consolidate your retirement savings.

# Invest for the Future

## Investing in the 401(k) Savings Plan

While some employees like having control over how they invest in a wide variety of investment funds, others may want more help making those decisions. Key offers you three investment approaches to help fit your long-term goals. You can change your investments virtually any time.

<b>Do it for me</b>	<p><b>Choose one fund</b></p> <p>Select a LifePath Fund based on a projected retirement date. The fund will adjust to become more conservative over time. LifePath Funds are an asset mix of stocks, bonds, and other investments that automatically become more conservative as the fund approaches its target retirement date and beyond. Principal invested is not guaranteed.</p> <p><b>Get professional management</b></p> <p>Fidelity Managed Account service offers ongoing support and a personalized strategy that make it easy for you to stay on track. Advisory fee and fund expenses apply. With Fidelity's assistance, you'll create a plan, put the plan into action, and track your progress against your stated goals.</p>
<b>I'll do it myself</b>	<p><b>Choose your own investments</b></p> <p>Build your own portfolio from the options within the fund lineup (see the Appendix for the list of options available).</p> <p>Resources are available on NetBenefits to help:</p> <ul style="list-style-type: none"><li>• Go to the Investment Performance and Research page for details about your options.<ul style="list-style-type: none"><li>– After logging in, select the KeyCorp 401(k) Plan &gt; Quick Links &gt; Investment Performance and Research.</li></ul></li><li>• Visit the Planning and Guidance Center to build an investment portfolio that can help meet your needs.<ul style="list-style-type: none"><li>– After logging in, select Plan &amp; Learn.</li></ul></li></ul>

For important information about fees and expenses associated with the 401(k) Savings Plan, log on to NetBenefits, select the KeyCorp 401(k) Plan > Quick Links > Plan Information and Documents.



# Plan for the Future

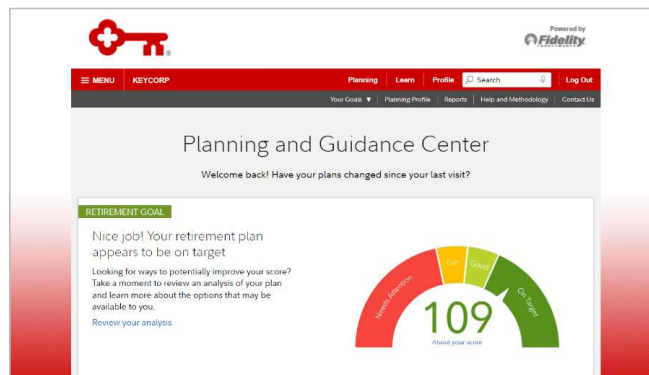
Whether you're just starting out or nearing retirement, **NetBenefits** has **several tools, videos, live and on-demand webinars, and other resources** that cover a range of topics, such as **retirement planning, loans, budgeting, emergency savings** and more. After logging in, select Plan & Learn to access the library of resources or visit the Planning and Guidance Center.

At the **Planning & Guidance Center** you can:

- Set up a retirement goal
- Find an investing strategy
- Determine whether you're on track for retirement
- Plan for other savings goals

**Screenshot for illustrated purposes only.**

**IMPORTANT:** The projections or other information generated by the Planning & Guidance Center's Retirement Analysis regarding the likelihood of various investment outcomes are hypothetical in nature, do not reflect actual investment results, and are not guarantees of future results. Your results may vary with each use and over time.



## Need more help?

If you have questions, call **Fidelity Retirement and Stock Plan Services** at **1-866-402-7128** and state the reason for your call. Representatives are available to assist you between 8:30 a.m. and midnight ET, Monday through Friday. If you don't have a password, you will be prompted to create one.

## KeyCorp Second Deferred Savings Plan

Based on your compensation level, you may also be eligible to participate in the KeyCorp Second Deferred Savings Plan (SDSP). If you are eligible to participate in the SDSP, you will receive an email communication from Fidelity Retirement Plan Services at the beginning of open enrollment in the fall with the information on the SDSP and how to make an election to participate.

# Other Financial Wellness Programs

Key offers more financial wellness programs beyond the 401(k) Savings Plan.

## Discounted stock purchase program

Key's Discounted Stock Purchase Plan offers employees the opportunity to purchase Common Shares of KeyCorp at a 10% discount.

## Key Financial Wellness Review®

Key offers financial wellness reviews to give you the information and guidance you need to take steps on your financial journey.

Employees can schedule time with a personal banker to complete a review in-person or virtually. This discussion covers a variety of financial areas relating to budgeting, building short- and long-term savings and managing credit.

## Student loan discount

Key employees receive a 0.40% discount<sup>1</sup> when they refinance their student loans with [Laurel Road](#), plus an additional 0.25% discount when they enroll in autopay.<sup>2</sup>

In addition, Key teammates and their families are eligible for the following benefits through [GradFin](#):

- **Complimentary, 30 minute 1:1 consultations**  
GradFin loan experts will analyze a borrower's student loans.
- **Public Student Loan Forgiveness and Income-Driven Replacement plans**  
Offered to Key teammates and their families at a special discount of 20%<sup>3</sup> off the annual rate for membership, each year for the duration of their membership.  
There are two Membership Plans available:
  1. **Standard Membership**  
Reduced with Key employee discount.
  2. **\$200 Off Membership with Laurel Road Freedom Plus Checking<sup>4</sup>**  
Reduced with Key employee discount if you meet all criteria to maintain reduced annual rate.

## Commuter parking and public transit savings

Key's Commuter Benefits program allows eligible employees to use pretax dollars to cover parking expenses or public transit expenses related to their travel to work and thereby reduce their taxable income.

<sup>1</sup> The 0.40% KeyBank employee discount is offered for applications from KeyBank employees at the time of loan closing. The employee discount will be applied to the monthly payment. This offer cannot be combined with other member or employee

<sup>2</sup> AutoPay/EFT Discount: If the borrower chooses to make monthly payments automatically by electronic fund transfer (EFT) from a bank account, the interest rate will decrease by 0.25% and will increase back if the borrower stops making (or we stop accepting) monthly payments automatically by EFT from the borrower's bank account. The AutoPay/EFT Discount will not reduce the monthly payment; instead, the discount is applied to the principal to help pay the loan down faster.

<sup>3</sup> KeyBank employees get a 20.00% discount off the published annual membership rate for Public Service Loan Forgiveness ("PSLF") or Income Driven Repayment ("IDR") programs. The discount will apply to both Standard and Freedom Plus membership options and will automatically apply when the annual membership is charged. This discount is only available to current KeyBank employees, is non-transferable and cannot be applied to previous membership purchase(s). This discount cannot be redeemed for cash or combined with other offers; pricing and discount accurate as of June 27, 2024 and are subject to change or cancellation at any time and without notice.

<sup>4</sup> The \$200 PSLF/IDR Membership discount ("Discount") is available to members who sign up for a new PSLF or IDR Counseling membership ("Membership") and in conjunction successfully open a new Laurel Road Freedom Plus Checking account ("Account") and meet the following "Criteria": (i) make 1 or more qualifying direct deposits totaling at least \$1,500 into the Account, and (ii) make at least 1 qualifying student loan payment from the Account. You must meet the Criteria in the third (3rd) statement month after Account opening for the initial Membership term, and in the statement month immediately prior to membership renewal for subsequent Terms (the "Fulfillment Period")

Qualifying Direct Deposit. A qualifying "Direct Deposit" is a pre-arranged electronic direct deposit through the Automated Clearing House ("ACH") Network from most employer payrolls, payroll providers (excluding third-party advance payroll service providers), benefits payers such as Social Security or Military Pay, or pension. Non-qualifying deposits include, but are not limited to: point-of-sale ("POS") and internet-initiated mobile entry ("WEB") ACH transactions; incoming Person-to-Person ("P2P") payments made via the ACH Network such as Zelle, PayPal, Cash App, or Venmo (including payroll-related transactions made via P2P providers); mobile check deposits; wire transfers; cash deposits; one-time direct deposits such as tax refunds and corporate reimbursements; internal transfers between Laurel Road or KeyBank accounts; external transfers from another financial institution; and insurance payments and other similar transactions. You may be eligible for an exception from making at least one (1) qualifying Direct Deposit into Your Account if, during Your Fulfillment Period for that Term ("Direct Deposit Exception"); (a) You are unemployed, (b) You are on a special pay schedule, or (c) You are changing employment. Laurel Road, in its sole discretion, reserves the right to deem any deposit either a qualifying or non-qualifying direct deposit, as applicable.

Qualifying Student Loan Payment. A qualifying student loan payment from your Account must be an electronic payment towards any student loan serviced by a federal student loan servicer. Non-qualifying student loan payments may include, but are not limited to, student loan payments made via check or other non-easily identifiable means and those student loan payments to a non-federal student loan servicer. You may be eligible for an exception from making at least one (1) qualifying student loan payment from your Account, if your federal student loan status is any of the following during the Fulfillment Period for that Term (the "Student Loan Exception", together with Direct Deposit Exception, collectively "Exceptions"); (a) you are in a grace period where no student loan payment is due per the terms of the student loan, (b) your application for the Program is not yet approved by the U.S. Department of Education, (c) you consolidated with your federal loan servicer, (d) your student loans are in forbearance, (e) your student loan payment is zero U.S. (\$0) dollars, or (f) other circumstances as determined by Company. Laurel Road, in its sole discretion, reserves the right to deem any student loan payment either a qualifying or non-qualifying student loan payment, as applicable.

The Discount is subject to cancellation without notice and cannot be combined with any other checking account offer. You must request any Exceptions each Fulfillment Period and will be required to provide supporting documentation of Your Exception request prior to the end of Your Fulfillment Period. For full details, please see your [Membership Agreement](#).

# Other Financial Wellness Programs

## Will preparation

Through MetLife, employees eligible for basic life insurance have access to an online document service at WillsCenter.com. The service allows employees to prepare and update a will, living will, power of attorney or HIPAA authorization form in a secure environment. A will is a cornerstone of an estate plan, ensuring your family is protected and your assets are distributed in accordance with your wishes.

## Legal and financial services through the Live Well & Thrive Employee Support & Wellness Program

Through Key's Live Well & Thrive Program, employees can access unlimited legal and financial consultation services that include help with:

- Civil or consumer issues
- Personal and family legal issues
- Real estate
- Will preparation
- Estate planning
- Budgeting
- Debt

## Legal Plan

Key's Legal Plan benefit eligible employees who work 20 or more hours per week provides support and protection for unexpected life events that can lead to unexpected legal concerns that are difficult to handle alone. Employees who purchase coverage have access to a national network of attorneys who are matched to their specific legal needs, which saves time and costly legal fees.

## Financial relief for personal hardship

Key's Hardship Relief Fund provides financial assistance up to \$3,000 in a rolling 12-month period for employees faced with unexpected hardship/loss directly resulting from an unexpected emergency hardship or qualified disaster.

## Scholarship Program

Key supports employees' families by offering children of employees an opportunity to be awarded a \$2,500 college scholarship. Scholarships will be renewable annually for students enrolled in a two- or four-year undergraduate program.

Employees' children can apply for a scholarship award between January and March.

## Dependent Care Spending Account

Key's Dependent Care Spending Account provides eligible employees who work 20 or more hours per week a pretax benefit account to use tax-free funds to pay for dependent care services such as child care. You decide how much to contribute up to an annual maximum based on earning classification (\$5,000 max for those earning below 155K in total annual earnings and \$2,000 max for those earning \$155K or higher in total annual earnings).

Funds are withdrawn automatically from each paycheck for deposit into your spending account before taxes are deducted. You pay for dependent care expenses and then you can submit claims for reimbursement. Go to **Thrive with Key on Key Connect** for more information.

## ID Protection Plan

Eligible employees who work 20 or more hours per week may purchase Identity Theft Protection, which helps reduce the risk of identity theft and provides resolution if the unfortunate event occurs.

It delivers comprehensive financial and identity monitoring to help protect you and family against the impact of identity theft. Go to **Thrive with Key on Key Connect** for more information.

# Appendix



# 401(k) Savings Plan Investment Fund Options

## Choosing your own investment mix options.

The KeyCorp 401(k) Savings Plan offers you a variety of investment funds, including both actively managed and/or index funds. You can also select a LifePath® Fund associated with the date you expect to start receiving your 401(k) benefit. See the next page for a listing of LifePath Funds, which are designed to hold an investor's entire balance.

Fund name	Fund type	Active or index	Risk spectrum
Federated Gov Obligations Fund	Money Market	Active	 <b>Conservative</b>
KeyBank EB MaGIC Fund	GIC Stable Value	Active	
BlackRock U.S. Debt Index Fund	Bond	Index	
PIMCO Total Return Separate Account		Active	
PIMCO Diversified Real Asset	Real Assets	Active	
Boston Partners Large Cap Value Equity	Large U.S. Equity	Active	
BlackRock Equity Index Fund		Index	
Jennison Large Cap Growth Trust		Active	
BlackRock Extended Equity Market Fund	Mid U.S. Equity	Active	
Victory Sycamore Small Company Opportunity Fund (VSOIX)	Small U.S. Equity	Active	
T. Rowe Price QM U.S. Small Cap Growth Equity	Small Cap Stock	Active	
Dodge & Cox International Stock Fund	International	Active	
Harding Loevner International Equity		Active	
BlackRock MSCI ACWI ex-US IMI Index Fund		Index	

# Choosing a LifePath® Fund (Lifestyle/Pre-Mix Fund)

Your birth date	Default investment alternative*
1962 and Prior	LifePath Retirement Fund
1963 to 1967	LifePath 2030 Fund
1968 to 1972	LifePath 2035 Fund
1973 to 1977	LifePath 2040 Fund
1978 to 1982	LifePath 2045 Fund
1983 to 1987	LifePath 2050 Fund
1988 to 1992	LifePath 2055 Fund
1993 to 1997	LifePath 2060 Fund
1998 and Later	LifePath 2065 Fund

\*Based on retirement at age 65.

The information in these charts is not intended as investment advice. You should read and understand the prospectus or other disclosure documents for each investment option prior to making any investment decisions. To review these documents, log on to [netbenefits.com](https://netbenefits.com) and click on the **KeyCorp 401(k) Plan > Quick Links > Plan Information and Documents > Plan Literature**.

## Your investment fund options

For up-to-date investment fund and help options, log on to [netbenefits.com](https://netbenefits.com), then select the **KeyCorp 401(k) Plan > Quick Links > Investment Performance and Research**.

# Paid Time Off (PTO)

Key recognizes the need to provide employees with paid time off (PTO) from work for rest and relaxation, to attend to personal business, or due to occasional illness or injury of the employee or family member. In addition, many state and local laws require certain employers to provide time off from work for various reasons, including, but not limited to, attending children's school events, attending to matters related to being a victim of domestic violence and/or other criminal events, and for election voting. Although time away from work is equally important, it is important for employees to be at work when they are scheduled to work. PTO is used for both scheduled and unscheduled absences. PTO combines vacation, personal days, and sick time into one "bank" of days that employees can use in any way they choose.

During an employee's first calendar year at Key, PTO is based on an employee's career level and prorated according to the month of hire. See the New Hire PTO Schedule below for full-time employees. The following year, the employee's PTO will be set to the full PTO annual allotment based on the employee's career level and years of service at Key. PTO is accrued at the end of each pay period, but employees are eligible to use PTO immediately upon employment. PTO amounts for part-time employees are based on years of service and weekly scheduled hours.

## New Hire PTO Schedule

Month of Hire/Eligibility	Career Levels 8-9	Career Levels 5-7	Career Levels 1-4
January	13 days* (104 hours)	18 days (144 hours)	22 days (176 hours)
February	12 days (96 hours)	16 days (128 hours)	20 days (160 hours)
March	11 days (88 hours)	15 days (120 hours)	18 days (144 hours)
April	10 days (80 hours)	13 days (104 hours)	16 days (128 hours)
May	8 days (64 hours)	11 days (88 hours)	14 days (112 hours)
June	7 days (56 hours)	10 days (80 hours)	12 days (96 hours)
July	6 days (48 hours)	8 days (64 hours)	10 days (80 hours)
August	5 days (40 hours)	6 days (48 hours)	8 days (64 hours)
September	4 days (32 hours)	5 days (40 hours)	6 days (48 hours)
October	3 days (24 hours)	4 days (32 hours)	5 days (40 hours)
November	2 days (16 hours)	3 days (24 hours)	4 days (32 hours)
December	1 day (8 hours)	1 day (8 hours)	2 days (16 hours)

## Full-Time Employees Annual PTO Schedule

PTO Annual Allowance Years of Service	Career Levels 8-9	Career Levels 5-7	Career Levels 1-4
1st–4th anniversary year	15 days* (120 hours)	20 days (160 hours)	25 days (200 hours)
5th–9th anniversary year	20 days (160 hours)	25 days (200 hours)	25 days (200 hours)
10th–14th anniversary year	25 days (200 hours)	25 days (200 hours)	25 days (200 hours)
15th anniversary year or more	27 days (216 hours)	27 days (216 hours)	27 days (216 hours)

\*Based on standard 40-hour work week.

# Medical In-Network

Plan Provisions	Key Medical 1	Key Medical 2	Key Medical 3
Administrator: UnitedHealthcare	In-Network Benefits		
<b>Deductible</b> (Combined medical/Rx deductible)	Employee-only coverage: \$1,650 Family coverage: \$3,300	Employee-only coverage: \$1,650 Family coverage: \$3,300	Employee-only coverage: \$3,000 Family coverage: \$6,000
<b>Coinsurance</b> (Plan pays/employee pays) <sup>1</sup>	90%/10% <sup>1</sup>	80%/20% <sup>1</sup>	70%/30% <sup>1</sup>
<b>Out-of-Pocket Maximum</b> (Includes deductible and coinsurance)	Employee-only coverage: \$2,1000 Family coverage: \$4,200	Employee-only coverage: \$3,600 Family coverage: \$7,200	Employee-only coverage: \$5,000 Family coverage: \$10,000 (Individuals in Family coverage have an out-of-pocket maximum of \$9,200)
<b>KeyBank Health Savings Account (HSA) Annual Employer Contribution</b> (As part of the Wellness Incentive program) <sup>2</sup>	Applicable only if you earned the 2025 Wellness Incentive Employee-only coverage: \$600 <sup>2</sup> All other coverage levels: \$1,200 <sup>2</sup>		
<b>Preventive Care: Includes Routine Well Exams, Screenings, Immunizations</b> (General/Family Practitioner, Internist, Pediatrician, OB/GYN)	Plan pays 100% <sup>3</sup> (not subject to the deductible) Visit <a href="https://uhcpreventivecare.com">uhcpreventivecare.com</a> for preventive care guidelines.		
<b>Other Office Visit Exam Fee – Primary Care</b> (General/Family Practitioner, Internist, Pediatrician, OB/GYN)	Plan pays 90% <sup>1</sup>	Plan pays 80% <sup>1</sup>	Plan pays 70% <sup>1</sup>
<b>Office Visit Exam Fee – Specialist</b>			
<b>Urgent Care Centers</b>			
<b>Emergency Room</b>			
<b>Hospitalization</b>			
<b>Surgery</b>			
<b>Outpatient Facilities</b>			
<b>X-rays/Lab Tests</b>			
<b>Chiropractic</b> (up to 25 visits annually)			
<b>Mental Health (Including Substance Use) Treatment – Inpatient</b>			
<b>Mental Health (Including Substance Use) Treatment – Outpatient</b>			

<sup>1</sup> Subject to annual deductible and out-of-pocket maximum. Select preventive medications bypass the deductible. This means that you have the benefit of paying the applicable coinsurance without having to meet the deductible first. Although the coinsurance will not apply to the deductible, it does apply toward the out-of-pocket maximum. See the Prescription Drug Chart for more details.

<sup>2</sup> In addition to completing the required health actions to receive the Key contribution to the employee's KeyBank HSA, the employee and/or covered spouse/partner must continue to be enrolled in the Key Medical Plan for 2025. The 2025 Wellness Incentive amount is based on completing the required activities by the deadline of Sept. 30, 2024. The Key contribution to your HSA paid in Jan. 2025 will be based on your plan enrollment tier (eg., Employee Only, Employee + Spouse, etc) as of the last business day of Sept. 2024, as long as you remain actively employed and enrolled in the Key Medical Plan for Jan. 1, 2025. If the employee is no longer active at the time of the HSA contribution, does not have an HSA, or fails to open one before or during 2025, the employee may forfeit the Key contribution for 2025. If you are age 65 or older, your Wellness Incentive will be paid as a per-pay premium credit. Review details on **Thrive with Key**. The information contained in this Benefit Summary Chart provides a very general overview of the KeyCorp Medical Plan coverages that will be in effect for the 2024 Plan year. For more specific Plan coverage information, please review the Medical Plan's Summary Plan Description (SPD), which can be found at [benefits.keybank.com](https://benefits.keybank.com) > **Plan Information** > **Summary Plan Descriptions**. Please be aware that the Medical Plan may not cover certain services and procedures that you wish to have performed. While these services will not be paid for by the Plan, you must always determine the medical care that is best for you.

<sup>3</sup> Is not subject to nor counts toward the deductible or out-of-pocket maximum. The information contained in this Benefit Summary Chart provides a very general overview of the KeyCorp Medical Plan coverages that will be in effect for the 2025 Plan year. For more specific Plan coverage information, please review the Medical Plan's Summary Plan Description (SPD), which can be found at [benefits.keybank.com](https://benefits.keybank.com). Please be aware that the Medical Plan may not cover certain services and procedures that you wish to have performed. While these services will not be paid for by the Plan, you must always determine the medical care that is best for you. If you use network providers, your Plan coinsurance costs are based on UnitedHealthcare's negotiated network fees. Plan coinsurance costs for out-of-network providers are based on the reasonable and customary charges for the particular service received. The above chart reflects only in-network coinsurance costs. This information serves to update the medical coverage that is provided to eligible participants under the Key Medical Plan. If there is a disagreement between this overview and the Plan documents, including the Plan's SPD, the Plan documents always control. Also, please understand that Key reserves the right to amend or modify the Plan, including its prescription drug coverage, and to terminate the Plan at any time and for any reason.

To contact UnitedHealthcare, call **1-866-201-0017** (8 a.m. to 11 p.m. Eastern time) or visit [myuhc.com](https://myuhc.com)® (pre-members, visit [whyuhc.com/keycorp](https://whyuhc.com/keycorp)). 20



# Medical Out-of-Network

Plan Provisions	Key Medical 1	Key Medical 2	Key Medical 3
<b>Administrator: UnitedHealthcare</b>	<b>Out-of-Network Benefits</b>		
<b>Deductible</b> (Combined medical/Rx deductible)	Employee-only coverage: \$3,300 Family coverage: \$6,600	Employee-only coverage: \$3,300 Family coverage: \$6,600	Employee-only coverage: \$6,000 Family coverage: \$12,000
<b>Coinsurance</b> (Plan pays/employee pays) <sup>1</sup>	60%/40% <sup>1</sup>	60%/40% <sup>1</sup>	50%/50% <sup>1</sup>
<b>Out-of-Pocket Maximum</b> (Includes deductible and coinsurance)	Employee-only coverage: \$6,000 Family coverage: \$12,000	Employee-only coverage: \$7,200 Family coverage: \$14,400	Employee-only coverage: \$10,000 Family coverage: \$20,000
<b>KeyBank Health Savings Account (HSA) Annual Employer Contribution</b> (As part of the Wellness Incentive program) <sup>2</sup>	Applicable only if you earned the 2025 Wellness Incentive Employee-only coverage: \$600 <sup>2</sup> All other coverage levels: \$1,200 <sup>2</sup>		
<b>Preventive Care: Includes Routine Well Exams, Screenings, Immunizations</b> (General/Family Practitioner, Internist, Pediatrician, OB/GYN)	Plan pays 100% <sup>3</sup> (not subject to the deductible) Visit <a href="https://uhcpreventivecare.com">uhcpreventivecare.com</a> for preventive care guidelines.		
<b>Other Office Visit Exam Fee – Primary Care</b> (General/Family Practitioner, Internist, Pediatrician, OB/GYN)	Plan pays 60% <sup>1</sup>	Plan pays 60% <sup>1</sup>	Plan pays 50% <sup>1</sup>
<b>Other Office Visit Exam Fee – Specialist</b>			
<b>Urgent Care Centers</b>			
<b>Hospitalization</b>			
<b>Surgery</b>			
<b>Outpatient Facilities</b>			
<b>X-rays/Lab Tests</b>			
<b>Chiropractic</b> (Up to 25 visits annually)			
<b>Mental Health (Including Substance Use) Treatment – Inpatient</b>			
<b>Mental Health (Including Substance Use) Treatment – Outpatient</b>			
<b>Emergency</b>	Plan pays 90% <sup>1</sup>	Plan pays 80% <sup>1</sup>	Plan pays 70% <sup>1</sup>

<sup>1</sup> Subject to annual deductible and out-of-pocket maximum. Select preventive medications bypass the deductible. This means that you have the benefit of paying the applicable coinsurance without having to meet the deductible first. Although the coinsurance will not apply to the deductible, it does apply toward the out-of-pocket maximum. See the Prescription Drug Chart for more details.

<sup>2</sup> In addition to completing the required health actions to receive the Key contribution to the employee's KeyBank HSA, the employee and/or covered spouse/partner must continue to be enrolled in the Key Medical Plan for 2025. The 2025 Wellness Incentive amount is based on completing the required activities by the deadline of Sept. 30, 2024. The Key contribution to your HSA paid in Jan. 2025 will be based on your plan enrollment tier (eg., Employee Only, Employee + Spouse, etc) as of the last business day of Sept. 2024, as long as you remain actively employed and enrolled in the Key Medical Plan for Jan. 1, 2025. If the employee is no longer active at the time of the HSA contribution, does not have an HSA, or fails to open one before or during 2024, the employee may forfeit the Key contribution for 2025. If you are age 65 or older, your Wellness Incentive will be paid as a per-pay premium credit. Review details on **Thrive with Key**.

<sup>3</sup> Is not subject to nor counts toward the deductible or out-of-pocket maximum.

The information contained in this Benefit Summary Chart provides a very general overview of the KeyCorp Medical Plan coverages that will be in effect for the 2025 Plan year. For more specific Plan coverage information, please review the Medical Plan's Summary Plan Description (SPD), which can be found at [benefits.keybank.com](https://benefits.keybank.com). Please be aware that the Medical Plan may not cover certain services and procedures that you wish to have performed. While these services will not be paid for by the Plan, you must always determine the medical care that is best for you. If you use network providers, your Plan coinsurance costs are based on UnitedHealthcare's negotiated network fees. Plan coinsurance costs for out-of-network providers are based on the reasonable and customary charges for the particular service received. The above chart reflects only out-of-network coinsurance costs.

This information serves to update the medical coverage that is provided to eligible participants under the Key Medical Plan. If there is a disagreement between this overview and the Plan documents, including the Plan's SPD, the Plan documents always control. Also, please understand that Key reserves the right to amend or modify the Plan, including its prescription drug coverage, and to terminate the Plan at any time and for any reason.

To contact UnitedHealthcare, call **1-866-201-0017** (8 a.m. to 11 p.m. Eastern time) or visit [myuhc.com](https://myuhc.com)® (pre-members, visit [whyuhc.com/keycorp](https://whyuhc.com/keycorp)).

# Prescription Drug Coverage

Plan Provisions	Key Medical 1	Key Medical 2	Key Medical 3
Administrator: Express Scripts®	In-Network Benefits¹		
Generic²	Subject to combined medical/Rx deductible		
Brand/Specialty²			
<b>Select Preventive Medications</b> (Go to <a href="https://express-scripts.com/keycorp">express-scripts.com/keycorp</a> for the preventive medication list.)	Not subject to deductible. Employee pays applicable coinsurance shown below without having to meet the deductible first. Coinsurance will not apply toward combined medical/Rx deductible; will apply to out-of-pocket maximum.		
Retail Pharmacy	Employee Pays		
Generic	20% (\$4 minimum)	20% (\$4 minimum)	30% (\$4 minimum)
Preferred Brand	40%	40%	50%
Non-Preferred Brand	60%	60%	70%
3-Month Supply - Express Scripts Mail Order or CVS Retail Pharmacy (Required for maintenance meds)³	Employee Pays		
Generic	20% (\$10 minimum)	20% (\$10 minimum)	30% (\$10 minimum)
Preferred Brand	40%	40%	50%
Non-Preferred Brand	60%	60%	70%

<sup>1</sup> Coinsurance is subject to combined medical/Rx deductible and out-of-pocket maximum.

- If you go out of network, you will pay 100% of the pharmacy's retail charge and you must complete a prescription drug reimbursement form. You will be responsible for paying the coinsurance referenced above (Generic, Preferred Brand, Non-Preferred Brand), as well as the difference between the pharmacy's regular charge and the discounted cost that would have applied had you used a network pharmacy. Examples of out-of-network pharmacies include: Walgreens, Duane Reade, Happy Harry's and Kroger. Please always confirm current pharmacy network status by logging into your account at [express-scripts.com](https://express-scripts.com) or by calling Express Scripts at 1-800-849-9138.
- Patient assistance funded by pharmaceutical manufacturers for specialty drugs will not be considered true out-of-pocket expenses for members and may not apply to the deductible and out-of-pocket maximum.

<sup>2</sup> Some medications require a clinical review or may be an exclusion on the Plan. Go to [express-scripts.com/keycorp](https://express-scripts.com/keycorp) to view the clinical program and exclusion lists. These lists may change during the Plan year and if that occurs (with respect to a medication that is currently being covered by the Plan), Express Scripts will send you written communication. If you purchase a brand-name prescription drug that has an available generic equivalent, you will pay the generic drug cost share plus the cost difference between the brand-name prescription drug and the equivalent generic prescription drug (applies to both physician and patient requests for brand name instead of generic). The difference in cost does not apply to your deductible or out-of-pocket maximum.

<sup>3</sup> You must fill maintenance medications as a 90-day supply at CVS or through Express Scripts home delivery pharmacy.

- If you choose to fill maintenance medications at another pharmacy, or for less than a 90-day supply, you must contact Express Scripts to actively document that choice, or you will incur an increased cost.

**You can obtain two 30-day courtesy fills before you must switch to 90 days at CVS or Express Scripts home delivery, or declare your decision to Express Scripts. Otherwise, after those two courtesy fills, you will be required to pay the full cost of the medication until you inform Express Scripts of your choice.**

The information contained in this Summary Chart provides a very general overview of the KeyCorp Medical Plan prescription drug coverages that will be in effect for the 2025 Plan year. For more specific Plan coverage information, please review the Medical Plan's Summary Plan Description (SPD), which can be found at [benefits.keybank.com](https://benefits.keybank.com).

If you use network providers, your Plan coinsurance costs are based on Express Scripts' negotiated network fees. Mail-order benefits available only through Express Scripts mail order or participating CVS Retail Pharmacies. Please be aware that the Medical Plan may not cover certain products and procedures that you wish to have performed. While these services will not be paid for by the Plan, you must always determine the medical care that is best for you.

This information serves to update the medical coverage that is provided to eligible participants under the Key Medical Plan. If there is a disagreement between this overview and the Plan documents, including the Plan's SPD, the Plan documents always control. Also, please understand that Key reserves the right to amend or modify the Plan, including its prescription drug coverage, and to terminate the Plan at any time and for any reason.

# Dental

Plan Provisions		
Administrator: Cigna®	In-Network	Out-of-Network
Reimbursement Levels	Based on contracted fees	Based on Reasonable & Customary (R&C) allowance
Maximum Annual Benefit	\$1,500 per person (all services) except orthodontia	
Deductible	\$50 per person/\$100 per family	
Wellness and Diagnostic Care		
Oral Exams (2 per year)	Plan pays 100%	Plan pays 100% of the R&C allowance
Routine Cleanings (2 per year)		
Full Mouth X-rays (1 complete set every 3 years) or Panoramic X-ray (1 every 3 years)		
Bitewing X-rays (2 per year)		
Fluoride Application (2 per year under age 19)		
Sealants (Limited to posterior tooth, 1 treatment per tooth every 3 years)		
Space Maintainers (Limited to non-orthodontic treatment; 1 per tooth, per lifetime, to age 19)		
Emergency Care to Relieve Pain		
Basic Restorative Care¹		
Fillings²	Plan pays 80%³	Plan pays 80% of the R&C allowance³
Root Canal Therapy		
Osseous Surgery		
Periodontal Scaling and Root Planing		
Denture Adjustments and Repairs		
Extractions		
Oral Surgery		
Major Restorative Care¹		
Crowns	Plan pays 50%³	Plan pays 50% of the R&C allowance³
Dentures		
Bridges		
Implants		
Orthodontia¹		
Orthodontia	Plan pays 50%³	Plan pays 50% of the R&C allowance³
Orthodontia Lifetime Maximum Paid by Plan	\$1,500 per person³	

¹ Out-of-pocket costs may be lower if you see a network provider for these services.

² Amalgam (silver) or composite (white) fillings covered based on type of tooth and the alternative treatment provision. See Summary Plan Description (SPD) for details.

³ Subject to annual deductible.

The information contained in this Summary Chart provides a very general overview of the KeyCorp Dental Plan coverages that will be in effect for the 2025 Plan year. For more specific Plan coverage information, please review the Dental Plan's SPD, which can be found at [benefits.keybank.com](https://benefits.keybank.com).

If you use network providers, your Plan coinsurance costs are based on Cigna's negotiated network fees. Plan coinsurance costs for out-of-network providers are based on the reasonable and customary charges for the particular service received.

Please be aware that the Dental Plan may not cover certain services and procedures you wish to have performed. While these services will not be paid for by the Plan, you must always determine the dental care that is best for you. Pre-treatment review is suggested when you are considering dental work in excess of \$200.

This information serves to update the dental coverage that is provided to eligible participants under the Dental Plan. If there is a disagreement between this overview and the Plan documents, including the Plan's SPD, the Plan documents always control. Also, please understand that Key reserves the right to amend or modify the Plan and to terminate the Plan at any time and for any reason.

To contact Cigna, call 1-800-CIGNA24 or visit [myCigna.com](https://myCigna.com).

# Vision

## Plan Provisions

Administrator: VSP®	VSP Network	Out-of-Network
Routine Eye Exam (1 per calendar year)	\$10 employee copay (\$0 Premier Providers)	Up to \$55 allowance
Retinal Imaging Benefit	Up to \$39 copay (\$0 Premier Providers)	NA
Vision Hardware (1 per calendar year: either frames/lenses OR contact lenses)		
Frames	\$150 allowance; 20% off balance over \$150 \$200 allowance on Featured Brands	Up to \$70 allowance
Standard Plastic Lenses		
Single Vision	No charge	Up to \$70 allowance
Bifocal		Up to \$80 allowance
Trifocal		Up to \$100 allowance
Lenticular		Up to \$110 allowance
Standard Progressive Lens	\$0 employee copay	Up to \$80 allowance
Premium Progressive Lens	\$95-\$105	
Lens Options		
Standard Progressive Lenses	No charge	Up to \$80 allowance
Premium Progressive Lenses	\$95-\$105	
Custom Progressive Lenses	\$150-\$175	
Impact-Resistant Lenses	No charge	Employee pays 100%
Other Lens Enhancements	Average savings of 30%	
Contact Lenses		
Conventional	\$150 allowance	Up to \$115 allowance (Exam, contacts, fit and follow up)
Disposable	\$150 allowance	
Contact Lens Fit and Follow up	Employee pays up to \$40	
Medically Necessary	No copay	Up to \$200 allowance

### Extra Savings:

#### Glasses and Sunglasses

- 40% savings on additional pairs of prescription glasses from same VSP Network provider who performed your WellVision exam within 12 months of your last exam.
- 20% savings on unlimited additional pairs of prescription glasses and/or non-prescription sunglasses from any VSP network doctor.

For information about featured frame brands, visit [vsp.com/framebrands](https://vsp.com/framebrands).

#### Laser Vision Correction

- Average 15% off the regular price or 5% off the promotional price; discounts only available from contracted facilities.

The information contained in this Summary Chart provides a very general overview of the KeyCorp Vision Plan coverages that will be in effect for the 2025 Plan year. For more specific Plan coverage information, please review the Vision Plan's Summary Plan Description (SPD), which can be found at [benefits.keybank.com](https://benefits.keybank.com).

If you use network providers, your Plan coinsurance costs are based on VSP's negotiated network fees. Please be aware that the Vision Plan may not cover certain services and procedures that you wish to have performed. While these services will not be paid for by the Plan, you must always determine the medical care that is best for you.

This information serves to update the vision coverage that is provided to eligible participants under the Vision Plan. If there is a disagreement between this overview and the Plan documents, including the Plan's SPD, the Plan documents always control. Also, please understand that Key reserves the right to amend or modify the Plan, and to terminate the Plan at any time and for any reason.

To contact VSP, call 1-800-877-7195 Monday through Friday, 8 a.m. to 11 p.m. ET, Saturday and Sunday, 10 a.m. to 11 p.m. ET or visit [vsp.com](https://vsp.com).

# Thrive with **Key**

## 2025 Medical, Dental and Vision Plan Premiums

(per pay period, 24/year)

		2025 Medical Premiums Per Pay			
Pay Band	Medical Plan Option	EE Only	EE + SP	EE + CH	Family
<b>Band 1</b> <b>\$75K or less</b>	Key Medical 1	\$93	\$261	\$194	\$362
	Key Medical 2	\$47	\$174	\$110	\$237
	Key Medical 3	\$18	\$111	\$58	\$151
<b>Band 2</b> <b>Greater than \$75K and less than \$150K</b>	Key Medical 1	\$122	\$324	\$240	\$442
	Key Medical 2	\$69	\$214	\$143	\$288
	Key Medical 3	\$38	\$155	\$87	\$203
<b>Band 3</b> <b>\$150K or above</b>	Key Medical 1	\$137	\$352	\$261	\$476
	Key Medical 2	\$82	\$240	\$163	\$321
	Key Medical 3	\$51	\$182	\$107	\$237

Pay band is determined based on earnings received (base salary, overtime, cash commissions and short-term incentives) from pay dates between Oct. 1, 2023, through Sept. 30, 2024.

**Note:** Your pay band is assigned annually and may change from year to year. If you were hired/rehired on Oct. 1, 2023, or later, your pay band will be determined based on the greater of earnings received from pay dates between Oct. 1, 2023, through Sept. 30, 2024, (base salary, overtime, cash commissions and short-term incentives) or your annualized base pay (or Annual Benefits Base Rate (ABBR), if applicable).

Vision	2025 Premiums Per Pay
EE	\$3.54
EE + SP	\$6.52
EE + CH	\$7.06
Family	\$10.37

Dental	2025 Premiums Per Pay
EE	\$9
EE + SP	\$17
EE + CH	\$21
Family	\$30

**Note:** If you are enrolling your domestic partner in any coverage, please review important information regarding tax implications on the following pages.

EE = Employee Only

EE+SP = Employee + Spouse/partner

EE+CH = Employee + One or more Child(ren)

Family = Employee + Spouse/partner + Child(ren)



# 2025 Biweekly Imputed Income (24 Pay Dates) for Domestic Partner Coverage

## What Is Imputed Income?

The definition of imputed income is benefits employees receive that aren't part of their salary or wages but still get taxed as part of their income. The employee is responsible for paying the tax on the value of certain benefits as determined by the IRS, which includes health and accident insurance for domestic partners.

		Key Medical 1	Key Medical 2	Key Medical 3	Dental	Vision
Pay Band	Medical Plan Option	Imputed Income	Imputed Income	Imputed Income	Imputed Income	Imputed Income
DP	Less than \$75,000	\$576	\$489	\$424	\$26	\$2.98
	\$75,000.00 – \$149,999.99	\$610	\$507	\$448		
	\$150,000.00 or more	\$623	\$520	\$462		
DP+EEs CH	Less than \$75,000	\$576	\$489	\$424	\$26	\$2.98
	\$75,000.00 – \$149,999.99	\$576	\$507	\$448		
	\$150,000.00 or more	\$623	\$520	\$462		
DP+DPs CH	Less than \$75,000	\$1,003	\$842	\$729	\$43	\$6.83
	\$75,000.00 – \$149,999.99	\$1,054	\$871	\$761		
	\$150,000.00 or more	\$1,073	\$891	\$782		
DP+EEs CH+DPs CH	Less than \$75,000	\$577	\$490	\$424	\$18	\$3.31
	\$75,000.00 – \$149,999.99	\$611	\$508	\$447		
	\$150,000.00 or more	\$624	\$521	\$461		

### Example:

An employee in the \$75,000–\$149,999.99 pay band who enrolled a domestic partner in Key Medical 1 and the dental plan should expect the following each bi-weekly pay that includes health and insurance premium deductions:

#### Medical coverage

- Pretax deduction for your premium contribution
- Taxable value of coverage (imputed income) of \$582.00

#### Dental coverage

- Pretax deduction for your premium contribution
- Taxable value of coverage (imputed income) of \$26.00

DP = Domestic Partner Only

DP+EEs CH = Domestic Partner + Employee's Child(ren)

DP+DPs CH = Domestic Partner and Domestic Partner's Child(ren)

DP+EEs CH+DPs CH = Domestic Partner, Employee's Child(ren), and Domestic Partner's Child(ren)

## 2025 Biweekly Imputed Income (24 Pay Dates) for Domestic Partner Coverage (continued)

		AD&D
Enrolled Dependents	Coverage Level	Inputed Income
<b>DP</b>	\$50,000	\$0.23
	\$100,000	\$0.45
	\$250,000	\$1.13
	\$500,000	\$2.25
	\$750,000	\$3.38
	\$1,000,000	\$4.50
<b>DP+EEs CH</b>	\$50,000	\$0.23
	\$100,000	\$0.45
	\$250,000	\$1.13
	\$500,000	\$2.25
	\$750,000	\$3.38
	\$1,000,000	\$4.50
<b>DP+DPs CH</b>	\$50,000	\$0.25
	\$100,000	\$0.50
	\$250,000	\$1.25
	\$500,000	\$2.50
	\$750,000	\$3.75
	\$1,000,000	\$5.00
<b>DP+EEs CH+DPs CH</b>	\$50,000	\$0.23
	\$100,000	\$0.45
	\$250,000	\$1.13
	\$500,000	\$2.25
	\$750,000	\$3.38
	\$1,000,000	\$4.50

DP = Domestic Partner Only

DP+EEs CH = Domestic Partner + Employee's Child(ren)

DP+DPs CH = Domestic Partner and Domestic Partner's Child(ren)

DP+EEs CH+DPs CH = Domestic Partner, Employee's Child(ren), and Domestic Partner's Child(ren)

## Life Insurance Rates

Cost is based on the amount of coverage you elect, your age, and base pay.  
Cost will change if your base pay changes or it may also change on your birthday.

1. Locate your ABBR (Annual Benefits Base Rate).<sup>1</sup>
2. Find your bi-weekly life insurance rate (based on your age as of today) in the table below. Cost will change on a birthday results in a new age range.
3. Multiply it by the amount of coverage (in thousands) you wish to purchase.

Your Age	Bi-weekly Rate <sup>2</sup>
< 30	\$0.009
30 – 34	\$0.011
35 – 39	\$0.017
40 – 44	\$0.025
45 – 49	\$0.042
50 – 54	\$0.071

Your Age	Bi-weekly Rate <sup>2</sup>
55 – 59	\$0.108
60 – 64	\$0.170
65 – 69	\$0.280
70 – 74	\$0.433
75 – 79	\$0.642
80 +	\$0.807

For example, the bi-weekly cost for a 36-year-old employee who has a \$50,000 ABBR and enrolls for 2 times Supplemental Life can be determined as follows: \$50,000 ABBR X two times supplemental life = \$100,000, or 100 units of \$1,000. The bi-weekly rate for this employee is \$0.017 per \$1,000, so the bi-weekly premium is \$0.017 x 100, which equals \$1.72.

Calculate your cost of coverage	
1. Enter your bi-weekly rate from the table above.	<input type="text"/>
2. Enter the amount of insurance in thousands of dollars (i.e., \$50,000/\$1,000 = 50).	<b>X</b> <input type="text"/>
3. Determine the bi-weekly premium (Step 1 X Step 2).	<b>=</b> <input type="text"/>

<sup>1</sup> To view your Annual Benefits Base Rate (ABBR), log on to the **Align Benefits Portal**, click on **Health & Insurance** at the top of the page, click on **Life Insurance** and other benefits, and select the **Understanding How Your Life Insurance Coverage is Determined** link under **Account Shortcuts**.

<sup>2</sup> Biweekly rates are determined by age; rates reflected are per \$1,000 in coverage.

Group Insurance coverages are issued by MetLife.

# Life Insurance Rates

## How to calculate your Spouse's/Domestic Partner's dependent life insurance cost

Cost is based on the amount of coverage you elect and your spouse/domestic partner's age. Cost will change on a birthday that results in a new age range.

- 1. Find the bi-weekly life insurance rate (based on age as of today) in the table below.
- 2. Multiply it by the amount of coverage (in thousands) you wish to purchase.  
(\$10,000, \$20,000, \$35,000, \$50,000, \$100,000, \$150,000, \$200,000)

Spouse/Domestic Partner Age	Bi-weekly Rate <sup>1</sup>
< 30	\$0.029
30 – 34	\$0.038
35 – 39	\$0.043
40 – 44	\$0.048
45 – 49	\$0.072
50 – 54	\$0.109

Spouse/Domestic Partner Age	Bi-weekly Rate <sup>1</sup>
55 – 59	\$0.204
60 – 64	\$0.314
65 – 69	\$0.604
70 – 74	\$0.979
75 – 79	\$1.426
80 +	\$2.257

Calculate your spouse's/domestic partner's cost of coverage

1. Enter their bi-weekly rate from the table above.

2. Enter the amount of insurance in thousands of dollars (i.e., \$50,000/\$1,000 = 50).

X

3. Determine the bi-weekly premium (Step 1 X Step 2).

=

<sup>1</sup> Biweekly rates are determined by age; rates reflected are per \$1,000 in coverage.  
Group Insurance coverages are issued by MetLife.

## Life Insurance Rates

### Child(ren) Rates

Rates are the same for full- and part-time employees and are deducted twice per month.

Plan	Rate (Covers all children)
\$10,000	\$0.48
\$20,000	\$0.95

### Accidental Death & Dismemberment Rates

Rates are the same for full- and part-time employees and are deducted twice per month.

Plan	Coverage	Rate
\$50,000	Employee only	\$0.25
	Employee + spouse/domestic partner	\$0.48
	Employee + child(ren)/domestic partner child(ren)	\$0.28
	Family	\$0.50
\$100,000	Employee only	\$0.50
	Employee + spouse/domestic partner	\$0.95
	Employee + child(ren)/domestic partner child(ren)	\$0.55
	Family	\$1.00
\$250,000	Employee only	\$1.25
	Employee + spouse/domestic partner	\$2.38
	Employee + child(ren)/domestic partner child(ren)	\$1.38
	Family	\$2.50
\$500,000	Employee only	\$2.50
	Employee + spouse/domestic partner	\$4.75
	Employee + child(ren)/domestic partner child(ren)	\$2.75
	Family	\$5.00
\$750,000	Employee only	\$3.75
	Employee + spouse/domestic partner	\$7.13
	Employee + child(ren)/domestic partner child(ren)	\$4.13
	Family	\$7.50
\$1,000,000	Employee only	\$5.00
	Employee + spouse/domestic partner	\$9.50
	Employee + child(ren)/domestic partner child(ren)	\$5.50
	Family	\$10.00



# Glossary of Common Healthcare Terms

## **Coinsurance**

The percentage you pay of the cost of services after the deductible is met.

## **Deductible**

The amount you pay before your plan begins paying benefits for most covered services.

## **Generic**

You will typically pay the lowest coinsurance for generic drugs. Generics are equivalent to their brand-name counterparts and are ensured by the Food and Drug Administration to be as safe and effective.

## **Network Providers**

Doctors, hospitals, and other healthcare professionals who have negotiated special rates with the medical, dental, vision, or prescription drug administrators. If you use out-of-network providers, your costs may be higher.

## **Non-Preferred Brand**

These drugs have the highest coinsurance. Generally these are higher-cost medications that have recently come on the market. So-called “designer” drugs also fall into this category. In most cases, an alternative preferred medication is available.

## **Out-of-Pocket Maximum**

The most you will have to pay out of pocket each year for covered services. This includes your deductible and coinsurance. Premiums do not count toward your out-of-pocket maximum.

## **Preferred Brand**

These are drugs for which generic equivalents are not available. They have been in the market for a time and are widely accepted. They cost more than generics but less than non-preferred brand-name drugs.



# Vendor Contacts

Benefit	Vendor	Phone #	Website	Information
Accessing Thrive with Key in Key Connect	KeyBank	N/A	<a href="https://kbna.sharepoint.com/sites/KC_ThrivewithKey">https://kbna.sharepoint.com/sites/KC_ThrivewithKey</a>	Use website to view information about benefits and wellness at Key.
Accessing the Alight Benefits Portal	KeyBank Employee Services	1-888-KEYS2HR (1-888-539-7247)	<a href="https://benefits.keybank.com">https://benefits.keybank.com</a>	Use website to view information about your benefits.
401(k) Savings Plan	Fidelity Retirement and Stock Plan Services	1-866-402-7128	<a href="http://netbenefits.com">netbenefits.com</a>	Manage your account at any time online. Representatives are available to assist you between 8:30 a.m. and midnight ET, Monday through Friday.
Medical Benefits	UnitedHealthcare (UHC)	1-866-201-0017	<a href="http://myuhc.com">myuhc.com</a> (current members) <a href="http://whyuhc.com/keycorp">whyuhc.com/keycorp</a> (pre-members)	Use website to access digital ID cards, search for network hospitals or physicians, check medical claims, browse resources, tools, and health topics.
Prescription Drug Benefits	Express Scripts	1-800-849-9138	<a href="http://express-scripts.com/keycorp">express-scripts.com/keycorp</a> (current & pre-members)	Use website/phone number to access digital ID card, prescription drug pricing information and claims history.
Vision Benefits and Network Optometrists, Opticians	VSP	1-800-877-7195	<a href="http://keybank.vspforme.com">keybank.vspforme.com</a>	Use website/phone number to view benefit information, search for network providers, and browse resources and tools.
Dental Benefits and Network Providers	Cigna	1-800-Cigna24 (1-800-244-6224)	<a href="http://cigna.com">cigna.com</a>	Use website to locate participating dentists, view dental benefits, dental health information and access dental ID information if needed.
Health Savings Account (HSA)	Key's HSA Call Center	1-877-KEY-0202 (1-877-539-0202)	<a href="http://key.com/openemployeehsa">key.com/openemployeehsa</a>	Call for questions regarding your HSA. Use the website to open a KeyBank HSA.
COBRA	KeyBank Employee Services	1-888-KEYS2HR (1-888-539-7247)	<a href="https://benefits.keybank.com">https://benefits.keybank.com</a>	Call for COBRA enrollment or payment questions.
Life Insurance	MetLife	General Questions: 1-800-438-6388 Medical Underwriting & Claims: 1-800-638-6420	<a href="https://mybenefits.metlife.com">https://mybenefits.metlife.com</a>	Call or use the website to learn more about life insurance options, check the status of your Statement of Health for a life insurance coverage application, or file a claim.
Accidental Death & Dismemberment	MetLife	General Questions: 1-800-438-6388 Claims: 1-800-638-6420	<a href="https://mybenefits.metlife.com">https://mybenefits.metlife.com</a>	Call or use the website to learn more about AD&D insurance options or file a claim.
Critical Illness	MetLife	1-800-438-6388	<a href="https://mybenefits.metlife.com">https://mybenefits.metlife.com</a>	Call to obtain detailed information about the coverage and limitations.
Long-Term Disability	The Hartford	1-866-783-6799	<a href="https://account.thehartford.com/customer/login">https://account.thehartford.com/customer/login</a>	Call to obtain information about your Long-Term Disability benefits.
Travel Assistance	The Hartford	1-800-243-6108	NA	Call to obtain information about the global travel assistance program that offers a robust range of services designed to supplement industry specific accident and health insurance plans.
Dependent Verification	Alight	1-888-539-7247	<a href="https://benefits.keybank.com">https://benefits.keybank.com</a>	Review your messages to access and complete your open dependent verification tasks.
Lifestyle Spending Account, Commuter Savings, and Dependent Care Spending Account	Health Equity/WageWorks	1-877-924-3967	<a href="http://wageworks.com">wageworks.com</a>	Use website to submit claims for lifestyle spending account, commuter savings, and dependent care spending account.
Live Well & Thrive Employee Support & Wellness Program	ComPsych	1-833-927-1863	<a href="http://guidanceresources.com">guidanceresources.com</a>	Call for counseling, work/life support financial, legal, and caregiver support, and wellness coaching.
ID Protection Plan	Allstate (AIP)	1-800-789-2720	<a href="mailto:email_customer@aip.com">email_customer@aip.com</a>	Call with questions concerning your plan.
Legal Benefit Plan	LegalEASE	1-800-248-9000	<a href="http://legaleaseplan.com/key">legaleaseplan.com/key</a>	Call with questions concerning your plan. Reference "KeyCorp."

## About this document

This information is a general guide and serves to update the benefits that are provided to eligible participants under the Key benefits plans and policies. If there is a discrepancy between this overview and the Plan documents or policies, the Plan documents and policies always prevail. Key reserves the right to amend, modify, or terminate any of its benefits programs and policies at any time and for any reason.

Please consult the Summary Plan Descriptions for additional plan details. To obtain a copy of any of the Summary Plan Descriptions, log on to the **Alight Benefits Portal** at <https://benefits.keybank.com> and choose Plan Information at the top of the page, then click on the Summary Plan Descriptions tile. Or call KeyBank Employee Services at 1-888-KEYS2HR (1-888-539-7247).

Fidelity® Personalized Planning & Advice at Work is a service of Fidelity Personal and Workplace Advisors LLC and Strategic Advisers LLC. Both are registered investment advisers, are Fidelity Investments companies, and may be referred to as “Fidelity,” “we,” or “our” within. For more information, refer to the Terms and Conditions of the Program. When used herein, Fidelity Personalized Planning & Advice refers exclusively to Fidelity Personalized Planning & Advice at Work. This service provides advisory services for a fee.

## Email Delivery of Benefit Materials and Notices

Key utilizes email in its delivery of various employee benefit materials and communications to you during your employment at Key. Examples of the types of information provided to you by email include the Privacy Notice provided to you under the requirements of the Health Insurance Portability and Accountability Act, and the distribution of Summary Benefit Coverage (SBC), summary plan descriptions, summary annual reports, and the KeyCorp 401(k) Savings Plan Prospectus, etc.

Please note that you may always request to receive these materials in hard copy by calling KeyBank Employee Services at 1-888-KEYS2HR. If you do not advise Key of your desire to receive a hard copy of your various employee benefit materials, Key assumes that you have agreed to receive your various employee benefit materials, including any legal notices that are from time to time required to be provided to plan participants, by email. You may also request hard copy materials related to the 401(k) Plan by calling Fidelity Retirement and Stock Plan Services at 1-866-402-7128.

