



Employment Transition Information

For your convenience at separation, this is a brief summary of benefit information. For more information, visit <http://mylowesbenefits.com> which will provide additional benefit information for former employees. If you need assistance or have questions about any of the benefits, call the telephone number noted at the end of each section or call My Lowe's Benefits at 844-475-6937.

Be advised that all current insurance coverage ends on the date of termination. Insurance continuation and conversion information is listed below.

Medical Insurance

Insured employees and their insured dependents may elect to continue their medical benefits under COBRA when an employee ceases active employment. You will be notified in writing at your last known home address about the COBRA medical benefits shortly after your separation (allow about two weeks). Please make sure we have your current home address. If you wish to continue medical coverage, complete the request form included with your COBRA notification letter and return the form as instructed.

In the event of the death of a covered employee, coverage for covered dependents can be continued premium-free for up to one year in the designated medical plan option.

Dental Insurance

Insured employees and their insured dependents may elect to continue their dental benefits under COBRA when an employee ceases active employment. You will be notified in writing at your last known home address about the COBRA dental benefits shortly after your separation (allow about two weeks). Please make sure we have your current home address. If you wish to continue dental coverage, complete the request form included with your COBRA notification letter and return it as instructed.

In the event of the death of a covered employee, coverage for covered dependents can be continued premium-free for up to one year in the designated dental plan option.

Vision Insurance

Insured employees and their insured dependents may elect to continue their vision benefits under COBRA when an employee ceases active employment. You will be notified in writing at your last known home address about the COBRA vision benefits shortly after your separation (allow about two weeks). Please make sure we have your current home address. If you wish to continue vision coverage, complete the request form included with your COBRA notification letter and return it as instructed.

In the event of the death of a covered employee, coverage for covered dependents can be continued premium-free for up to one year in the designated vision plan option.

Healthcare Flexible Spending Account

You can use the balance in existence as of the date of termination - but only on services provided before termination or goods purchased before termination. Employees may continue their contributions to their healthcare FSA until the end of the current calendar year under COBRA when an employee ceases active employment.

Contact the Lowe's Benefits Service Center at [1-844-HRLOWES \(1-844-475-6937\)](tel:1-844-HRLOWES) if you do not receive your COBRA options for the medical, dental, vision and/or healthcare flexible spending account options.

Basic Life Insurance

Insured employees can port or convert their Basic Term Life Insurance to individual life policies, without evidence of insurability, once the employee's active employment ends. The employee has 31 days after termination of the Basic Term Life Insurance to make application for an individual life policy. Employees are encouraged to compare the cost of life insurance available to them locally with this port or conversion option.

Supplemental Life Insurance

Insured employees may elect to port or convert Supplemental Life Insurance coverage without evidence of insurability, once the employee's active employment ceases. The employee has 31 days after termination of the Supplemental Term Life coverage to make application for an individual life insurance policy.

Dependent Life Insurance

Insured dependents may elect to port or convert Dependent Life Insurance coverage without evidence of insurability, once the employee's active employment ceases. The dependent has 31 days after termination of the Dependent Life coverage to make application for an individual life insurance policy. The terminated employee must port their coverage in order to port dependent coverage, and the amount of ported dependent coverage may not exceed more than 100% of the life insurance amount ported by the terminated employee.

For more information, requests for forms or port or conversion questions for any of the preceding insurance issues, contact MetLife at 1-800-638-6420 for port and conversion questions.

Lowe's 401(k) Plan

Once you terminate employment with Lowe's, you'll be eligible to distribute your 401(k) account after 30 days. Approximately 3 – 4 weeks after your employment ends, you'll be notified of your distribution options via a letter mailed to your home address. You'll be able to roll over your distribution to an IRA or an eligible employer's plan, or take your distribution in a lump sum. If you choose the lump sum option, 20% will be withheld for Federal income taxes, and state income taxes, if applicable.

To request your distribution you can call the Retirement Service Center at 1-800-728-3123 and speak to a Plan Representative. Representatives are available Monday through Friday 7:00 a.m. to 11:00 p.m. ET on days the stock market is open. You can also access your account on the Wells Fargo website, www.wellsfargo.com/lowesretirement. Please note you'll need your Lowe's 401(k) Plan Personal Identification Number (PIN) when you call the Retirement Service Center. When you initially set up your PIN, the system defaults your PIN to the last four digits of your Social Security Number. At that time you'll be asked to verify your birth date and then immediately change your PIN. If you've lost or misplaced your PIN, you can call the Retirement Service Center at 1-800-728-3123 and reset your PIN.

Distributions are based on the value of the funds or Lowe's stock held in your account on the valuation day on which your distribution is processed (if placed and confirmed prior to the trade cut off). If the balance of your account is over \$5,000 (excluding rollover contributions), you are not required to distribute your account until you reach age 70 ½. If the balance of your account is less than or equal to \$5,000, you must roll it over or cash it out.

Work/Life Benefits

Voluntary benefit insurance plans such as the MetLife Home/Auto, Long-Term Care, and Hyatt Pre-paid Legal Plan stop at the employee's termination date. Contact MetLife at 1-800-438-6388 for information about how to continue these plans on an individual basis.

Lowe's Stock Purchase Plan (Payroll deduction stock purchases)

Shares which have previously been purchased through the Employee Stock Purchase Plan are held in your account by E*Trade. You can receive information concerning your account by calling E*Trade at 1-800-838-0908. If you are currently contributing to the Employee Stock Purchase Plan, your current period contributions will be refunded to you as (ordinarily within two pay periods) following your termination. Funds will not be used to purchase additional shares of Lowe's common stock.

Vacation/Holiday Pay

Employees will be compensated for any unused accrued vacation or holiday pay. Contact HR Shared Services for more information at [1-844-HRLOWES \(1-844-475-6937\)](tel:1-844-HRLOWES).

Final Pay

All employees have an obligation to clear existing balances for any payroll, missed insurance premiums or required relocation benefits reimbursement. If you are on Direct Deposit, your final pay will be by Direct Deposit, unless prohibited by state law. A Deposit Advice will be mailed to your most recent home address in PeopleSoft since you will lose access to myloweslife.com for pay advice review. Please notify HR Shared Services BEFORE closing any of your accounts used for Direct Deposit. Also, please keep your address updated with Lowe's so any final documents will reach you even if your address changes from what is on file for you today. Contact HR Shared Services for more information at [1-844-HRLOWES \(1-844-475-6937\)](tel:1-844-HRLOWES).

Verification of Employment

Companies seeking verbal verification of your employment with Lowe's should contact **The WorkNumber®**. For Proof of Employment, provide the verifier the following information:

The Work Number Access Options:

1. www.theworknumber.com/verifier
2. 1-800-367-2884 (interactive voice response system)
3. 1-800-996-7566 (a "live" customer service representative)
4. To access your information using either of these options, you'll need:
 - Employer Code for Lowe's: 11116
 - Your Social Security Number
 - PIN (Personal Identification Number)

Remaining Self Service Canteen Balance (CSC Employees only)

To request a refund of an available balance from the self-service vending store, CSC employees should call Canteen Vending at 828-328-2011 to be issued a refund by mail. Include your contact information and forwarding mailing address.

Remaining Eurest Cafeteria Zip-Thru Balance (CSC Employees only)

To request a refund of an available balance from Eurest Cafeteria Zip-Thru Services, CSC employees should email the Zip Thru Team at cateringatlowes@compass-usa.com. Include in your e-mail your contact information, forwarding mailing address, and if possible your badge number.

Personal Cell Phone Number Transfer (Corporate to Personal Account)

Employee will need to send an email to the wireless centralized mailbox (wirelessrequest@lowes.com) requesting to transfer liability of the number. The email should include your name, sales ID and wireless number.

Important Tax Documents

Employees who have terminated from Lowe's can give their consent for online delivery of their W-2 and 1095-C until January 5th of the following year. If you give your consent now (or gave it in prior years), then on or about January 17th you can see your forms by going to <http://www.mytaxform.com> and logging on to the Lowe's page using Company Code 11116. You will be required to enter a ten digit number comprised of the numeral "9" followed by your Social Security Number and your PIN. If you have forgotten your PIN, you can reset it yourself by answering the security questions. If you never created the security questions for "Auto PIN Reset", you can call The Work Number Client Service Center at **1-877-325-9239**. Information is provided in both **English** and **Spanish**

Change of Address

In the event your address changes, please e-mail epayroll@lowes.com with the following information:

Name

New Address

Sales I.D. #

If you do not have e-mail access, you may send in writing to:

Lowe's Payroll

Address Changes – PRN2

1605 Curtis Bridge Rd.

Wilkesboro, NC 28697

Badges/vehicle access tags:

Return ID badges and/or vehicle access tags to:

Lowe's

Attn: Badge Office-2CML

1000 Lowes Blvd

Mooresville, NC, 28117