

## IMPORTANT INFORMATION REGARDING YOUR ACCESS TO RETIREE MEDICAL COVERAGE

### Dear International Paper Employee:

International Paper has asked OneExchange, a Willis Towers Watson company, to assist retirees and their eligible dependents in finding health care options through the Health Insurance Marketplace (for retirees and dependents who are not yet eligible for Medicare) and the individual market (for retirees and dependents eligible for Medicare). OneExchange's licensed benefit advisors have assisted over one million retirees and dependents in finding broad, comprehensive medical and prescription drug plans. The services of OneExchange are voluntary and confidential, and are available at no cost to International Paper retirees and dependents.

Retirees and dependents also may choose to elect coverage directly through the public Health Insurance Marketplace without the assistance of OneExchange.

The following information is designed to help you take advantage of the support and guidance available from OneExchange as you think about your retiree health care coverage and decide what option is best for you. If you have questions about your coverage options, please contact OneExchange at **844-669-3676**.

### Q&A's

1	How can OneExchange assist me?	OneExchange offers support and personal assistance to help you choose from a variety of retiree medical plans, including prescription drug coverage, available at varying costs and from various insurance companies through the Health Insurance Marketplace and the individual market. You also will be able to choose from dental and vision plans.
2	Can OneExchange assist my dependents?	OneExchange can assist you, your spouse and your dependents in enrolling in the plan that best fits your health care needs. You each may enroll in separate plans or the same plan.
3	Am I required to use OneExchange to assist me in choosing coverage?	<p>Prior to becoming eligible for Medicare, you, your spouse and your dependents may choose to elect coverage directly through the public Health Insurance Marketplace or through a broker. You are not required to use OneExchange; however, if you are eligible for a company-funded Health Reimbursement Arrangement (HRA), you must enroll in retiree medical coverage <u>and</u> notify OneExchange no later than 60 days following your loss of International Paper medical coverage in order to activate your HRA account.</p> <p>Medicare-eligible participants who are eligible for an HRA must purchase coverage through OneExchange in order to activate their HRA account.</p>
4	How do I choose a retiree medical plan?	<p>A OneExchange benefit advisor will work with you to review the individual plans that are available in your geographic area. Your benefit advisor will help you choose and enroll in the right plan for your needs. You also will be able to call OneExchange at any time in the future if you have questions about your coverage or need to make a change.</p> <p>Coverage effective dates through OneExchange and the Public Health Insurance Marketplace <b>cannot be retroactive</b>. To prevent a gap in your medical coverage, please contact OneExchange as early as possible prior to your retirement date.</p>
5	Should I consider enrolling in COBRA medical coverage rather than retiree medical coverage?	<p>Prior to becoming eligible for Medicare, if you enroll in International Paper COBRA medical coverage at retirement rather than in retiree medical coverage, <b>you will forfeit your pre-Medicare HRA</b>, but you will retain access to your post-Medicare HRA as long as you enroll in post-Medicare coverage through OneExchange as soon as you are eligible for Medicare.</p> <p>The Employee Service Center cannot mail your COBRA enrollment materials until after you have terminated your employment with IP. If you need COBRA information (including costs) before you terminate employment, please call the Employee Service Center at <b>1-888-372-2968 (1-888-ESC-2YOU)</b>.</p>

6	How do I pay for my retiree medical coverage?	You pay the insurance company directly. Depending on the coverage you choose, you may be sending premium payments to more than one insurance carrier (for example, you may have separate medical, prescription drug, dental and vision plans). OneExchange will be able to give you details.
7	Am I eligible for any financial assistance for my health care costs?	You and your spouse may be eligible for a company contribution to a OneExchange Health Reimbursement Arrangement (HRA), or you may be eligible for financial assistance from the federal government. Call the Employee Service Center at <b>1-888-372-2968 (1-888-ESC-2YOU)</b> for HRA eligibility and amount information, and call OneExchange at <b>844-669-3676</b> for information regarding financial assistance from the federal government. You can only receive one type of financial assistance.
8	What are my deadlines for enrolling in retiree medical coverage following my termination of employment?	<p>Your retiree medical coverage must become effective no later than 60 days following your loss of International Paper active medical coverage. Coverage may not be effective until the first of the month following your enrollment. Contact OneExchange for more information.</p> <p>Prior to becoming eligible for Medicare, if you, your spouse and your dependents are eligible for a company-funded Health Reimbursement Arrangement (HRA) and choose to enroll in retiree medical coverage through OneExchange or through the marketplace directly, you must enroll in retiree medical coverage <u>and</u> notify OneExchange no later than 60 days following your loss of International Paper medical coverage in order to activate your HRA account.</p> <p>You will also need to determine with the help of OneExchange if you qualify for financial assistance from the federal government during this sixty day period. If you do qualify, you will need to determine if you will elect the government assistance or if eligible, if you will utilize the company-funded HRA.</p> <p>Medicare-eligible participants who are eligible for an HRA must purchase coverage through OneExchange in order to activate their HRA account.</p> <p>If you are eligible for an HRA, but you do not meet the required enrollment deadlines, you will forfeit your HRA.</p>
9	If I am not eligible for an HRA or if I exhaust my HRA, how do I request reimbursements of premiums from my Retiree Medical Savings Program (RMSP)?	If you are a participant in the Retiree Medical Savings Program (RMSP), you will submit reimbursement requests directly to Empower Retirement. Visit <b>www.myipretirement.com</b> to download a "Request for Reimbursement Form." If you have any questions, call Empower Retirement at <b>800-345-2345</b> .
10	If I am eligible for a pre-65 HRA, will any unused pre-65 HRA funds rollover into my post-65 HRA?	If you have any unused pre-65 HRA funds at the time you turn age 65, the remaining balance will not rollover into the post-65 HRA.

## **Financial Assistance**

There are two types of financial assistance that may be available to help you and your spouse pay for the cost of your health care:

- 1. If applicable, an employer-provided Health Reimbursement Arrangement (HRA)** can be used to pay for premiums for individual medical, prescription drug, dental and vision plans. IP will contribute a one-time lump sum credit into this HRA account if you are eligible. You can call the Employee Service Center at **1-888-372-2968 (1-888-ESC-2YOU)** to determine if you and your spouse are eligible for an HRA and the amount of your HRA.
- 2. Financial assistance from the government** may be available to help pay for the cost of your health care. When you call OneExchange, your benefit advisor will conduct a financial analysis to determine your eligibility and can provide more details based on your specific situation.

**Please note that you can only receive one type of financial assistance. If you are eligible for both, you will have to choose one option with the assistance of OneExchange.** You should call OneExchange at **844-669-3676** to determine what type of financial assistance you are eligible for and what will make the most sense for your personal situation.

### **What You Need to Do**

1. Call the Employee Service Center at **1-888-372-2968 (1-888-ESC-2YOU)** to determine if you are eligible for an HRA and the amount of your HRA.
2. Call OneExchange at **844-669-3676** (Monday through Friday from 8:00 a.m. to 9:00 p.m. Eastern Time) or go online to **[www.oneexchange.com/internationalpaper](http://www.oneexchange.com/internationalpaper)** to schedule an appointment with a licensed benefit advisor who will help you learn about all of the options that are available to you, help you prepare for enrollment, and determine your eligibility for financial assistance from the federal government. OneExchange will mail you an *Enrollment Guide* to help you understand what to expect and how to prepare for your enrollment call.
3. Speak with your OneExchange benefit advisor and make your retiree medical election in time for your medical coverage to be effective on your retirement date.
4. Be sure to call OneExchange to activate your HRA (if eligible).

### **What Happens When You or Your Spouse/Dependent Becomes Eligible for Medicare?**

If you or your spouse is not yet eligible for Medicare, you will be contacted again by OneExchange with information about enrolling in Medicare supplemental health care coverage through OneExchange approximately three months prior to your or your spouse/dependent's 65th birthday. If you or any dependent becomes eligible for Medicare prior to age 65, please notify OneExchange immediately.

### **Questions?**

If you have questions regarding your International Paper retirement benefits, please call the International Paper Employee Service Center at **1-888-ESC-2YOU (1-888-372-2968)**, Monday through Friday from 7:00 a.m. to 6:00 p.m. Central Time. If you have questions regarding the availability of retiree medical plans through the Health Insurance Marketplace or the public exchange, please contact OneExchange at **844-669-3676**, Monday through Friday from 7:00 a.m. to 8:00 p.m. Central Time, or visit **[www.oneexchange.com/internationalpaper](http://www.oneexchange.com/internationalpaper)**.