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## **RETIRING FROM AEP**

A guide to your benefits

*Retirees age 55 or older with 10 or more years of credited service*

# 2016



## IS THIS GUIDE FOR YOU?

This guide applies to retirees who are age 55 or older and who had 10 or more years of credited service with AEP.

- If you are under age 55 and/or you have less than 10 years of credited service, please refer to the guide “Leaving AEP: A guide for ending employment.”
- If you left the company as a result of a restructuring, downsizing or other arrangement that made you eligible for severance benefits, please refer to the guide “Leaving AEP: A guide to severance benefits,” in addition to this guide.
- If you were a part-time employee, please note that the following plans or programs referenced in this guide are not applicable: life insurance, dependent life insurance, accidental death & dismemberment (AD&D) insurance, the Long-Term Disability (LTD) Plan, personal days off, educational assistance, adoption assistance, the Educational Awards Program and SIRVA Mortgage services.

Every effort has been made to ensure this information is accurate; however, the plans are governed by legal documents and insurance contracts. If there is any difference between the information in this guide and the official plan documents, the plan documents will rule.

This guide is not intended to be a plan document, Summary Plan Description or required notice with respect to any of the plans mentioned. AEP reserves the right to modify, amend, suspend or terminate the plans at any time. Refer to the applicable plan document if there are any questions relating to a specific plan or benefit.

# WELCOME TO RETIREMENT

## STEPS TO A GREAT START

Congratulations! The day you've likely been anticipating for much of your working life is here. Retirement can be one of the most fulfilling and rewarding chapters of your life — especially if you're prepared for it.

As you transition away from your career at AEP, you have important decisions to make. Some of those decisions apply to your health and well-being, such as medical coverage. Others may apply to your financial security, such as your accrued benefits in the AEP System Retirement Plan (AEP Pension Plan) and your account in the AEP Retirement Savings Plan (the 401(k) plan).

This guide will help you prepare for retirement and learn about your AEP retiree benefits. Please read it carefully. If you have any questions, refer to the contact information section of this guide.

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## NEED HELP LOGGING IN?

- Visit [www.ibenefitcenter.com/aep](http://www.ibenefitcenter.com/aep).
- For your initial login to the AEP Benefits Center website, click **Get Started**. You will be asked to provide the last four digits of your Social Security number, last name (including name suffix such as Jr, Sr, II, etc.), date of birth and postal code of your home mailing address. During the registration process, you will create a personalized user name and password, which you will need to provide anytime you return to the website.
- If you need assistance, please call the AEP Benefits Center at 1-888-237-2363 (1-888-AEP-BENE), option 2, between 8 am and 5 pm ET, any business day, and confirm your identity to speak to a representative.



# YOUR ACTION STEPS CHECKLIST

Use this checklist to help you stay organized and take the necessary steps before/after you retire from AEP.

## AEP System Retirement Plan (AEP Pension Plan)

- Advise your manager of your retirement date.**
- Request your retirement kit by visiting [www.ibenefitcenter.com/aep](http://www.ibenefitcenter.com/aep) or by calling 1-888-237-2363, option 2.**
- Consider your pension payment options and make your elections (if you have not done so already):**
  - Review the calculation of your estimated Pension benefit amount as a lump sum, monthly annuity or combination of both. You may also choose to defer your Pension benefit and commence the benefit at a later date (but not beyond the time you reach age 70½).
  - Mark your election on the Payment Option Election form and follow the instructions listed under the option you selected. Include a copy of your birth certificate and, if you are married, your marriage certificate and your spouse's birth certificate. Incomplete forms or missing information may delay the payment of your Pension benefit.

*See pages 4–5 for more information about receiving your Pension benefit.*
- The AEP Benefits Center will process your final Pension benefit calculation and submit direction to pay your Pension benefit.** Review your verification letter for accuracy. If there is a discrepancy, contact the AEP Benefits Center immediately.
- Contact the AEP Benefits Center if you wish to update your pension and/or life insurance beneficiary information.**

## AEP Retirement Savings Plan (401(k) plan)

- Visit [www.aep401k.com](http://www.aep401k.com) or call 1-877-237-4015 to learn about your options for your 401(k) plan account,** including repayment of any outstanding loans. See pages 6 and 7 for more information.
- Visit [www.aep401k.com](http://www.aep401k.com) or call 1-877-237-4015 if you wish to update your beneficiary information.**

## Health & Welfare benefits (medical, dental, vision and life insurance)\*

- Consider your options and make your elections for medical, dental, vision and life insurance, if eligible.**

*See pages 8–13 for more information about your retiree medical, dental, vision and life insurance options.*
- Review your first monthly premium bill for accuracy.** If there is a discrepancy, contact the AEP Benefits Center prior to the bill due date.
- Consider your Health Savings Account (HSA).** If you contributed to an HSA, contact HealthEquity to discuss your options. *See page 11 for more information.*
- Watch for a life and accidental death & dismemberment (AD&D) insurance portability/life insurance conversion letter mailed to your home address.** If you want to port the life and AD&D insurance coverage or convert the life insurance coverage that you do not retain as a retiree, contact Minnesota Life at 1-877-491-5268. Coverage election and payment must occur within 31 days of the date of the letter from Minnesota Life. If you do not receive the letter within a reasonable period of time, please contact Minnesota Life at 1-877-491-5268. *See pages 12–13 for more information.*
- Consider your long-term care.** If you were enrolled in long-term care as an active employee, decide if you want to continue coverage through Direct Billing. *See page 14 for more information.*
- If you or any of your dependents are age 65 or older or eligible for Medicare due to disability, you must enroll in Medicare Parts A and B.** *See page 10 for more information.*

2 \* Your active employee coverage ended on the last day of the month in which you ended your employment with AEP.

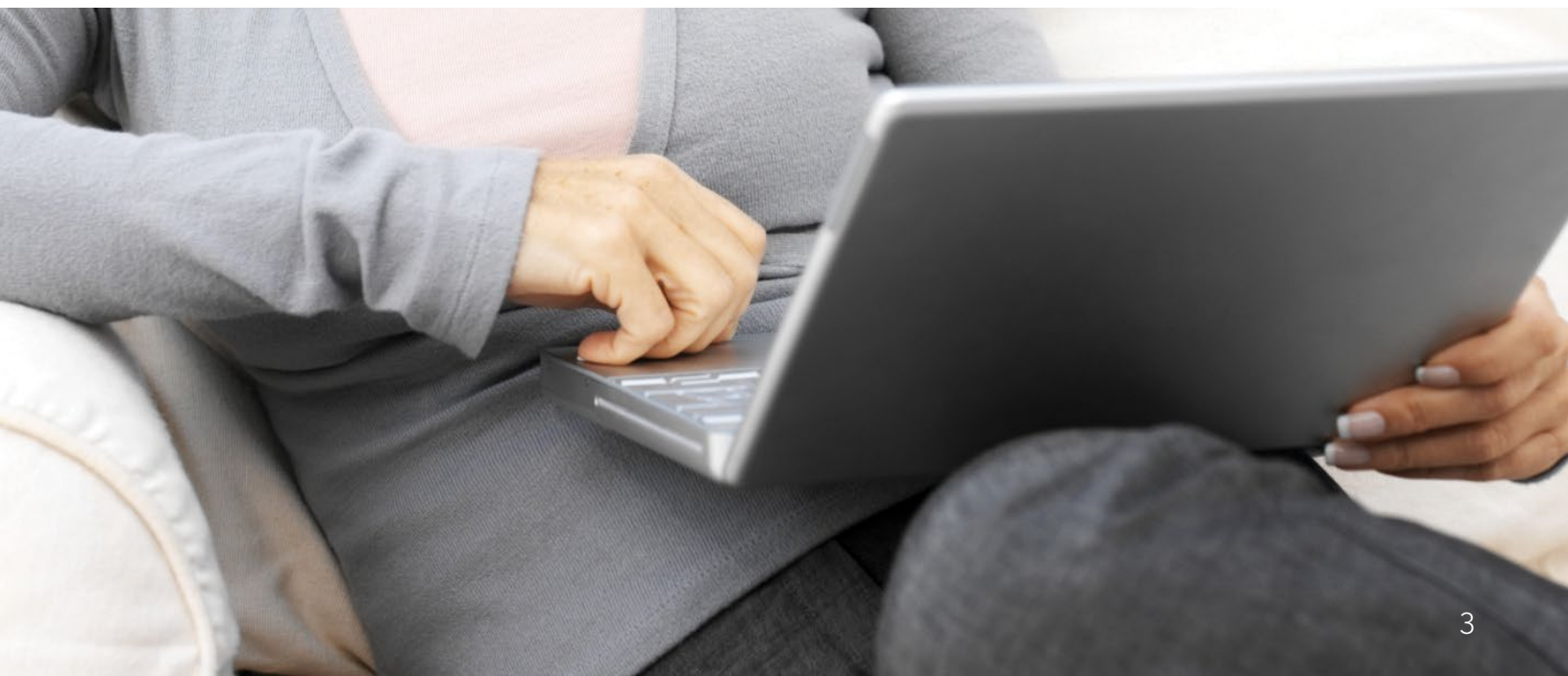
### Other benefits

- Consider continuing auto and home and/or veterinary pet insurance.** If you were enrolled in any of these coverages as an active employee, contact MetLife at 1-800-438-6388 if you wish to continue coverage through Direct Billing from MetLife. *See page 14 for more information.*
- Consider continuing Group Legal Plan coverage.** If you were enrolled as an active employee, contact Hyatt Legal Plans at 1-800-438-6388 if you wish to continue participating in the Group Legal Plan. *See page 14 for more information.*
- You will be informed of any vacation payout, if applicable.** Note that unused personal days off are unpaid if they were not used before your employment ended. *See page 15.*
- Be prepared to make arrangements to pay off any pay advances and to settle your expense accounts, if applicable, as well as to return company property.** *See pages 16–17.*
- If you move, remember to update your address and/or phone number by contacting the AEP Benefits Center at 1-888-237-2363, option 1.** This will ensure you continue to receive important benefits information from AEP.

#### EXECUTIVE BENEFIT PLAN PARTICIPANTS

If you participated in any executive benefit plans, please direct your questions to:

- Supplemental Retirement Savings Plan and Incentive Compensation Deferral Plan – visit [www.aep401k.com](http://www.aep401k.com) or call 1-877-237-4015.
- Long-term Incentive Plan(s) – visit [www.netbenefits.fidelity.com](http://www.netbenefits.fidelity.com) or call 1-800-544-9354.
- SERP – visit [www.ibenefitcenter.com/aep](http://www.ibenefitcenter.com/aep) or call 1-888-237-2363, option 1.





# RETIREMENT PLAN BENEFITS

## AEP PENSION PLAN

The following is a summary of the AEP Pension Plan benefits available to all AEP vested employees. For plan-specific details, such as formulas or early retirement factors, please refer to the AEP Pension Plan Summary Plan Description.

### Watch your mailbox for your kit

If you are vested in the AEP Pension Plan and you have not already requested a retirement kit, you will receive a kit approximately 45 days after your last day of employment. Your retirement kit includes the calculation along with the forms you will need to complete if you want to make a Pension benefit payment election or defer the benefit.

### Take action within 90 days of ending employment

If you have not done so already, you have 90 days following your last day of employment to elect your Pension payment option or to defer commencement of your benefit. If you take no action within 90 days, your pension benefit payment will be considered deferred. Once deferred, you will then have to contact the AEP Benefits Center 90 days in advance of when you wish to commence your Pension benefit payment and request that a new retirement kit be generated before an election can be made. If you decide to defer the payment of your benefit, it is also a good idea to periodically verify or update your Pension benefit beneficiary information.

### Receiving your Pension benefit

Pension benefits are effective the first of the month following the date you ended employment. No benefits are paid out until that date or after, depending on when you choose to commence your benefit.

Your first payment will be paid as soon as practicable upon receipt of appropriately completed paperwork and required documents. If you choose a monthly annuity, subsequent payments will be paid on the first of the month. Annuity checks will be dated the first of the month. Direct deposits will be effective the first of the month. If the first of the month is a weekend or holiday, your bank will determine when your direct deposit is credited to your account.

### AEP Pension Plan participants

If you are a member of the AEP Pension Plan with three or more years of vesting service, you are considered vested in your Pension benefit. You have the right to commence the pension benefit payment that accrued through the date you ended employment. Should that date be a date other than the first day of a month, your payment cannot commence until the first of the following month.

### AEP Pension Plan grandfathered participants

If you remained continuously employed with a Participating AEP Company since January 1, 2001, you are eligible for grandfathering provisions if on December 31, 2000:

- You were a participant in the AEP Pension Plan.
- Or you were in the one-year waiting period for AEP Pension Plan participation.

For grandfathered participants, the benefit under the plan's final average pay benefit formula continued to accrue until December 31, 2010. After December 31, 2010, your monthly normal retirement benefit under the plan will be no less than the final average pay benefit that you earned through December 31, 2010.

On December 31, 2010, final average pay formula benefit accruals ended. This means that your service and pay after December 31, 2010, do not affect the benefits payable to you under the final average pay formula; however, your monthly normal retirement benefit earned under the formula at that time was protected. Your benefit under the cash balance formula, on the other hand, continued to grow after December 31, 2010, with company credits and interest for as long as you worked for a Participating AEP Company. In any case, interest continues to apply to your benefit under the cash balance formula until you begin payment.

Your retirement kit contains calculations of your various payment options under both the final average pay formula and the cash balance formula. The amount payable under the payment option you select will be the greater of the two amounts.

**Note:** A calculation for a grandfathered participant terminating on long-term disability (LTD) status uses the Social Security Covered Compensation (SSCC) for the year in which you are placed on LTD status. For example, if your LTD effective date was in 2001, the SSCC for the year 2001 is used for your Pension benefit calculation as long as you remained on LTD on the date you ended employment. If your LTD terminated before your employment ended, then the current year SSCC was used for your Pension benefit calculation. This may result in a lesser benefit compared to that when terminating from LTD status.

### Disabled AEP Pension Plan participants

If you became disabled while an active employee with a Participating AEP Company, you continued to receive annual interest credits and company credits through August 31, 2013. Effective September 1, 2013, disabled pension plan participants no longer received company credits under the plan; however, interest credits continue to be received.

An election to commence your pension benefit payment or to receive retiree coverage under any of the AEP Health & Welfare plans effectively terminates your right to receive any additional payments under the AEP Long-Term Disability (LTD) Plan.

### CSW Cash Balance Retirement Plan (CSW Pension Plan)

Please note: The Central and South West Corporation Cash Balance Retirement Plan was incorporated into the American Electric Power System Retirement Plan effective December 31, 2008, when the CSW Plan was merged into the AEP Plan. For ease of reference, this summary refers to the CSW Pension Plan as if it continued to be a separate plan.

### CSW Pension Plan participants

If you are a member of the CSW Pension Plan with at least three years of vested service — or you were at least age 55 when you ended employment — you are considered vested in your CSW Pension Plan benefit. This means you have the right to commence the pension benefit payment that has accrued through the date you ended employment.

**Note:** If this date is not the first day of a month, your retirement benefit payment cannot commence until the first day of the following month.

### CSW Pension Plan grandfathered participants

You are eligible for grandfathering provisions under the CSW Pension Plan if on July 1, 1997:

- You were a CSW employee and age 50 or older.
- And you had completed at least 10 years of vesting service.

Grandfathered participants continued to earn a benefit under the plan's prior pension formula, while also earning a benefit under the cash balance formula. When you choose to begin your pension benefit payment, you may elect to receive either the benefit earned under the prior pension formula or the benefit earned under the cash balance formula. Pension benefits that are calculated under the prior pension formula and paid as an annuity receive an annual cost-of-living adjustment based on the Consumer Price Index. The retirement kit provides additional details concerning the payment options available to you.

### Protected prior CSW Pension Plan participants

If you began participating in the CSW Pension Plan before July 1, 1997, the benefit you earned under the prior pension plan as of July 1, 1997, (the date the plan was changed to a cash balance plan) is protected by law. This means that if your prior pension formula benefit is greater than your cash balance benefit, you will receive the prior pension formula benefit. The prior pension formula benefit, when calculated as a monthly annuity, includes any early retirement and spousal subsidies you were entitled to receive under the prior pension formula and an enhanced cost-of-living adjustment. The lump-sum value of your prior pension formula benefit does not contain these subsidies or the enhanced cost-of-living adjustment.

# RETIREMENT PLAN BENEFITS (CONTINUED)

## AEP RETIREMENT SAVINGS PLAN (401(K) PLAN)

### IMPORTANT TAX INFORMATION

You may wish to consult with a tax or financial advisor before deciding how to handle your account balance in the 401(k) plan, since your actions can have significant financial implications. Read the retirement savings plan "Special Tax Notice with Roth Addendum" for detailed information about the tax rules associated with qualified plan distributions. The notice is available at [www.aep401k.com](http://www.aep401k.com) under Forms and Publications, or by calling 1-877-237-4015.

### Your options for your 401(k) plan account balance

Your options will depend on your account balance, as outlined below. **Note:** After your employment ends, there is a 30-day period before a distribution can be processed.

#### If your account balance is \$1,000 or less

Your money may not remain in the 401(k) plan. You may:

- **Directly roll over your money to an individual retirement account (IRA) or another qualified plan to preserve its tax-deferred status.** Rollovers must be elected within 90 days following the end of the month in which your employment ended by or visiting [www.aep401k.com](http://www.aep401k.com) or calling 1-877-237-4015.
- **"Cash out" your account by taking no action within 90 days.** If you do not elect a direct rollover within 90 days, approximately four months after your employment ends, you will receive a check for the amount of your account balance, minus 20% mandatory federal income tax withheld. You may also be subject to a 10% early withdrawal penalty if you're under age 59½.\* The check will be mailed to your address on record. By January 31 of the year following your distribution, you will receive a Form 1099-R stating the total distribution amount and its taxable and nontaxable portions. You will need to report the distribution on your income tax return.

\* The 10% early withdrawal penalty does not apply to payments made after you separate from service, if you will be at least age 55 in the year of your separation of employment.

#### A NOTE ABOUT ROTH 401(K) BALANCES

All Roth 401(k) account balances will be considered separately when deciding whether that portion of your account meets the \$1,000 or the \$5,000 distribution thresholds. This means that the Roth 401(k) portion of your balance may be subject to either the mandatory cash-out or the automatic rollover distribution rules while the non-Roth 401(k) portion of your account may not, or vice versa.



#### If your account balance is between \$1,000 and \$5,000

Your money may not remain in the 401(k) plan. You may:

- **Directly roll over your money to an IRA or another qualified plan to preserve its tax-deferred status.** Rollovers must be elected within 90 days following the end of the month in which your employment ended by visiting [www.aep401k.com](http://www.aep401k.com) or calling 1-877-237-4015.
- **Allow your money to be automatically rolled into an IRA by taking no action within 90 days.** If you do not elect a direct rollover within 90 days, your total account balance will be automatically rolled over to an IRA, with the IRA provider selected by AEP. You will receive additional information if this process applies to your account.
- **Apply for a distribution** in the form of a lump-sum or partial payment (federal income tax will apply, and you may also be subject to a 10% early withdrawal penalty if you're under age 59½). To do so, visit [www.aep401k.com](http://www.aep401k.com) or call 1-877-237-4015.

#### If your account balance is more than \$5,000

You may:

- **Directly roll over your money to an IRA or another qualified plan to preserve its tax-deferred status.** To do so, visit [www.aep401k.com](http://www.aep401k.com) or call 1-877-237-4015.
- **Leave your money in the 401(k) plan** (note that you may no longer contribute to your account). If you choose to defer payment of your account balance, you can do so until April 1 of the year following the year in which you turn age 70½, at which time required minimum distributions (RMDs) must begin, as mandated by the IRS.
- **Apply for a distribution** in the form of a lump-sum or partial payment (federal income tax will apply, and you may also be subject to a 10% early withdrawal penalty if you're under age 59½). To do so, visit [www.aep401k.com](http://www.aep401k.com) or call 1-877-237-4015.



## AEP stock distributions

You may elect to have your applicable 401(k) plan balance in the AEP Stock Fund paid to you in-kind. To request an in-kind distribution of AEP stock, call 1-877-237-4015. If you request to roll over your distribution, you must provide the name of the institution, your account number and Depository Trust Company (DTC) number for the receiving financial institution at the time of your distribution request (the DTC is the clearinghouse for electronic security transfers).

There are special rules regarding payments from the 401(k) plan that include AEP stock that may affect your taxes and rollover decisions. Read the section regarding employer stock of the "Special Tax Notice with Roth Addendums" referenced on the previous page for a more detailed explanation of these rules and how they can affect your distribution choices.

## Outstanding 401(k) plan loans

If you have an outstanding loan, read this section carefully.

### Options for your outstanding loan balance(s):

- Your loan(s) can be recalculated to a monthly payment. You can continue to make your scheduled payments via electronic deduction from your bank account, or you may send manual checks. Call 1-877-237-4015 and talk to a representative to review your options.
- You may pay off your loan(s) in full. To obtain your loan payoff amount(s), visit [www.aep401k.com](http://www.aep401k.com) or call 1-877-237-4015. If you choose to pay off your outstanding loan balance(s):
  - Your payment must be made with a cashier's check, certified check or money order — personal checks will not be accepted. It should be made payable to "Trustee of the AEP System Retirement Savings Plan."
  - Place the words "FBO" [insert your name and Social Security number] on the "Memo" line of the check. "FBO" means "for benefit of."
  - **Mail your payment to:**  
EMPOWER Retirement  
PO Box 419784  
Kansas City, MO 64141-6784

### Important considerations about your outstanding loan balance(s):

- Full payment must be received before you request a distribution of your account. If you do not pay off your loan before you request a distribution, it is considered defaulted, and you will owe federal income tax on the outstanding balance, as well as a 10% early withdrawal penalty if you are under age 59½.\*
- Once you request a lump-sum distribution from your 401(k) plan account, you no longer qualify for loan repayment. Your outstanding loan balance(s) will be offset against your account balance prior to the lump-sum distribution.
- If you choose to defer payment of your 401(k) plan account balance and do not sign up for electronic deduction from your bank account for your loan payments, your loan will be considered due in 90 days. Likewise, if you choose to defer payment of your retirement savings account balance and do not submit payment(s), your loan will be considered due in 90 days.
- If you do not make any loan payments after your employment ends, you will receive default notices for your outstanding loan balance(s) until the loan(s) payments are brought current or an actual loan default occurs.

\* *The 10% early withdrawal penalty does not apply to payments made after you separate from service, if you will be at least age 55 in the year of your separation of employment.*

### CONTACT EMPOWER RETIREMENT

To contact an EMPOWER Retirement representative, call 1-877-237-4015 between 8 am and 9 pm ET, Monday through Friday. The TDD number for participants with a hearing impairment is 1-800-345-1833.





# HEALTH & WELFARE BENEFITS

(MEDICAL, DENTAL, VISION AND LIFE INSURANCE)

## CONTINUATION OF RETIREE HEALTH & WELFARE BENEFITS

AEP currently offers retiree Health & Welfare benefits (employees hired after January 1, 2014, are not eligible). These benefits currently include retiree medical, dental, vision and life insurance. Please refer to the table below for important eligibility and participation information. You are eligible for retiree Health & Welfare benefits if at the time you leave AEP you are at least age 55 and have at least 10 years of service.

Participating in AEP's Retiree Health & Welfare Benefits			
Insurance	Who can elect it?	When must you elect it?	How do you elect it?
<b>Medical</b>	An eligible retiree may elect AEP retiree medical coverage (even if you did not have this coverage as an active employee).	Currently, you are not required to elect retiree medical coverage upon ending employment to remain eligible for this coverage at a later date; however, if you decline retiree medical coverage upon retirement, your future enrollment opportunities will be limited to Annual Enrollment or within 31 days of a qualified change in family status.	Enroll by visiting <a href="http://www.ibenefitcenter.com/aep">www.ibenefitcenter.com/aep</a> . Click "Enroll Now." You must enroll within 31 days of the date your employment ended. You can also enroll by calling the AEP Benefits Center at 1-888-237-2363, option 1 or 2.
<b>Dental</b>	An eligible retiree may elect AEP retiree dental coverage (even if you did not have this coverage as an active employee).	If you wish to participate in retiree dental, you must elect it upon ending employment. If you decline retiree dental coverage when ending employment, you lose your eligibility permanently, and you will <b>not</b> be able to re-enroll at a later date.	
<b>Vision</b>	An eligible retiree may elect AEP retiree vision coverage (even if you did not have this coverage as an active employee).	Currently, you do not need to elect retiree vision coverage upon ending employment to remain eligible for this coverage at a later date; however, if you decline retiree vision plan coverage upon retirement, your future enrollment opportunities will be limited to Annual Enrollment or within 31 days of a qualified change in family status.	
<b>Life</b>	You may elect retiree life insurance coverage only if you carried group life insurance coverage as an active employee. <b>Note:</b> Employees who were hired or rehired on or after January 1, 2011, are not eligible for retiree life insurance.	If you wish to participate in retiree life insurance, you must elect it upon ending employment. If you waive retiree life insurance coverage when ending employment, you lose your eligibility permanently, and you will not be able to re-enroll at a later date.	

## ELECTING, DEFAULTING INTO AND PAYING FOR RETIREE HEALTH & WELFARE BENEFITS

To elect your retiree Health & Welfare benefits, visit [www.ibenefitcenter.com/aep](http://www.ibenefitcenter.com/aep). Click "Enroll Now." You must enroll within 31 days of the date your employment ended. If you do not enroll online within 31 days, **we will assume that you choose to continue the coverages that you had as an active employee, and you will be billed monthly premiums for retiree coverage as applicable.** This procedure allows you to continue your benefits uninterrupted.

### If you were age 65 or older when you retired

If you were age 65 or older when you retired, and enrolled in an AEP medical plan, you will be defaulted into the Aetna Maintenance of Benefits (MOB) Plan option. This election will remain in effect unless you elect the Aetna Coordination of Benefits (COB) Plan option during enrollment or choose to waive medical coverage.

**Note:** If you are over age 65 and Medicare-eligible but your eligible dependent is under age 65, you both will be covered by an age-65-and-older medical option. As a result, your eligible dependent will be subject to the same medical plan provisions (other than prescription drug) as you (such as reasonable and customary limits), but Medicare will not be primary for your eligible dependent's claims. There is no in- or out-of-network component for claims for under-age-65 eligible dependents.

### Making premium payments

- **If you elect payment of your AEP System Retirement Plan benefit as a monthly annuity**, your retiree Health & Welfare benefit premiums will be deducted from your Pension benefit check, if possible (unless billing is requested); however, for the first two to three months of premiums, bills will be manually sent to you (due to annuity processing schedules at The Bank of New York Mellon).
- **If you elect a lump-sum payment or deferral of your AEP System Retirement Plan benefit**, you will receive a monthly billing statement for your current month's retiree Health & Welfare benefit premiums that will be payable the first of the following month, as indicated on your statement.
- **Failure to remit premium payments in a timely manner will result in loss of coverage.** You may not have an opportunity to re-enroll in that coverage, or if you do, the coverage may not be effective until the following plan year.

## AEP SYSTEM COMPREHENSIVE MEDICAL

Active employee coverage ends on the last day of the month in which your employment with AEP ended. The plan pays for eligible medical and prescription claims incurred through that date, as long as the claim is filed within one year from the date of service; however, your coverage will continue uninterrupted if you elect AEP retiree medical coverage at retirement.

### Electing AEP retiree medical coverage

Your medical premiums will be based upon your age and years of service as well as the medical plan option you elect as of your retirement date, unless you are a grandfathered participant. If you do not elect retiree medical coverage when ending employment, you may still elect coverage in the future — either during Annual Enrollment or within 31 days of a qualified change in family status. As long as you remain eligible, you will receive Annual Enrollment information each fall that describes benefit or premium changes for the coming plan year.

### Continuation of coverage under COBRA

Continuation of coverage through the Consolidated Omnibus Budget Reconciliation Act (COBRA) will be made available to any individual for whom AEP retiree coverage is not elected. Generally, the COBRA premium rate is 100% of the total cost plus a 2% administrative fee for a total of 102%. A notification letter and election form will be mailed to your home, explaining your rights and the options available to you.

### Health insurance marketplace coverage

There may be other coverage options for you and your family. Now that the key parts of the health care law have taken effect, you are able to buy coverage through the health insurance marketplace. In the marketplace, you could be eligible for a new kind of tax credit that lowers your monthly premiums right away, and you can see what your premium, deductible and out-of-pocket costs will be before you make a decision to enroll. To find out more, visit [www.healthcare.gov](http://www.healthcare.gov).

### ID cards

You will receive new medical plan ID cards within a few weeks following your enrollment in retiree medical benefits. For some plans, a separate prescription drug ID card may also be provided. Once you receive a new ID card, you should destroy the old card.

## HEALTH & WELFARE BENEFITS (CONTINUED)

### Medicare

**Upon retirement, once eligible for Medicare, it is critical that you and any Medicare-eligible dependents enroll in Medicare Part A and Medicare Part B, because Medicare becomes the primary payer of medical claims even if you or your Medicare-eligible dependents are under age 65. Also, benefits under the AEP retiree medical plan option that you elect are reduced based on benefits available under Medicare Part A and Medicare Part B, regardless of whether you actually enroll in Medicare.**

IMPORTANT: YOU MUST TAKE ACTION IF YOU CURRENTLY HAVE MEDICARE PART A



If you or your applicable dependents currently have Medicare Part A, your retirement from AEP is considered a qualifying event for you or your Medicare-eligible dependents to enroll in Medicare Part B coverage. This means you need to immediately contact the Medicare office to enroll in Medicare Part B, or you could incur penalties.

### AEP DENTAL

Active employee coverage ended on the last day of the month in which your employment with AEP ended. The plan pays for eligible dental claims incurred through that date, as long as the claim is filed within one year from the date of service; however, your coverage will continue uninterrupted if you elect AEP retiree dental benefits at retirement.

### Electing AEP retiree dental coverage

Electing retiree dental coverage is a one-time opportunity. If you do not elect retiree dental coverage when ending employment, you (or your survivor) will not be eligible to elect coverage at a later date. If you do elect retiree dental and it is cancelled at any time, it will no longer be offered.

As long as you remain eligible, you will receive Annual Enrollment information each fall that describes benefit or premium changes for the coming plan year.

### Continuation of coverage under COBRA

COBRA continuation of coverage will be made available to any individual for whom AEP retiree coverage is not elected. Generally, the COBRA premium rate is 100% of the total cost plus a 2% administrative fee for a total of 102%. A notification letter and election form will be mailed to your home, explaining your rights and the options available to you.

### EYEMED COMPREHENSIVE VISION CARE

Active employee coverage ended on the last day of the month in which your employment with AEP ended. The plan pays for eligible vision care claims incurred through that date, as long as the claim is filed within one year from the date of service.

### Electing AEP retiree vision coverage

AEP retiree vision coverage is available at the full cost of the coverage. If you do not elect retiree vision coverage when ending employment, you may still elect coverage in the future — either during Annual Enrollment or within 31 days of a qualified change in family status.

### Continuation of coverage under COBRA

Any individual that you covered while an active employee will be offered COBRA continuation of coverage should you elect not to cover the individual as a retiree. Generally, the COBRA premium rate is 100% of the total cost plus a 2% administrative fee for a total of 102%. A notification letter and election form will be mailed to your home, explaining your rights and the options available to you.

## HEALTH CARE FLEXIBLE SPENDING ACCOUNT (HCFA)

Coverage ended on the last day of the month in which your employment with AEP ended. You may claim expenses incurred prior to your coverage termination date up to the full annual election amount.

If you have an HCFA debit card, it was deactivated effective on your last day of employment. Eligible claim expenses incurred on or before the date you ended employment and prior to your coverage end date, up to the full annual election amount, may be submitted for reimbursement by completing a claim form and supplying the documentation of the eligible expense. Any HCFA balance in excess of \$500 for which claims have not been received by the vendor by March 31 of next year may be forfeited.

### Continuation of coverage under COBRA

Participation in the HCFA can be continued under COBRA for the remainder of the calendar year in which your employment ended, if you have not been reimbursed more than you have contributed up to your last day of employment. If you have contributions left in your account, COBRA allows you to continue contributions on an after-tax basis until the end of the current plan year. If you elect COBRA, you will be able to submit claims incurred after your coverage end date through the end of the current plan year.

A notification letter and election form will be mailed to your home, explaining your rights and the options available to you. You may submit claims incurred during the remainder of the plan year by completing a paper claim form and submitting documentation of the eligible expense. The debit card option is not available through COBRA.

## DEPENDENT CARE FLEXIBLE SPENDING ACCOUNT (DCFA)

Coverage ended on the last day of the month in which your employment with AEP ended. You cannot contribute to the spending account after the pay period in which you ended your employment; however, you may continue to file claims for reimbursement of eligible expenses incurred during the remainder of the plan year, up to the total of the balance in the account. Any balance for which claims have not been received by the vendor by March 31 of the following year will be forfeited.

## HEALTH SAVINGS ACCOUNT (HSA)

The HSA is non-forfeitable and portable, meaning you take it with you when you leave AEP; however, your pre-tax contributions to your HSA are stopped after the pay period in which your employment with AEP ended.

You may continue to make after-tax deposits to your HSA, up to the applicable limit, provided you remain eligible (for example, you are enrolled in and covered exclusively by a qualifying high deductible health plan). Otherwise, you may:

- Keep your HSA open with HealthEquity and continue to withdraw funds as you see fit, including payment for current and future eligible expenses as defined by the IRS.
- Or close your HSA and receive any remaining funds, which may be subject to tax penalties and an account closure fee.
- Or transfer your HSA balance to a new administrator with no tax implications.

If you decide to keep your HSA at Health Equity, the Health Equity HSA monthly administration fees will become your responsibility if you leave your account open after you leave AEP.

CONTACT HEALTHEQUITY  
1-877-713-7712  
[www.healthequity.com](http://www.healthequity.com)



## HEALTH & WELFARE BENEFITS (CONTINUED)

### RETIREE REIMBURSEMENT ACCOUNT (RRA)

If you were enrolled in the Anthem HRA Plan as an active employee immediately prior to retiring, and you are age 65 or older when you retire from AEP, you may be eligible for an RRA. If you have unused Health Reimbursement Account (HRA) dollars 90 days after your Anthem HRA Plan coverage ends, the money remaining in your HRA will be automatically converted to an RRA administered by Aetna. You will receive a welcome letter from Aetna with more details. You can also refer to your Comprehensive Medical Plan for Retiree and Surviving Dependents Age 65 and Older booklet, available on [www.ibenefitcenter.com/aep](http://www.ibenefitcenter.com/aep) or by calling the AEP Benefits Center at 1-888-237-2363.

### LIFE INSURANCE

Active employee coverage ended on the last day of the month in which your employment with AEP ended; however, if you die within 31 days of ending your employment, the plan will provide a death benefit in the amount of the insurance you would have been eligible to convert under the terms of the policy.

As a retiree, life insurance coverage of \$30,000 will automatically continue to be provided by AEP at no cost to you, provided you were hired or rehired prior to January 1, 2011. You may continue any life insurance coverage you had as an active employee over the company-provided retiree life insurance coverage into retirement through approved portability/conversion. It is a good idea to periodically verify or update your life insurance beneficiary information by contacting the AEP Benefits Center.

When you ended employment, you may have been eligible to continue your group term life and accidental death & dismemberment (AD&D) insurance under the portability provision or to convert your group term life to an individual life insurance policy. You may also have been eligible to port your dependents' life insurance in effect on your portability date. You did not have to be actively at work on the last day of employment with AEP to be eligible for portability.

Portability allows you to continue coverage by paying the applicable premiums directly to the insurance company.

Please note: The life insurance provider's portability rates are not the same as the rates active employees pay for coverage that is available under the AEP Life and Accidental Insurance Plan. In general, portability rates are higher than the AEP life insurance plan rates.

You may also be eligible to convert your life insurance coverage. Under the conversion option, you can purchase any individual life policy then customarily issued by Minnesota Life for purposes of conversion up to the amount of the life coverage lost under the AEP group plan. Rates are significantly higher than group rates. Premiums are paid directly to the insurance carrier.

Minnesota Life Insurance Company will send you a letter about porting your life and AD&D insurance coverage or converting your life insurance coverage. Upon receipt of the letter, you may contact Minnesota Life at 1-877-491-5268 to discuss your options to continue coverage through portability or conversion and to obtain the necessary forms. Coverage election and payment must occur within 31 days of the date of the letter from Minnesota Life. If you do not receive this letter within a reasonable period of time, please contact Minnesota Life.

**Note:** If you were age 50 or older with 10 or more years of service as of December 31, 2000, and during the 2001 Annual Enrollment period elected to continue life insurance under the prior plan, or if you had not returned to active work since December 31, 2000, your life insurance coverage and some plan provisions may differ from those outlined in this guide. Refer to the AEP Life Insurance Summary Plan Description for details of your coverage at retirement.

**Electing life insurance at retirement is a one-time opportunity.** If you choose to remain under the prior plan at retirement, you may not change to a different life insurance plan at a later date.



## DEPENDENT LIFE INSURANCE

Coverage ended on the last day of the month in which your employment with AEP ended. If you are eligible and elect to port your life insurance coverage, you may also elect to port your covered spouse's or domestic partner's and/or covered dependent child(ren)'s insurance in effect on your portability date. If you do port some or all of your life insurance coverage (minimum portable amount of \$10,000):

- You may port your spouse's or domestic partner's dependent (spousal) life insurance and AD&D insurance coverage up to the amount that he or she had in effect on your portability date, not to exceed \$500,000.
- You may port \$10,000 of dependent (child) life insurance coverage.

If a dependent is **not** eligible for portable coverage, or if it is your preference, you may convert your dependent life insurance coverage to an individual policy. You do not need to convert your life insurance to convert your dependent life coverage. AD&D coverage is not convertible.

If you do **not** elect to port some portion of life insurance:

- You are not eligible to port your spouse's or domestic partner's and/or child(ren)'s dependent life or AD&D insurance coverage.
- You may convert your dependent life insurance coverage.
- And AD&D insurance coverage ends.

## ACCIDENTAL DEATH & DISMEMBERMENT (AD&D) INSURANCE

Coverage ended on the last day of the month in which your employment with AEP ended. Basic, supplemental and dependent AD&D insurance coverage may be ported if you or your covered dependent(s) are eligible for and elect to port your life insurance.

Minnesota Life Insurance Company will send you a letter about porting your life and AD&D insurance coverage or converting your life insurance coverage after the end of the month in which your coverage terminates. Upon receipt of the letter, you may contact Minnesota Life at 1-877-491-5268 to discuss your options to continue coverage through portability and to obtain the necessary forms. You must complete and submit the necessary forms to port your AD&D insurance coverage to Minnesota Life and pay the premium within 31 days after group coverage is lost.

### Portability requirements

If you decide to port some or all AD&D insurance, please note the following guidelines:

- You must port some portion of your life insurance coverage to port your AD&D insurance coverage.
- Your minimum portable amount of AD&D insurance is \$10,000.
- Your maximum portable coverage is \$1 million in combined life insurance and AD&D coverage.
- You can port supplemental AD&D insurance without having to port basic AD&D insurance.
- The ported basic AD&D insurance coverage amount cannot exceed the amount of ported life insurance coverage elected.
- You must elect to port AD&D insurance coverage for yourself in order to apply for dependent AD&D portability insurance coverage.
- You may port 100% of your spouse's or domestic partner's life insurance and AD&D insurance amount on your portability date to a maximum of \$500,000.
- Conversion is not an option for AD&D insurance.

## HEALTH & WELFARE BENEFITS (CONTINUED)

### LONG-TERM DISABILITY (LTD) PLAN

Coverage ended when your employment with AEP ended.

### LONG-TERM CARE

If you were enrolled in a long-term care plan through Prudential, any long-term care premiums through automatic payroll deduction stopped with your last paycheck. Within six weeks of your last payroll deduction, Prudential will send you a letter regarding your policy. You will then have 60 days from the date of that letter to pay your premiums. You will pay the same group rate if you elect to continue your coverage. Once your coverage is ported, you will not be able to enroll additional family members.

CONTACT PRUDENTIAL REGARDING  
LONG-TERM CARE  
1-800-732-0416



### GROUP LEGAL PLAN

Coverage ended on the last day of the month in which your employment with AEP ended; however, within 30 days of ending employment, you may choose to port and continue the Group Legal Plan for 30 months. After you contact MetLife/Hyatt Legal (see contact information below), Hyatt Legal will send you a bill for \$457.50 — which is 30 months of service — to be paid up front (\$15.25 x 30). This is a one-time option and cannot be renewed.

CONTACT METLIFE/HYATT LEGAL  
Hyatt Legal Plans  
1111 Superior Avenue, Suite 800  
Cleveland, OH 44114  
1-800-438-6388



### AUTO AND HOME GROUP INSURANCE

You may continue participating in auto and home insurance but on a direct-bill basis; however, some of the group discounts may be lost. For more information, contact MetLife within 30 days of ending employment.

CONTACT METLIFE REGARDING  
AUTO AND HOME INSURANCE  
1-800-438-6388



Insurance consultants are available during the following hours:

- Monday through Thursday, 8 am to 11 pm ET.
- Friday, 8 am to 10 pm ET.
- Saturday, 9 am to 5 pm ET.

### PET INSURANCE

You may continue participating in veterinary pet insurance but on a direct-bill basis. For more information, contact MetLife within 30 days of ending employment.

CONTACT METLIFE REGARDING  
PET INSURANCE  
1-800-438-6388



Insurance consultants are available during the following hours:

- Monday through Thursday, 8 am to 11 pm ET.
- Friday, 8 am to 10 pm ET.
- Saturday, 9 am to 5 pm ET.





## UNUSED TIME OFF

### Vacation

Unused current year's vacation, including vacation days deferred from the previous year, if any, will be paid in your final paycheck via direct deposit or mailed to your mailing address on file if you did not elect direct deposit.

Certain grandfathered eligible employees hired prior to January 1, 2000, and actively at work during the current year may receive a prorated vacation payout in accordance with the vacation policy.

If you elected to purchase vacation through the Purchased Vacation Program and you did not use all of your purchased vacation by the time your employment ended, you will be refunded the amount deducted from your pay for vacation that was purchased but not taken.

If an employee purchases and takes vacation, then terminates employment without fully paying for the vacation, the amount owed to the company will be deducted from the employee's final pay, except as prohibited by state law. Similarly, an employee who is placed on LTD status and has taken purchased vacation but has not fully paid for it will be required to repay the company for any amount owed.

### Personal days off

You will not be paid for any personal days off, if eligible, that you did not use prior to ending employment.



## WORK/LIFE PROGRAMS

### Educational assistance

If you received educational assistance within the 12-month period immediately preceding ending your employment, you will be required to repay this tuition assistance.

### Adoption assistance

You will qualify for reimbursement as outlined within the plan if the adoption decree date is on or before the last day of employment with AEP. Refer to plan information for other eligibility and processing requirements or contact your local HR for additional information. This is a taxable benefit.

### Service awards

You are not eligible to receive a service award once your employment ends.

### Wellness plan incentive

An employee, or employee's spouse or domestic partner, who met one or more wellness plan incentive requirements and voluntarily terminates his or her employment prior to the incentive payout for the wellness plan year is not eligible to receive the incentive payout.

An employee, or employee's spouse or domestic partner, who met one or more wellness plan incentive requirements and who is involuntarily severed prior to the incentive payout for the wellness plan year is eligible to receive an incentive payout. Payouts for a wellness plan year are generally made during the month of March of the following year.

### AEP Educational Award Program

If your dependent is a current recipient of an AEP Educational Award scholarship grant, he or she will remain eligible as long as he or she continues to meet program guidelines — even after your employment ends.

### Financial planning

Financial planning tools are available to AEP Retirement Savings Plan participants at [www.aep401k.com](http://www.aep401k.com).

### SIRVA Mortgage services

You are not eligible to access SIRVA Mortgage lending services following your retirement; however, your retirement has no impact on existing mortgages obtained through SIRVA Mortgage services prior to your retirement.



# WRAPPING UP: FINAL PAYMENTS AND MISCELLANEOUS

## Expense accounts

You qualify for reimbursement of eligible expense account items and other miscellaneous expenses normally reimbursed, if processed prior to your retirement.

## Company equipment

Prior to your retirement, you should have returned your company ID, access badges, secured access ID (for remote computer access) and corporate credit cards to the Human Resources Department. Company equipment, including cell phone, laptop/laptop printer/corresponding manuals, tools, etc., should have been returned to your department.

## Final paycheck, insurance contributions and time reporting

Your final pay will include earnings through the date you ended employment, as well as your vacation payout if applicable, and will be direct deposited in your banking account(s) or mailed to your mailing address on file with AEP if you did not elect direct deposit.

If you received a pay advance in April 2001, when the company transitioned from a semimonthly to a biweekly pay cycle, you will have the advanced amount deducted from your final pay.

All applicable remaining insurance deductions will be taken from the final paycheck when sufficient funds exist. If sufficient funds do not exist in your final pay, you will be billed for all applicable remaining insurance deductions.

## Direct deposit

If you are on direct deposit, the direct deposit will be canceled after all payments have occurred. Checks issued later for any other type of payment will not be direct deposited, but will be mailed to your mailing address on file with AEP.

## Incentive Compensation Program (ICP)

Participants may be eligible for an ICP award if their employment with AEP ended during the plan year.

## Charitable contributions

Charitable contributions, such as United Way, will be deducted from your final paycheck unless it is the third paycheck of the month or there are insufficient funds in your final paycheck to cover them.

## Parking fees

Deductions or refunds for parking fees, if applicable, will normally be processed on your final pay.

## Court orders, garnishments and/or IRS withholding

If applicable, HR Operations Payroll will notify the court of your separation from the company in accordance with the applicable court order — usually within 10 days of ending employment.

### VISIT THE AEP RETIREE WEBSITE

Stay informed with AEP's retiree website, [www.aepretirees.com](http://www.aepretirees.com). You'll find articles on a variety of topics such as the energy industry, retiree benefits, human interest stories on fellow retirees, obituary listings, historical photographs, important announcements and much more.



### W-2 tax form

HR Operations Payroll will issue your W-2(s) for wages earned while on the AEP payroll. The W-2 will be mailed to your mailing address on file with AEP prior to January 31 of the following year, at the time of W-2 generation. Therefore, you are encouraged to notify the AEP Benefits Center of any changes to your mailing address that may occur. You should also provide a daytime phone number to assist the company if there is a need to contact you.

### Social Security

You can obtain information regarding your eligibility or application for Social Security benefits by calling 1-800-772-1213, going to your local office of the Social Security Administration or visiting [www.ssa.gov](http://www.ssa.gov).

### Medicare

Most Americans age 65 or older are eligible for Medicare, the health program currently offered by the US government. Visit [www.medicare.gov](http://www.medicare.gov) for more information.

If you remain eligible for AEP medical benefits, you will receive, approximately two months prior to your eligibility for Medicare, a notice advising you of the need to select a new medical plan for age 65 and older participants. Based upon your plan election, the new medical plan will provide either Medicare Coordination of Benefits (COB) or Medicare Maintenance of Benefits (MOB). More information will be provided to you at the time of your election.

Once eligible for Medicare, it is critical that you enroll in Medicare Part A and Medicare Part B, since benefits under the AEP Medicare COB and AEP Medicare MOB plans are reduced based on benefits available under Medicare Part A and Medicare Part B — regardless of whether you actually enroll. Therefore, it is important that you and any Medicare-eligible dependents enroll in Medicare Part B as soon as you are eligible. If you become eligible for Medicare prior to turning age 65, please contact the AEP Benefits Center as soon as possible at 1-888-237-2363, option 1.

If you are an over-age-65 AEP retiree covered by an AEP medical plan — or if you are an over-age-65 AEP retiree with an over-age-65 spouse/domestic partner and you are both covered by an AEP medical plan — your prescription drug coverage will change to a group-based, company-sponsored Medicare Part D plan administered by Express Scripts Medicare. AEP will automatically enroll you in this coverage if you elect one of the AEP over-age-65 medical plan options. If you decide not to enroll in this plan, or if you enroll in a Medicare Part D plan on your own, you will lose your AEP-provided medical and prescription coverage.

### Personal contact information changes

To ensure that you continue to receive important communications about your continuing benefits or other important information, contact the AEP Benefits Center at 1-888-237-2363 should any of your personal contact information change.



# CONTACT INFORMATION\*

Benefit	Provider	Phone number	Website
AEP System Retirement Plan (Pension Plan)	AEP Benefits Center	1-888-237-2363, option 1	<a href="http://www.ibenefitcenter.com/aep">www.ibenefitcenter.com/aep</a>
AEP Retirement Savings Plan (401(k) plan)	EMPOWER Retirement	1-877-237-4015	<a href="http://www.aep401k.com">www.aep401k.com</a>
Medical	Anthem FirstCare HMO Plan	1-877-585-9572 1-800-884-4901	<a href="http://www.anthem.com">www.anthem.com</a> <a href="http://www.firstcare.com">www.firstcare.com</a>
Prescription drug	Express Scripts Express Scripts Medicare	1-800-841-3045 1-877-703-7344	<a href="http://www.express-scripts.com">www.express-scripts.com</a>
Dental	Aetna	1-800-243-1809	<a href="http://www.aetna.com">www.aetna.com</a>
Vision	EyeMed	1-866-723-0513	<a href="http://www.eyemedvisioncare.com">www.eyemedvisioncare.com</a>
Behavioral health	Magellan Health	1-877-705-4357	<a href="http://www.magellanhealth.com">www.magellanhealth.com</a>
Flexible Spending Accounts (FSAs) and Health Savings Account (HSA)	HealthEquity	1-877-713-7712	<a href="http://www.healthequity.com">www.healthequity.com</a>
Life insurance	Minnesota Life Insurance Company	1-877-491-5268	No website available
Long-term care insurance <i>Note: This plan was closed to new participants starting June 30, 2013.</i>	Prudential Aetna	1-800-732-0416 1-800-537-8521	No website available <a href="http://www.aetna.com/group/aep">www.aetna.com/group/aep</a>
Group Legal Plan Auto and Home Group Insurance Pet insurance	MetLife	1-800-438-6388	<a href="http://www.metlife.com/mybenefits">www.metlife.com/mybenefits</a>
Mortgage program	SIRVA	1-800-531-3837	<a href="http://www.sirvamortgage.com/aep">www.sirvamortgage.com/aep</a>
AEP stock	AEP Investor Relations	1-800-237-2667	<a href="http://www.aep.com">www.aep.com</a>
General benefit inquiries	AEP Benefits Center	1-888-237-2363, option 1	<a href="http://www.ibenefitcenter.com/aep">www.ibenefitcenter.com/aep</a>

\* This is a list of possible provider contact information. It does not imply you are a participant of each plan.