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# Welcome

## Better together

As a Truist teammate, I believe you're here because you don't settle for "good enough." You aspire for better. And you're not alone. It's that relentless pursuit that lies behind our shared purpose, mission, and values. It drives us, and we boldly believe in the power of what we can achieve together.

Better is working with a team that works together to inspire and build better lives and communities. Better is being part of an organization whose purpose aligns with your personal "why." Better is contributing to an inclusive and diverse culture where you're empowered to learn, grow, and have a meaningful career; and that provides top-notch benefit and total rewards programs to help you thrive. Better is collaborating and creating in a passion-filled, caring, and innovative workplace.

This handbook will give you a deeper understanding of our culture and what it means to be a Truist teammate. It lays the foundation for the expectations and behaviors that align with our purpose, mission, and values.

You each play a vital role in the overall success of Truist, and it's through your collective actions that we can create meaningful change for each other and those we serve.

As our value of One Team clearly states, together, we can accomplish anything. And it's together that we'll create a better future for our teammates, clients, and communities.



Kelly King  
Truist Chairman  
& CEO



## Our executive leadership team

The Truist executive leadership team, led by Chairman and CEO Kelly King, is comprised of 14 members who oversee all facets of our organization and ensure our purpose, mission, and values are embedded in everything we do.

Currently, of our 14-member executive team, two are women and two are African American, with Truist committing to increasing diversity in leadership roles across the company from 11.9% to 15% in three years.

Together, they share a keen focus and commitment on doing everything possible to take care of our teammates, support our clients, and build and inspire better lives and communities.

Meet the [executive leadership team](#).



# Purpose

Inspire and build better lives and communities

## Mission

### Clients

Provide distinctive, secure, and successful client experiences through touch and technology.

### Teammates

Create an inclusive and energizing environment that empowers teammates to learn, grow, and have meaningful careers.

### Stakeholders

Optimize long-term value for stakeholders through safe, sound, and ethical practices.

## Values



### Trustworthy

We serve with integrity.



### Caring

Everyone and every moment matters.



### One Team

Together, we can accomplish anything.



### Success

When our clients win, we all win.



### Happiness

Positive energy changes lives.



# Policies and guidance





At Truist, our goal is to develop policies and procedures that address pertinent issues, provide consistency in decision-making, and ensure an inclusive, productive, and just workplace.

All policies and procedures are found in the [Policy and Procedure Manager](#). All policies and procedures apply to Truist and its subsidiaries and affiliates unless an exception is approved. If you need more explanation on a specific policy or procedure, please contact your manager or Human Resources.

Remember, this handbook is not a contract of employment. The policies and procedures included are offered by Truist as guidelines only. Truist reserves absolute discretion to deviate from the policies and/or procedures and to alter, amend, delete, or revise the policies and/or procedures when deemed appropriate and in the best interest of Truist.

## The basics

- Treat everyone fairly and honestly manner.
- All new hires have an introductory employment period of at least three months. During this time, your manager will evaluate your job performance and ensure you're performing the tasks you were hired to perform.
- You receive a performance-based salary review at least once a year.
- Occasionally, individuals violate policies and ignore the standards of conduct to the extent that action must be taken for the benefit of all concerned. When action is taken, notes outlining the action are entered in the teammate's record.
- If a problem or complaint arises, teammates are encouraged to notify the appropriate manager. In most cases, the manager, along with their direct manager, can solve the problem. If the matter cannot be properly handled within your department or financial center, you may discuss the situation with Human Resources.
- Most teammates are required to maintain a daily record of hours worked. Managers will approve the teammate's attendance records.
- You are needed and expected to be at work as scheduled.

## Teammate conduct

The relationship between the client and financial services provider is one of mutual trust and respect.

A client judges a company by the people who work there, the reception received and the manner in which all transactions, large or small, are handled. The client expects accuracy, efficiency, and personalized service, and assumes each Truist teammate has a high degree of integrity.

## Code of Ethics

By working for Truist, we are all expected to understand and follow the rules of the Code of Ethics (code). Read the code carefully and make sure you understand the guidance it sets forth and its importance to the success of our company. Each of us is expected to conduct business in a way that upholds high ethical standards to build on our foundation of integrity and principled business conduct. Each year, we will be required to certify our compliance with this code. We renew that pledge annually to indicate that we understand and agree to abide by the letter and spirit of the code at all times.

## Report concerns

Honesty and transparency are the keys to our success and a paramount part of our Code. Our code is one way we promote a culture that empowers teammates to speak up and voice concerns. By communicating concerns, you play a critical role in protecting and promoting our ethical culture. If you see something that is unethical, illegal or does not look or feel right, immediately report concerns to your manager or via the [Reporting Teammate Concerns site](#).



## Excellence in the workplace

It takes the skills, best efforts, and teamwork of all teammates to maintain the high standards demanded by our clients. We know you welcome the opportunity to contribute to the growth and development of our company. The following are a few key points you need to know as a teammate of Truist:

- We have always had a tradition of providing excellent service to our clients. This is the cornerstone of our growth and success.
- You are Truist, and you create our clients' first impressions of Truist.

## Nondiscrimination policy

Truist is committed to meeting the banking needs of the communities we serve and to our policy not to discriminate (treat more or less favorably) against any borrower or credit applicant on the basis of race, color, ethnicity, religion, national origin, sex, sexual orientation, gender identity, military status, handicap or disability, marital or familial status, age (provided the applicant has the capacity to enter into a binding contract), that all or part of the applicant's income is derived from a public assistance program, or that the applicant has, in good faith, exercised any right under the Consumer Credit Protection Act.

It is Truist's policy not to discriminate on the basis of the current or prospective location of a consumer's residence or a business location within our community assessment areas.

The equal and fair treatment of all credit applicants and existing borrowers in all aspects of a transaction is an integral part of Truist's fundamental mission to help our clients achieve financial security and economic success. Denying or limiting any segment of our market areas' equal access to basic economic opportunities, such as home ownership or credit, is morally wrong and contrary to Truist's core values.

Truist affirmatively solicits credit applications from all segments of its delineated communities and provides ongoing outreach activities to assure minority consumers and business owners that credit is available on a fair and equitable basis. Teammates are also required to consistently help applicants understand how to best qualify for credit products appropriate for their individual financial situation and to ensure everyone inquiring about credit is provided equivalent information and encouragement.

Truist personnel complies with all fair lending laws and regulations, including the Equal Credit Opportunity Act, the Home Mortgage Disclosure Act, the Fair Credit Reporting Act, the Fair Housing Act, the Americans with Disabilities Act, and the Community Reinvestment Act. Where local laws and regulations impose a higher standard than those set in this policy, the standards under local law or regulation must be followed. This policy applies to all lending lines of business and subsidiaries of Truist, each of which is responsible for following policies, process, and procedures to ensure compliance with this policy and Truist's Principles for Fair and Responsible Lending.

## Employment policies and guidance

### Employment relationship

Teammates may terminate their employment at any time and for any reason, and are employed at the will of Truist which may terminate a teammate at any time, for any reason, with or without cause or notice\*. Only a member of executive leadership has the authority to change the at-will status of a teammate. Exceptions to at-will status must be in writing and include appropriate signatures. Managers or management personnel have no authority to make any representations to teammates or applicants concerning the terms or conditions of employment with Truist which are not consistent with at-will status.

Truist retains the right to establish, change, and delete policies, practices and rules at will and as deemed fit.

*\*Exclusion to at-will employment applies to those teammates who have a separate, written employment contract.*





## Get to know your manager

Your manager is always your first contact should you have any questions about your employment and has the responsibility to work with you in the context of these policies and procedures.

It is important that you take personal responsibility to get to know your manager and develop a positive and productive working relationship with them that will enhance your ability to meet the needs of the organization.

## Introductory period

The first three months of employment with Truist is considered an introductory period for all teammates. During this time, the manager sets job-related goals, explains departmental standards and expectations, evaluates performance, and monitors attendance and punctuality closely to make certain the teammate meets the expectations of the job. After satisfactory completion of the introductory period, teammate performance is evaluated on an ongoing basis.

Policies and standards relating to performance and attendance, as well as behavior and conduct, may be more restrictive during the introductory period. Employment with the company is at all times purely voluntary, based upon the consent of the teammate and the consent of Truist, and may be terminated by either party at any time for any reason.

## Equal opportunity employment and antiharassment

Truist is an equal opportunity employer and does not discriminate, or permit discrimination, on the basis of race, color, religion, national origin or ancestry, age, gender, sexual orientation, gender identity or expression, transgender status, pregnancy or pregnancy-related medical conditions, disability, genetic information, marital status, familial status, military and veteran status, or any other classification protected by law. Truist requires that all teammates understand and comply with all applicable laws, rules, and regulations, as well as all Truist equal employment opportunity policies and practices.

As an equal opportunity employer, Truist's employment decisions are based upon individual qualifications and conduct without regard to any protected classifications. Truist recruits, hires, compensates, trains, disciplines, promotes, terminates, and administers all other personnel actions, terms, and privileges of employment in a nondiscriminatory and nonretaliatory manner.

Truist's commitment to equal opportunity employment applies to all terms, conditions, and privileges of employment, including, but not limited to, hiring, introductory period, training, orientation, placement, development, promotion, transfer, compensation, benefits, educational assistance, layoff and recall, social and recreational programs, facilities, termination, and retirement.



Teammates who believe they have been subject to, or are otherwise aware of, discrimination or harassment are obligated to report the conduct immediately to Human Resources by contacting HR Central 800-716-2455 or by using the [Report a Concern site](#). Teammates who wish to remain anonymous may report by calling the Truist Anonymous Action Line at 800-432-1911 or by going online to the [Report a Concern site](#). Teammates should bring forward claims of discrimination and harassment, even if they are not sure it violates law or policy. When in doubt, report it.

Please refer to the Equal Employment Opportunity and Antiharassment Policy (found on [Policy and Procedure Manager](#)\*) for more information on Truist's Equal Employment Opportunity and Antiharassment policy.

[\\*How to find policies](#)

## Employment eligibility process

To be hired at Truist, applicants must complete a set of comprehensive preemployment and background checks prior to their start/transfer date. These checks include verification of employment eligibility under the Immigration & Nationality Act, and fingerprint-based background checks to satisfy Federal Deposit Insurance (FDI) Act requirements and the Loan Originator Compensation Rule regulations, securities and trust requirements, and bonding requirements. It is the practice of Truist to perform preemployment checks for all external hires and internal hires (when applicable based on job codes) prior to their start/transfer date. Please refer to the Employment Eligibility Process Policy (found on [Policy and Procedure Manager](#)\*) for more information on Truist's background screening, immigration sponsorship, and employment authorization practices.

[\\*How to find policies](#)

## Hours of work, pay practices, and time-keeping requirements

Truist is committed to fully complying with the Fair Labor Standards Act (FLSA) and with all other applicable federal, state, or local law governing teammates' work hours and pay. The FLSA establishes federal wage and hour standards, including minimum wage, overtime pay, and record-keeping standards. The FLSA requires employers to pay nonexempt teammates at least the federal minimum

wage and overtime pay for all hours worked in excess of 40 hours in a single workweek. In some circumstances, individual state and/or local minimum wage and overtime laws may also be applicable.

Truist expects all managers to understand FLSA basic requirements and to comply with all laws governing teammates' hours and pay. Truist's Pay Policy (found on [Policy and Procedure Manager](#)\*) includes information regarding expectations for managers and teammates related to hours of work, pay practices, and time-keeping requirements. Managers and teammates must comply with the Pay Policy, and failure to do so may result in disciplinary action, up to and including, termination.

[\\*How to find policies](#)

## Standard workweek

The standard workweek for all Truist teammates is 12:01 am on Monday through midnight on Sunday and consists of seven consecutive 24-hour days.

## Nonexempt teammates' time-keeping requirements and hours worked

Nonexempt teammates are those who are not exempt from the FLSA's overtime requirements. Nonexempt teammates must accurately record all hours worked, including any overtime hours, and are paid for all hours worked. Nonexempt teammates should record the actual hours worked, not simply the hours scheduled to work. All hours a nonexempt teammate works within a workweek must be reported as hours worked within that workweek and cannot be deferred to a later workweek.

In general, the term "hours worked" refers to the time when a teammate is on duty, to be on work premises, or at a prescribed workplace as required. With only a few exceptions, the time teammates are required to be at the work premises should be treated as hours worked. Additionally, time spent working is included in "hours worked" regardless of whether the work was performed outside the teammate's regularly scheduled hours and whether the work is done at the worksite, at home, or any other place, including time spent utilizing mobile devices or other forms of remote access for business purposes, even if the teammates were not instructed or required to do so.



Time-off hours and other forms of paid or unpaid leave do not count toward hours worked. As explained below, and in more detail in the Pay Policy, depending on the circumstances, on-call time, rest and meal break periods, training time and travel time may qualify as hours worked.

### Rest breaks and meal periods

Truist encourages its teammates to take advantage of daily breaks. Meal periods and rest breaks may vary within each department, depending on the volume of work and clients' needs. Managers advise teammates of their scheduled breaks and meal periods.

Truist may grant short rest periods, breaks of five to 20 minutes, when practical. Teammates will be advised by their managers of their scheduled breaks, if applicable. Rest breaks of 20 minutes or less are generally included in hours worked. When nonexempt teammates are fully relieved of their job duties for a break longer than 20 minutes, the break, in its entirety, is not included in hours worked. In some instances, teammates may be allowed additional unpaid breaks, which may be shorter than 20 minutes, as an accommodation. Managers must contact HR Central at 800-716-2455, option 3, before allowing any breaks shorter than 20 minutes to be unpaid.

During meal periods, teammates are encouraged to leave their workstation or work area for a period of at least 30 minutes. Teammates should be fully relieved of their job duties during this period. If a teammate chooses not to leave their workstation, no work activity should be conducted during a meal period. Meal periods of 30 minutes or more are not included in hours worked, provided the teammate is fully relieved of job duties during that period. Work performed during meal periods must be approved by a manager. If a teammate is required to be available to perform, or does perform, work duties during the meal period, the time should be included and recorded in Workday as hours worked. Meal periods of less than 30 minutes are also considered hours worked. Teammates should work with their manager to schedule the time and duration of meal periods.

Some states establish specific requirements for meal periods and rest breaks, including mandating the duration of meal or break periods, requiring a certain number of meal periods or rest breaks or specifying time period during which a meal period or rest break must be provided. Truist complies with all applicable state laws requiring meal periods and/or rest breaks. Managers and teammates with questions regarding the meal period and break requirements of their state should contact HR Central at 800-716-2455, option 3.

### On-call time

Teammates who are required to remain on Truist's premises or close to their work location so they cannot use the time effectively for their own purposes, are working while "on call." All "on-call" time is considered hours worked and is compensated accordingly. Teammates not required to remain on Truist's premises or any other particular location, but are merely required to be available by cellular telephone or to leave word at their home or with company officials where they may be reached, are not considered "working" while on call. Such time should not be included in work hours. However, teammates must be paid for any time that they are actually performing work during their "on-call" duty, including any periods when they are responding to work telephone calls, work emails, or are called into work.

### Training time

Attendance at lectures, meetings, training programs, and similar activities is classified as hours worked for nonexempt teammates if any of the following four criteria are met: attendance is during the teammate's regular working hours; attendance is not voluntary; the course, lecture, or meeting is directly related to the teammate's job; or the teammate performs any productive work during such attendance.

### Travel time

Any time spent by a nonexempt teammate performing work while traveling should be included in hours worked. Except for a teammate's ordinary commute, time spent driving, or assisting the driver as a passenger, is considered working time.

Whether travel time, which is not otherwise spent working, is included in hours worked and compensable depends on a number of factors, such as whether travel is the teammate's ordinary commute, between business locations during a workday, for a same day, out-of-town business trip, or an overnight out-of-town business trip:

- **Ordinary commute:** Nonexempt teammates are not compensated for commuting from home to and from their usual work site.
- **Travel between work locations during the workday:** Nonexempt teammates are compensated for travel that occurs during the workday between work sites, such as traveling from one branch office to another or from Truist's offices to a client's office.



- **Same day travel to another city:** When a nonexempt teammate travels to another city and returns home the same day without staying overnight, all travel time is counted as hours worked, and the nonexempt teammate must be paid for that time. The amount of time the nonexempt teammate would typically spend on their ordinary commute should be deducted from the travel time reported as hours worked.
- **Overnight trip to another city:** If a nonexempt teammate is traveling to another city and is required to spend the night away from home, all travel time during the teammate's "normal working hours" is considered hours worked. "Normal working hours" includes not only the nonexempt teammate's normal hours on the days the nonexempt teammate normally works but also the corresponding hours on other days (i.e., Saturday, Sunday, and holidays). If the time is not otherwise spent working (e.g., driving, assisting the driver as a passage or performing other work), travel time outside the nonexempt teammate's normal working hours is not compensable. In addition, the amount of time the nonexempt teammate would typically spend on their ordinary commute is deducted from the travel time reported as hours worked.

Travel time is explained more fully in the Pay Policy, and managers or teammates requiring additional assistance determining whether travel time should be included in hours worked should contact HR Central at 800-716-2455.

### Off-the-clock work prohibited

Truist strictly prohibits "off-the-clock" work by nonexempt teammates. Neither managers nor teammates can waive overtime payments for nonexempt teammates' hours worked.

All overtime work must be authorized in advance by the teammate's manager. However, teammates must accurately record all hours worked, even overtime hours that have not been preapproved. Truist pays nonexempt teammates for all overtime hours worked regardless of whether the hours were preapproved. Managers may not allow nonexempt teammates to underreport hours worked or otherwise submit inaccurate or incomplete time entries and cannot ignore information showing a teammate has not accurately recorded all of their hours worked.

Managers may not change a teammate's time record or direct a teammate to do so, if the teammate has accurately recorded hours worked. Managers also may not instruct teammates to fail to record or change time record, to underreport the teammates' hours worked. Any manager who improperly changes a teammate's time record or instructs a nonexempt teammate to not report all hours worked

may be subject to disciplinary action, up to and including termination.

Falsely entering or altering hours worked or absences taken for another teammate or falsely representing one's own work hours or absences taken may be grounds for termination of employment. Only managers, their delegates, or system administrators have the authority to correct hours worked and absences in Workday to make certain that a teammate will be paid for all hours worked.

### Compensatory time off and flex time

Managers are not permitted to allow a teammate to "trade" overtime work in one workweek for time off in another workweek. Even if the teammate agrees, a manager cannot allow a nonexempt teammate to take additional "compensatory time" off during a subsequent workweek in lieu of overtime pay. However, managers can utilize a flextime work schedule during a particular workweek to adjust a teammate's hours worked within the same workweek to avoid a nonexempt teammate working overtime hours, where not prohibited by state or local law. The Pay Policy contains additional explanation of compensatory time and flextime.

### Exempt teammates' absence reporting

Exempt teammates are expected to work the hours necessary to fulfill job requirements, which may vary from week to week, and are not required to record hours worked, as exempt teammates are paid on a salary basis and exempt from overtime earnings. However, exempt teammates are required to record absences, vacation time, and other paid leave. Part-time exempt teammates and their managers must establish a standard number of scheduled hours and a corresponding salary.

### Pay practices

#### Shift pay

Shift differentials apply to business units (BUs) that require multiple shift work schedules, as defined in the work schedule (shift) differentials table in the Pay Policy. Based on their regularly scheduled work hours, teammates in BUs that require multiple shift work schedules may be assigned to second or third shifts, as described in the Pay Policy. To be eligible to earn a shift pay differentials associated with second or third shifts, the teammates must be assigned to the eligible shift in Workday. Teammates who work hours outside the shift assigned to them in Workday are not eligible for shift pay differential for those hours.



### Exempt teammates paid on salary basis

For most exempt roles, Truist pays exempt teammates on a salary basis. Except for deductions permitted by FLSA and other applicable laws, exempt teammates' salaries are not reduced because of variations in the quality or quantity of the teammate's work and are paid regardless of the number of days or hours worked by the teammate. Exempt teammates' work schedules, days, and work hours are flexible and may vary from week to week, and exempt teammates' salaries are intended to compensate exempt teammates for all hours worked.

In accordance with FLSA regulations, the pay for exempt teammates cannot be reduced for partial or full-day absences except in specific circumstances. Truist prohibits salary deductions from exempt teammates who are not authorized by the FLSA and other applicable law. Exempt teammates who believe they are experiencing an improper deduction to their salaries should contact HR Central at 800-716-2455, option 3, immediately. If, after appropriate investigation, Truist determines the deduction was made in error, the teammate will be reimbursed promptly.

### Pay cycle

Teammates are paid semimonthly on the 15th and the last business day of the month. If the 15th occurs on a Saturday, Sunday, or a banking holiday, teammates are paid on the last working day prior to the scheduled payday.

### Pay methods

Teammates are strongly encouraged to receive their pay by direct deposit as it confirms teammates will receive their pay deposited on payday. Teammates may have their pay direct deposited to any financial institution(s) with an ACH routing number (teammates may designate up to five financial institutions to which direct deposits will be made).

### Online pay history

All teammates have access to an online pay history statement on Workday which displays a breakdown of gross pay, deductions, and net pay for each pay period and can be printed if needed. If there are questions, teammate should contact HR Central at 800-716-2455, option 2.

### Rewards for recognition

Truist managers must use approved recognition programs as the primary means of recognizing and rewarding teammates. Managers must not use cash or cash equivalents, such as gift certificates/gift cards, as forms of teammate recognition.

Individual departments assume all costs associated with recognition provided through Truist Recognition and Rewards. This platform makes sure recognition is appropriately tracked, allowing Truist to accurately report the gift value to the IRS.

### Garnishments

Truist is legally obligated to comply with any court-ordered deductions or garnishment orders, such as child support. Compliance with a garnishment order means Truist deducts the required amount from the teammate's paycheck in accordance with applicable wage laws. If Truist receives a garnishment against a teammate's wages, Truist attempts to give the teammate notice before a deduction is made. No other deductions are made unless required or allowed by law, contract, or teammate obligation.

### Managers responsibility

Managers must confirm all payroll-related data is submitted and approved in Workday on a timely basis, including time entry, pay changes, absences, etc. Teammate data changes must be submitted, through Workday, prior to payroll deadlines. A schedule of payroll deadlines is located on the Truist Human Resources site and in Workday under the Pay icon on the homepage.

### Paycheck errors and/or replacements

Teammates who discover a mistake in their paycheck, lose their paycheck, or realize it has been stolen must notify the Human Central at 800-716-2455, option 2, as soon as possible after making the discovery. In the case of a mistake, the error is remedied promptly. In the case of loss or theft, Human Resources (HR) attempts to stop payment and reissue a new check. However, teammates are solely responsible for the monetary loss, and Truist is not responsible for the loss or theft of a check if it cannot stop payment.



## Holiday pay

When Truist grants a floating holiday due to a bank observed holiday falling on a Saturday, the Saturday is no longer considered a holiday. As such, any hours worked are paid under normal pay procedures.

Regular part-time teammates (scheduled to work at least 20 hours per week) are paid for holidays that occur on their regularly scheduled workday at their scheduled rate of pay.

Regular part-time teammates (scheduled to work less than 20 hours per week) are not benefits eligible and do not receive holiday pay.

Regular nonexempt full-time and part-time teammates (scheduled to work at least 20 hours per week) who work on a holiday are paid as follows:

- Nonexempt teammates who work on a holiday are paid their regular wages plus straight time for the hours worked on that holiday.

**Note:** Managers may reference Workday for specific guidance on how to enter hours worked. BUs or subsidiaries without access to the Truist's intranet should contact the HR Central at 800-716-2455, option 2.

Nonexempt teammates with nonstandard schedules (e.g., four 10-hour days Tuesday through Friday) are eligible for floating holidays when an observed holiday falls on a day the teammates are not scheduled to work.

- Teammates classified as temporary who work in nonexempt teammate positions are not eligible for pay for any time not actually worked (except for emergency closings when they are scheduled to work), including bank holidays.

Exempt teammates who are required to work and actually work on a Truist-recognized holiday receive regular wages and a floating holiday.

Exempt teammates with nonstandard schedules (e.g., four 10-hour days Tuesday through Friday) are eligible for floating holidays when an observed holiday falls on a day the teammates are not scheduled to work.

When as a result of a Truist holiday, teammates receive pay for hours not worked, the hours for which teammates receive compensation are based on the teammates' scheduled hours for that particular day.

## Time off without pay

When an exempt teammate has an absence that is without pay, the manager must record the number of unpaid hours for the teammate in Workday as 'Unpd Pers/Sick (full day required for exemptions).' In accordance with FLSA regulations, the pay for teammates in exempt positions cannot be reduced for partial or full day absences except in specific circumstances. When a full-time, nonexempt teammate has an absence that is without pay, the manager or teammate must record the number of unpaid hours for the teammate in Workday as 'Unpd Pers/Sick (full day required for exemptions)' or as 'Unpaid Sick Time Off.' When a part-time, nonexempt teammate has an absence that is without pay, no entry should be made in Workday. Teammates should contact the HR Central at 800-716-245, option 3, for guidance regarding unpaid absences.

Please view the Pay Policy (found on [Policy and Procedure Manager\\*](#)) for more information regarding hours of work, pay practices, and time-keeping requirements.

[\\*How to find policies](#)

## Attendance and punctuality

Truist relies on teammates to be at work, on time, and work through the end of each work shift they are scheduled to ensure client and business needs are met.

Truist recognizes teammates may require time away from work that is protected by federal, state, and local regulations. Teammates should work with their manager to preschedule absences whenever the need to be absent is foreseeable as unscheduled absences, late arrivals, and early departures disrupt business continuity and often put added burdens on other teammates to meet client and fellow teammate needs. Please refer to the Attendance and Punctuality Policy (found on [Policy and Procedure Manager\\*](#)) for more information on Truist's attendance expectations.

[\\*How to find policies](#)



## Employment of relatives and teammate relationships policy

Truist enjoys a reputation based on sound, ethical decisions. The Employment of Relatives and Teammate Relationships Policy validates equitable treatment of all applicants and teammates, avoids conflicts of interest, and prevents the appearance of partiality in the employment process including: hiring, promotion, demotion, reassignment, and transfer of teammates, thereby limiting negative impact on morale and the appearance of impropriety. To avoid perceived or actual conflicts of interest, please refer to the Employment of Relatives and Teammate Relationships Policy (found on [Policy and Procedure Manager](#)\*).

[\\*How to find policies](#)

## Termination of employment

Truist is committed to creating an environment that attracts, recognizes, and rewards teammates in ways that foster longevity and stability in its workforce. When teammates end their employment with Truist, we strive for a consistent and deliberate process to allow for the appropriate transition of roles, duties, and controls. The Termination Policy provides guidance on teammate separations to include voluntary terminations and involuntary terminations, as well as ancillary processes including teammate obligations, employment references, and employment verification. Please refer to the Termination of Employment Policy (found on [Policy and Procedure Manager](#)\*) for more information on Truist's termination expectations.

[\\*How to find policies](#)

## Dress for your day

Truist teammates have a significant impact on our image as a trusted financial institution and are responsible for dressing and grooming appropriately for their daily client interactions and work commitments. Decisions about appearance standards may vary by department and business unit, and will take into consideration such things as in-person client interaction, job function, and work surroundings.

Managers are expected to exercise good judgment and maintain an awareness of the image projected to clients and teammates when interpreting and applying this guidance. Guidelines are not intended to address every issue that may arise, so teammates should discuss questions regarding appropriate attire with their managers.

Truist respects the needs of teammates with sincerely held religious beliefs or disabilities that may conflict with our Dress for Your Day expectations. Accommodations for dress or grooming based on religion or disability will be made when the granting of such a request does not create an undue hardship. Teammates should raise accommodation requests with Human Resources.

Teammates reporting to work inappropriately dressed or groomed will be advised of appropriate standards. Repeated violations may result in disciplinary action up to and including termination.

### What Dress for Your Day may include:

Truist branch and Premier teammates should maintain business professional dress while serving our clients.

- Wearing business casual attire to a client meeting that has a casual dress code
- Wearing jeans if it is appropriate for your day

### What Dress for Your Day does not include:

- Wearing shorts, athletic wear, or other nonappropriate work attire

### The following scenarios may help you make the best decisions for your work day:

- Nicole is a client-facing teammate who has an important meeting on Tuesday. She wears a business suit to ensure she sends the right message to the client and demonstrates how much Truist values their relationship. On Thursday, Nicole has no client-facing meetings and decides to wear jeans to the office.
- Frank, a client-facing teammate, arrived to work in torn jeans and a T-shirt. Frank's manager determined this was not appropriate attire based on the Dress for Your Day guidance and instructed Frank to go home to change and then return to the workplace.



## Unemployment insurance

Truist contributes premiums on your behalf for unemployment insurance. Benefits may be provided from this program in the event you lose your job.

HR Shared Services will be able to answer questions you have regarding this program.

Questions regarding the application of this standard should be referred to [UEB@Truist.com](mailto:UEB@Truist.com).

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## Safety and security

### Corporate security policies

Truist is committed to the security of our teammates, our clients, and the assets our clients have entrusted to us.

The Truist security officer is responsible for developing and implementing security policies for our teammates and clients, safeguarding Truist's assets, and guiding Truist in complying with local, state, and federal laws and regulations, particularly those established by the Federal Deposit Insurance Corporation.

Since Truist's security officer cannot personally handle all security issues, it should be understood that security is everyone's responsibility.

### Teammate security guidelines

It is important for teammates across Truist to understand the important role that each of us has in maintaining the most secure working environment possible. A responsible teammate who encourages a secure workplace should:

- Know and comply with Truist's security procedures and report any violations or security issues. Violation of security policies or procedures may result in disciplinary action up to and including termination. In addition, illegal acts committed by teammates will be reported to the appropriate state or federal law enforcement agency.

- Know how to properly use the security devices that are installed and in use in their offices.
- Follow proper opening and closing procedures.
- Understand a robbery can occur at any facility, banking or nonbanking, which carries the Truist brand and that knowing how to properly respond during and after a robbery is essential to ensuring safety, preserving evidence, and prosecuting the offender(s).
- Safeguard keys, combinations, access cards, or alarm PIN codes that may have been issued as part of their job responsibilities just as they would any personal password. Knowledge of access levels should be based on a business need only.





- Know that Truist property or equipment may not be removed from the premises without written authorization. Teammates who want to take Truist property or equipment off premises must obtain authorization from their manager. Teammates are responsible for the proper use, care, and return of all Truist equipment assigned to them.
- Know that by working in a sensitive or high-security area of Truist they must meet any applicable special security clearance requirements specified for such jobs. These requirements may include more extensive background checks, fingerprinting, bonding, or other special security measures. Failure or inability to meet and/or comply with any special security is grounds for termination of employment or rejection of an applicant.
- Know that teammates and clients are not permitted to bring firearms or other weapons into Truist buildings. Weapons are prohibited from Truist property with the exceptions of:
  - Weapons carried by armored car personnel, third-party ATM servicing personnel, contract security guards, and law enforcement personnel
  - Weapons carried by Truist teammates within Corporate Security when in direct support of Executive Protection Program efforts and authorized by Truist
  - Weapons maintained within a client's, vendor's, or teammate's personal vehicle, but only if specifically permitted by applicable state law
- Exercise reasonable care for their own protection and for that of their personal property while on Truist premises and while away from the premises on business. Truist assumes no responsibility for loss, damage, or theft of teammate personal property.
- Know what to do to prevent and detect various types of crime and how to assist Corporate Investigations and local law enforcement with prosecutions.
- Know how to report any suspicious activity.
- Know they are subject to search, surveillance, and interrogation whenever Truist feels such action is warranted to maintain security. This includes, but is not limited to, inspection of all personnel property brought on to Truist's premises, such as vehicles, packages, briefcases, backpacks, purses, bags, and wallets. Additionally, Truist may inspect the contents of lockers, storage areas, file cabinets, desks, and work stations at any time.
- Know they may be asked to take a polygraph examination when Truist is investigating economic losses such as those resulting from theft,

embezzlement, sabotage, or similar economic injury. No disciplinary action will be taken against any teammate solely on the basis of the results of a polygraph examination or for a refusal to participate in such examination.

## Information protection and cybersecurity

Truist places the highest priority on protecting and safeguarding the information our clients and teammates share with us. As a financial services provider, Truist also has a federally regulated obligation to protect the privacy of our clients' personal information.

Truist proactively monitors cybercriminals and their capabilities, constantly updates a comprehensive array of security measures in accordance with industry standards and regulatory requirements, and implements multiple layers of controls to safeguard client accounts. However, even with tremendous investments in cybersecurity, the most prevalent way for fraudsters to gain access to information is by taking advantage of our human nature.

Teammates in all areas and at all levels of Truist use confidential client information, proprietary company information, computer systems and/or data processing resources. As an authorized user of these information assets, you are expected to use, protect, and dispose of them in a manner that supports the Corporate Information Security Policy, standards, and guidelines.

By promoting and complying with the policies, standards, and guidelines, you will:

- Protect your ability to perform essential job functions by ensuring the availability and integrity of the computer systems and data processing resources.
- Prevent the loss of critical information, thereby eliminating time consuming and costly recreation of data.
- Ensure compliance with federal privacy regulations to safeguard the confidential information of our clients and teammates.
- Reduce the likelihood of a breach of the confidential information of our clients and teammates.
- Allow the business to use technology-driven services to meet the needs of existing clients and establish new client relationships.
- Maintain our clients' and shareholders' trust and confidence.



Maintaining the highest levels of information protection must be a priority for every teammate. Your efforts will help ensure the privacy of our clients, protect our critical business information systems, and strengthen the integrity and reputation of the world standard client services offered by Truist.

## Teammate cybersecurity guidelines

The Truist Corporate Information Security Standards, procedures, and supporting documentation are published, and standards for both heritage organizations are fully integrated. Information can be found in the [Policy and Procedure Manager](#) (PPM).

The following are a few key aspects from the Corporate Information Security Policy and standards that you are expected to follow.

### Basic standards

Access to information must be authorized by management and restricted to a “need-to-know” basis. It must be based on the sensitivity of the information or a need to access the information to perform the job.

To access the computer network resources, you are assigned a unique user ID that is for your use only. Passwords are created and controlled by you and used with your user ID to verify your identity to the computer system.

You are personally accountable for all system activity with your user ID and password. Never share your password with anyone, including other teammates or contract workers. Passwords or PINs must not be written down, stored, or filed electronically in a manner where unauthorized persons may have access to them.

To minimize the risk of introducing malicious or incompatible software, only authorized software is allowed on Truist-owned computers. Purchased software must be on the approved software list (maintained by Enterprise Technology) and must only be acquired from reputable and reliable vendors.

It is against corporate policy to disable, bypass, circumvent, or otherwise attempt to negate information security measures. Failure to comply with the corporate information protection policy may be considered a violation of the Truist Code of Ethics.

In the event of a potential or actual risk to corporate information assets, or violation of corporate policy, you must immediately notify your manager and/or Corporate Cyber Security.

Truist teammates should report cybersecurity incidents via the [Reporting Teammate Concerns site](#).

In the event of a potential or actual risk to corporate information assets, or violation of corporate policy, you must immediately notify your manager and/or Corporate Cyber Security by using the Reporting Teammate Concerns portal.

### Risk classification

Data risk classification is the process of grouping Truist’s data into classes based on a data element or data set’s inherent risk of loss or exposure.

It is the responsibility of all Truist teammates to classify data appropriately based on classification type in accordance with the Enterprise Data Management Policy. Data or data sets originating from Truist are to be classified into the following categories:

- **Class 4 (restricted):** The most sensitive information, strictly intended use within Truist, including Confidential Supervisory Information (CSI), Material Nonpublic Information (MNPI), and intellectual properties.
- **Class 3 (private):** Personally identifiable information (PII) or competitive business/ proprietary information intended for use by a limited set of Truist teammates for specified business purposes, including cardholder data elements, protected health information, and operational financial data.
- **Class 2 (internal):** General operational or internal information intended for use by Truist users during normal performance of their duties, including internal policies, standards, and procedures, and organizational charts.
- **Class 1 (public):** Information specifically intended for the general public, including publicly released marketing brochures and publicly released corporate annual statements.

### Secure desk standard

You are responsible for safeguarding the information under your direct control. You are always in the best position to limit or restrict access by any unauthorized person(s), including other teammates, clients, vendors, or contingent workers.

Regardless of its format, restricted or private information should never be left unattended and accessible on your desk, computer screen, or in your office/ cubicle space. You may delegate to another teammate with equal access to



restricted or sensitive information to monitor your workspace when leaving for short periods of time.

Always clear the computer screen of restricted or private information as soon as you have satisfied your business need. Always log off the network or lock your computer with a password-activated screensaver, or similar option, when you are leaving your immediate work area.

If you use a laptop computer and leave it on the premises overnight, lock your laptop out of sight in a secured cabinet or drawer prior to leaving for the day. During the workday, secure your laptop from theft at all times (for example: secure laptop to furniture with a cable lock).

All documents containing information classified as restricted, private/confidential, or internal must be discarded using a crosscut paper shredder or a secured disposal bin. It is further recommended that all other company information also be disposed of securely.

If you have been granted permission by management to take documents, portable media, laptops, etc., off-site, you are responsible for maintaining controls to prevent unauthorized access or theft.

### Acceptable use standard

Truist systems are intended to be used for business purposes and must be used in accordance with the Truist Code of Ethics, Truist Corporate Information Security Policy and applicable state and federal laws and regulations. Restricted and private information must not be transmitted to or stored on a teammate's personal mobile device or email account.

Occasional personal use of Truist telephone, email, and internet systems is permissible if the use:

- Does not interfere with worker productivity
- Does not preempt any business activity
- Complies with the Truist Code of Ethics, Truist Corporate Information Security Policy, and applicable laws and regulations

### Email security

It is against corporate policy to intentionally access another teammate's email for unapproved business or personal purposes. The following are examples of inappropriate use of email:

- Discriminatory or offensive jokes
- Vulgarity, sexually explicit language, or violence
- Chain letters (forwarding of nonbusiness email)
- Computer viruses or other malicious programs
- Personal advertisements or solicitations

To avoid fraud and malware, never open (double-click) suspicious email attachments or hyperlinks. Report suspicious email by using the "Report Phish" button in Outlook email or forward the emails to [phish@bbandt.com](mailto:phish@bbandt.com) or [phish@suntrust.com](mailto:phish@suntrust.com) and then delete them from your inbox.

To help teammates learn to recognize email scams, Corporate Cyber Security conducts ongoing "phish assessments."

If you must request or transmit (outside Truist) account information, Social Security numbers, or other confidential information via email, be sure to mark the message for secure transmission.

- Heritage BB&T teammates: Include #secure# in the subject line of the email.
- Heritage SunTrust teammates: Include [secure] in the subject line of the email.

### Internet use

Teammates should be aware that your use of Truist internet resources is subject to monitoring. You should have no expectation of privacy with its use. Accessing the internet through connections other than Truist-authorized methods is prohibited unless approved in writing from Corporate Cyber Security. For example, dialing out directly to the internet through any commercial service provider such as Comcast or Time Warner is prohibited.

When using Truist internet resources, the following activities are prohibited:

- Disclosing restricted or private information pertaining to Truist or any of its clients without prior approval
- Downloading software, including screensavers and music files, for nonbusiness purposes
- Using the internet for unauthorized access (i.e., hacking) to remote networks or other systems
- Using internet resources for personal financial gain
- Using internet resources to harass, intimidate, or in any way violate the Truist Code of Ethics, including:



- Defamatory, libelous, or slanderous remarks
- Vulgar, obscene, or other blatantly offensive language
- Transmission, intentional reception, or downloading of sexually explicit material
- Responding to Social Media content or speaking on behalf of Truist without approval of Corporate Communications

## Additional resources

### Information Protection Awareness online course

Newly hired Truist teammates are required to complete Information Protection Awareness online course within the first 30 days of employment. All teammates are required to recertify annually.

### Intranet

Additional training, education and cybersecurity news is available to teammates on the Corporate Cyber Security intranet sites.

- Heritage SunTrust: Cybersecurity Awareness & Education intranet page: <http://intranet.suntrust.com/fn/eis/cyber/Pages/default.aspx>
- Heritage BB&T: Corporate Cyber Security on InSite: [http://insite.bbt.net/corp\\_infosecurity/default.html](http://insite.bbt.net/corp_infosecurity/default.html)

If you have any questions, contact Corporate Cyber Security by email at [corporatecybersecurityawareness@truist.com](mailto:corporatecybersecurityawareness@truist.com).

## Insider trading

A teammate in possession of any material nonpublic information relating to Truist or a Truist client, which has not been available to the public for at least one full business day, is prohibited from trading in the equity (typically, common stock), debt securities of Truist, or the client company. Teammates are also prohibited from disclosing material nonpublic information, either directly or indirectly, to any other persons to facilitate their trading of such securities.

While it is impossible to exhaustively describe what constitutes material information, teammates should assume any information is material if a reasonable investor would consider it important in a decision to buy, hold, or sell stock.

Information may be considered material even if it would not by itself determine the investor's decision. Examples of material nonpublic information include, but are not limited to:

- Projections of future earnings or losses
- News of a pending or proposed merger or acquisition
- News of a significant sale of assets or the disposition of a subsidiary
- Changes in dividend policies, declaration of a stock split, announcement of stock buyback program, or a proposed securities offering
- Changes in management
- Significant new products or services
- Regulatory news or pending developments
- Material litigation
- Impending financial or accounting problems.

## Consumer and teammate privacy

### Consumer privacy issues

As a financial services provider, Truist places the highest value on the information our clients (including prospects, current and former clients, and all consumers) share with us. The information clients provide is the cornerstone on which we build trust and confidence in the relationships we establish and the services we offer.

Policies, procedures, laws, and regulations exist to protect the client's right to privacy and the information Truist has about its clients, and must be followed. In addition, as outlined below, teammates must be aware of and follow affiliate sharing restrictions prior to sharing any client data with affiliates.

### Client information we may collect

We may collect the following categories of information about our clients:

- Information on applications, personal financial statements, and other oral, written, or electronic communications, such as the client's name, address, Social Security number, assets, investment experience, and income



- Information about our clients' transactions with us and other companies in the Truist family or others, such as account balance, transaction history, and payment history
- Information we receive from third parties, including persons providing services in connection with our clients' transactions and credit bureaus, such as payment and credit history
- Information we obtain from others to verify information provided by our clients, such as employment history and credit or other relationships with third parties
- Information collected from our websites, such as information clients provide to us and information necessary to manage online sessions with us

### Disclosure of client information to third parties

We do not disclose information about our clients to companies outside of Truist, except as required or permitted by law. For our everyday business purposes, we may disclose information about clients to third parties to help us service loans or accounts, to government entities in response to subpoenas and to credit bureaus. In addition, we may disclose the information we collect about clients described above to companies that perform marketing services on our behalf and to financial institutions for the purpose of jointly offering financial products and services to clients, such as mortgage life insurance. We cannot provide client information to any nonaffiliate for that nonaffiliate's own marketing purposes, which would violate Truist's Privacy Policy. It is Truist's policy that client data belongs to clients and Truist will never sell client data.

### Client information we may share within Truist

To the extent permitted by law, and for our everyday business purposes, we may share information about our experiences and transactions with our client and identification information with companies within Truist. Unless our client tells us not to, we may also share other information about the client with companies within the Truist family for various purposes, such as offering the client, or considering the client for, other products, services, or opportunities available by other Truist companies. This other information includes the following:

- Information we obtain from applications or other forms, such as assets and employment history
- Information we obtain from a credit bureau, such as credit history

- Information we obtain from others to verify information provided by our client, such as credit or other relationships with third parties

Truist companies that may receive this information are all financial services companies, including banks, consumer finance companies, securities broker-dealers, investment advisors, clearing firms, insurance agencies and mortgage companies. Some lines of business or Truist companies do not share information.

### Informing us not to share information within Truist

If a client asks us not to share this information within the Truist family, they may miss learning of financial products and services offered by these companies that might be of benefit.

The client may prefer that we not share application information and credit-related information obtained from them and others with companies within Truist. The client may direct us not to share (opt out) by following the opt-out instructions in their Privacy Notice. We will process the client's request as soon as we reasonably can.

A choice to limit the sharing of information (opt out) only covers application information and credit-related information obtained from the client and others that we might otherwise share within Truist. We may continue to share other information about our client within Truist as permitted by law, such as information about transactions with us and certain identifying information, including name, address, telephone number, and Social Security number.

### Informing us to limit marketing within Truist

Federal law gives consumers the right to limit some, but not all, marketing from Truist companies.

Federal law also requires Truist to give consumers notice about how to limit marketing offers from Truist companies (opt out).

Consumers may limit Truist companies, such as the banking, lending, credit card, insurance, and securities companies from marketing their products or services based on personal information received from other Truist companies. This may include identification information, transaction or history information, or credit information such as income, account history, and credit score.



Consumers may limit sharing of certain information or limit marketing offers (opt out) at any time by contacting Truist by telephone or via other mechanisms provided by Truist.

### Truist's security procedures for consumer information

We maintain physical and electronic procedures that comply with federal guidelines to safeguard consumer information. Our security measures include computer safeguards, and secured files and buildings. Our teammates are bound by the Truist Code of Ethics and policies to access consumer information only for legitimate business purposes and to keep information about consumers confidential. Teammates who violate the Truist Code of Ethics and privacy policies put their employment in jeopardy.

### Other client privacy protections

Clients may have other privacy protections under some state laws. We will comply with applicable state laws as to information about our clients. For example, certain state laws may restrict the types of information we may disclose about clients or require us to provide clients with an additional notice. We will not use or share personally identifiable medical information for any purpose other than the underwriting or administration of an insurance account, policy, or claim, unless otherwise required or permitted by law.

### Teammate privacy

It is Truist policy to respect and honor the privacy of its teammates and to provide transparency around Truist practices affecting the expectation of privacy of Truist teammates in the workplace.

While the privacy of Truist teammates is of paramount importance to the company, Truist has the right to monitor teammates and activities when on company premises and/or using Truist equipment: (a) for compliance with Truist policies and procedures; (b) to prevent and deter crimes; and (c) for other lawful purposes. Such monitoring may take place in any Truist location (such as video and audio recording of activity in the workplace) and may include monitoring of any equipment, device, or software. This includes software provided by Truist for use on personal devices that is (1) provided to a teammate by Truist in the ordinary course of business; or (2) used or provided to the teammate in the ordinary course of Truist business. Regardless of its form (paper, electronic, or any other storage format), all work product belongs to Truist, and all tools used to generate that work output are subject to review and monitoring by Truist.

Under no circumstances will Truist monitor teammates for the purpose of discouraging or chilling protected teammate communications about the terms or conditions of employment or other protected "concerted" activity. Monitoring shall be conducted only by authorized Truist personnel. Nonauthorized monitoring is strictly prohibited.

This handbook, in conjunction with Truist's Code of Ethics and additional policies published by the Enterprise Privacy Office, serves as notice to Truist teammates of such monitoring.

### Collecting and maintaining teammate data

Teammates provide certain sensitive data to Truist upon onboarding and throughout their tenure with Truist. It is necessary for Truist to collect and share certain data provided by teammates both within and outside the organization for various purposes, such as to provide Teammate benefits. It is Truist policy that teammate information should only be collected or shared when it is directly relevant and necessary to accomplish a specified, lawful purpose.

#### Examples of personal information about teammates (and prospective teammates) that Truist collects includes the following:

- Recruiting records such as resumes, applications, references, interview notes, and correspondence
- Social Security number, home address, phone number, email address, driver's license number, beneficiary and emergency contact information
- Gender, race, ethnicity, or date of birth, disabled status, veteran status
- Medical information such as doctor's notes, medical certification forms, documentation relating to medical accommodations, LifeForce, and other employee wellness information
- Performance and career-related information such as job title, job grade, work history, performance ratings, corrective action plans, applications for promotions
- Salary, incentives, 401(k) use and loans
- Bank account numbers, direct deposit information
- Insurance benefit information including usage data
- Disciplinary and grievance records
- Records regarding your use of digital products and services for work purposes (including your use of work email, internet, electronic/Skype



messaging, social media, website analytics, diagnostics, usage data, and user generated content)

- Public records (including criminal offense records)
- Any other information you voluntarily choose to share with Truist and/or is necessary to Truist's business purposes

### Sharing teammate data within Truist

Teammate personal information, including that of former teammates, provided to or created by Truist may be viewed and shared with additional Truist teammates for certain limited business purposes. Such activity is limited solely to those who have a need to know the information. Examples of acceptable sharing of data: the sharing of information with certain Human Resources teammates who need to know the information to provide the teammate benefits; incidental sharing of information with certain teammates in Enterprise Technology if necessary to create and maintain databases; and sharing of data within limited Legal, Risk and/or Truist Audit Services teammates if necessary for them to perform their work obligations (such as for internal investigations, analysis of HR complaints, or HR compliance oversight).

### Sharing teammate data outside Truist

Certain personal information of teammates must be shared with certain third-party partners to carry out Truist obligations to teammates. Many employee benefits require the support of third parties. Truist also uses third parties to assist with teammate travel and to make other services available while on official travel. Teammate data may also be shared with federal, state, and local authorities and/or regulatory bodies as required under applicable law. When sharing such information, Truist conducts appropriate due diligence to ensure proper security controls are in place. Truist does not permit sharing of teammate personal information with nonaffiliated third parties for marketing purposes.

### Teammate clients

Any teammate who is a Truist client enjoys the same benefits and information protection as all Truist clients, relative to their personal/financial banking information. Data provided by a teammate client in their role as a client will only be used and shared consistent with the purposes for which it was collected.

## Recording and monitoring in the workplace

Truist has a business need (or in some cases, a legal requirement) to record certain conversations or events within Truist. Such recordings occur for a variety of purposes — for marketing and training videos, compliance monitoring and testing, video conferencing/meetings, corporate security obligations, certain regulatory requirements or trading desk practices, and much more. Truist may record or monitor at any Truist-owned or Truist-designated location, such as through video and audio recording of activity in the workplace, and may use any Truist equipment, device, or accounts, including email and social media authorized for a Truist purpose. It may also include software, including software provided by Truist for use on personal devices such as personal laptops and Chromebooks, tablets, and mobile devices, that is (1) provided to a teammate by Truist in the ordinary course of business; and/or (2) used by or provided to the teammate in the ordinary course of Truist business.

Personal mobile devices are generally equipped with the ability to use geospatial technology to precisely locate the device. Truist recognizes that personal mobile devices are often with teammates at their homes as well as during other personal affairs, and as such does not collect teammate geolocation information via personal mobile devices.

## Teammate personnel files

Truist maintains a personnel file on all teammates which contains documents pertaining to employment with Truist. Truist retains documents in accordance with all applicable laws and record-retention requirements. Consequently, certain historical documents may not be available for review.

Personnel records for all teammates are maintained within Workday. Managers are responsible for the accuracy and completeness of information they enter into Workday. Truist respects the rights and dignity of each teammate and conducts its business in a way that protects the privacy of all teammates' personal information.

Truist only requests, uses, and retains personal information about teammates that is required for business or legal reasons.

Historical paper personnel files are confidential and are kept in a centralized location by Human Resources.



Miscellaneous documentation maintained by a manager that is used for performance discussions or a teammate's upcoming performance review must be maintained by the teammate's manager in a separate coaching file. Coaching files are confidential and are maintained in a locked drawer or cabinet.

Documentation that is not job-related must not be housed in personnel or coaching files and must not be maintained elsewhere. Documentation pertaining to disciplinary counseling or personal and confidential information regarding a teammate's job performance must not be placed in another teammate's file.

Information necessary for the administration of medical leaves of absence (ex. certification of health care provider forms or related documents) or any documentation that contains a teammate's personal medical information, including doctor notes, must not be retained in the teammate's personnel or coaching files. Such information must only be retained electronically by Leave and Absence Administration. Teammate medical information provided by Truist's vendors, including drug and substance abuse tests, must not be maintained by Truist. Those records, if applicable, are maintained confidentially by the contracted vendors providing those services.

Teammate personnel files and coaching files are the property of Truist, not the individual manager or teammate.

Any teammate (manager and/or direct report) who receives information/documents related to subpoenas, charges of discrimination, attorney/federal investigator requests and other requests for teammate documents, interviews, or information should immediately scan and email the information/documents to the Truist Legal Department:

[EEOCNotices@truist.com](mailto:EEOCNotices@truist.com) (Any documentation or request from the EEOC)

[RequestTMRecords@truist.com](mailto:RequestTMRecords@truist.com) (Teammate information related to subpoenas or request for information)

Contact Truist HR Central at 800-716-2455, option 3, for further guidance on where to send requested information/documents.

Teammates, including managers and Human Resources, are prohibited from providing professional reference for former or current teammates to third parties. However, managers are permitted to give references for current or former teammates to other internal Truist managers when teammates are

seeking transfers within the organization. Third-party requests for employment verifications are to be directed to Truist HR Central at 800.716.2455, option 5.

Unemployment insurance claims and documentation related to a current or former teammate should be immediately scanned and emailed to [UEB@Truist.com](mailto:UEB@Truist.com).

Teammates requesting to view their personnel files, must contact Truist HR Central at 800-716-2455, option 3, to schedule an appointment.

Truist has a fundamental interest in making sure the information it collects on teammates is accurate, relevant, timely, and complete. As a result, Truist collects the vast majority of information regarding teammates directly from the teammate or from the source of the record, such as a manager. Truist allows teammates to correct and update information they provide as necessary.

Upon request, a teammate is allowed to review the contents of their personnel file. Personal information or work references included in the personnel file obtained prior to the teammate's employment were provided to Truist in confidence and must be removed before review by the teammate, unless otherwise dictated by law. Former teammates are not permitted to access any portion of their personnel file, unless provided by applicable state or local laws.

### **Anti-money laundering, counter terrorist financing, the Bank Secrecy Act, and OFAC**

All teammates no matter your role and no matter where you are located must take very seriously Truist's obligation to join with governments, international organizations, and other members of the financial industry to protect the financial system from being used by terrorists and money launderers for illicit purposes.

Laws and regulations such as those included within the Bank Secrecy Act (BSA) as well as requirements set forth by the U.S. Department of the Treasury's Office of Foreign Assets Control (OFAC) require financial institutions to implement and maintain appropriate controls to address potentially illicit activity. This includes money laundering and terrorist financing. Truist must also ensure that we do not conduct any business with those individuals and entities that have been prohibited by the United States and other governmental agencies.

The BSA requires, among other things, that we obtain and retain customer identification information, as well as verify customer identity, at account opening; understand the nature of a customer's business at Truist; and identify and report



to the government suspicious activity conducted by Truist customers or through Truist accounts. The OFAC regulations restrict all U.S. persons, both individuals and entities, from engaging in any business with individuals or entities that have been prohibited because of involvement in or related to terrorism or terrorist-related activities, manufacture, distribution or sale of illicit drugs, or in money laundering. In addition, the OFAC regulations prohibit engaging with certain countries or individuals from certain countries, which have been prohibited by the United States for a variety of reasons. Failure to comply with relevant BSA or OFAC requirements can lead to significant adverse consequences for both Truist and teammates, including the potential for criminal penalties and the loss of employment.

While financial institutions play a significant role in helping to protect the country's financial system from abuse by those who are engaged in illegal activities, our teammates provide the best defense. Teammates must follow the Truist AML Policy, comply with all applicable business unit procedures, ensure all required training is completed in a timely manner, and always escalate any concerns or questions to your managers.

## Teammate arrests and convictions

Truist's reputation in the community is important to our overall success. Additionally, corporate governance requires that we maintain Fidelity Bonding ability and insurance for all Truist teammates. Certain charges and convictions can lead to negative perceptions of Truist and the inability of Truist to obtain and keep Fidelity Bond in force for a teammate. Therefore, teammates must inform their manager and contact Human Resources (HR) Central within five business days if:

- The teammate is charged with any criminal offense that is a felony
- The teammate is charged with any criminal offense (whether a felony or misdemeanor) involving fraud, dishonesty, breach of trust, or money laundering. Some examples include, but are not limited to, theft, misappropriation, embezzlement, forgery, false identification, false report to law enforcement, tax evasion, or writing a bad check
- The teammate is arrested, charged, or convicted of any drug-related offense on or off Truist premises
- The teammate is convicted of, or pled guilty or nolo contendere (no contest)

to, any criminal offense or enters into a Pretrial Diversion or similar program in connection with a criminal offense (other than minor traffic offenses)

- The teammate loses a job-related license from an issuing authority or is disciplined by that authority.

Notification of an arrest or conviction will result in an assessment of the circumstances to determine if continued employment with Truist is possible given a variety of defined metrics, including regulatory requirements under the FDIC Section 19 Rule, the SAFE Act, the Drug-Free Workplace Act, and/or other considerations.

# Rules and guidelines

## Communications

### Communications confidentiality

As part of Truist's commitment to high standards of professional and ethical conduct, teammates must maintain confidentiality of business communications in compliance with all laws and regulations.

Except in relation to monitoring programs for training or quality control by Truist, teammates must not:

- Tamper with or intrude on any transmission, whether by voice, data, facsimile, email, or voicemail
- Repeat or listen in on another's business communication without permission
- Record or permit others to record business communications without permission
- Use information from any business communication, including internal documents, meeting materials (or photographs of) or knowledge that a business communication has occurred for their personal benefit or for the benefit or harm of others

Teammates must report violations or suspected violations of these guidelines to their manager or to Human Resources. Teammates who violate these standards



may be held liable for violation of federal and state laws regarding privacy of business communications and are subject to disciplinary action up to and including termination of employment.

## Communication services and equipment guidelines

Truist provides the communications services and equipment necessary to promote the efficient conduct of business. Managers must instruct teammates on the proper use of communications services and equipment for both internal and external business communications.

Some communications services and equipment have toll charges or other usage-related expenses. Teammates must be aware of these expenses and consider cost efficiency when choosing the proper communication method. Teammates must consult their managers if there is a question about the proper mode of communication.

Truist may access and monitor teammate communications and files stored on company systems and devices. In compliance with guidelines and applicable laws, teammates must use Truist's communication systems primarily for business purposes. Occasional personal use is permitted. Teammates must have no reasonable expectation of privacy when using Truist-owned and/or managed devices, except as dictated by law.

Teammates must be careful that no personal correspondence appears to be an official communication of Truist. Teammates must not use Truist's address for receiving personal mail or use corporate letterhead or postage for personal letters. Additionally, credentials and licenses listed on business cards, corporate email signatures, or business correspondence must be related to the teammates' current job function.

Improper use of Truist communications services and equipment may result in disciplinary action up to and including termination as well as reimbursement to Truist for expenses incurred for excessive personal use.

## News media guidelines

Any news story that references Truist has the potential to influence millions of current and potential clients and shareholders. Negative press and viral messages on social media can damage the reputation of the company, as well as teammates.

To protect Truist and our associates, all media inquiries and requests should be immediately referred to Corporate Communications.

Only Corporate Communications or authorized spokespersons may initiate contact with the media on Truist's behalf. This includes news releases, print and online articles, blogs, photos, and story ideas.

For more information, please reference our Corporate Communications and Social Media policies in the [Policy and Procedure Manager](#) (PPM) .

## Email guidelines

When emailing persons inside or outside Truist, you are representing the company and must do so in a professional, courteous and positive manner at all times.

### Email signature

Your email signature is a reflection of you and the Truist brand. Email signatures are expected to be consistent throughout the organization. Follow the below guidelines for your Truist email signature.

|                                                                         |                                                          |
|-------------------------------------------------------------------------|----------------------------------------------------------|
| <b>First and Last name</b> .....                                        | Arial Reg, Truist Purple, 11 pt bold                     |
| <b>Official title</b> .....                                             | Truist Dark Gray, bold                                   |
| <b>Functional title / Truist</b> .....                                  | Truist Dark Gray, bold, divider is forward slash in grey |
| <b>Award, affiliation or certification</b> (must be work-related) ..... | Truist Dark Gray, bold                                   |
| 7400 Park, Suite 310, Charlotte, NC 28226 .....                         | Truist Dark Gray, unbolded                               |
| Mail Code #7777 .....                                                   | Truist Dark Gray, unbolded                               |
| Office: 555-555-5555 / Mobile: 555-555-5555 .....                       | Dashes between numbers. Divider is forward slash in gray |
| first.last@truist.com.....                                              | All lower case                                           |
|                                                                         | 1 line space                                             |
| <i>BB&amp;T and SunTrust are now Truist</i> .....                       | Truist Dark Gray, italics                                |

You can add pronouns to your email signature by simply including them in parenthesis, un-bolded, directly after your name. Example: Sam Sample (they/them/theirs).

You are welcome to hyperlink your pronouns for additional information. Simply highlight your pronouns, right click and choose "hyperlink." You can then add the URL to the appropriate resource below (provided by Diversity, Equity and Inclusion):

<http://mypronouns.org/she>  
<http://mypronouns.org/he>  
<http://mypronouns.org/they>  
<http://mypronouns.org/ze>  
<http://mypronouns.org/neopronouns>





The following are not allowed in an email signature:

- Truist logo or any other logos
- Personal social media pages/links (must be business related only, such as a Mortgage loan officer)
- Personal quotes
- Promotional statements for products or solutions

Executive level (E14) will use Truist Financial Corporation for company name. For specific line of business guidance, contact your Corporate Communications teammate.

Truist purple: RGB 46/26/71; Truist dark gray: 120/120/120

## Phone guidelines

When you answer the phone, you are representing yourself and Truist. All phone transactions are expected to be efficient and professional. Please follow the below guidelines when communicating via phone at work.

### Phone greeting

#### Examples for outgoing calls

- “Good morning, Ms. Miner. This is Mary Smith with Truist. (Continue conversation...)”
- “Good morning, Ms. Miner. This is John Banker with BB&T/SunTrust now Truist. (Continue conversation...)”

#### Examples for incoming calls

- “Thank you for calling Truist. This is Mary Smith. How may I help you?”
- “Welcome to BB&T/SunTrust now Truist. This is John Banker. How may I help you today?”

#### Voicemail greeting examples

- “Welcome to Truist. You have reached the voicemail for John Banker. Today is (insert day, date) and I am in the office today. If I have missed your call, please leave your name, phone number and a message and I will return your call as soon as possible. For immediate assistance, please press 0#, and another member of our team will assist you. Thank you for calling Truist, and I hope you have a nice day.”
- “Thank you for calling BB&T/SunTrust now Truist. You have reached (first last name) in (department or branch). I am currently unavailable to take your call but please leave me a detailed message, and I’ll get back to you as soon as possible. If you need immediate assistance, dial (xxx-xxx-xxxx) and ask for (name).”



## Health & safety

### Controlled substance, alcohol, and smoke free environment

In the interest of promoting a safe and secure work environment for all teammates, Truist prohibits teammates from possession and abuse of illegal/controlled substances and alcoholic beverages at all of its locations. Substance abuse subjects Truist to unacceptable risks of workplace accidents or mistakes that could cause financial or reputational harm to Truist and undermine the company's ability to meet its business mission. The Drug, Alcohol, and Smoke-Free Environment Policy (found on [Policy and Procedure Manager\\*](#)) provides clear standards regarding substance use in the workplace and details Truist's process for conducting reasonable suspicion substance use screening.

[\\*How to find policies](#)

### Accident, injury, illness, and safety policy

All teammates of Truist must comply with all safety and health requirements whether established by Truist or by federal, state, or local law. In addition, Truist makes reasonable efforts to provide for the safety of its teammates, property, clients, vendors, and authorized visitors to its premises.

Teammates must report to their managers all observed environmental, safety, and health violations, potentially unsafe conditions, and any accidents resulting in injuries to teammates, clients, visitors, or vendors. Truist prohibits retaliatory action against a teammate for making such reports. Violations of Truist's safety plans, policies, or procedures could result in disciplinary action, up to and including termination.

When safety-related issues arise that involve teammates, the manager must contact Teammate Relations via HR Central at 800-716-2455, option 4.

Managers must report environmental, safety, or health situations with no immediate teammate impact (suspected air quality, broken pavement, etc.) by placing a work order through the Truist Facility Operations Online website.

Managers must confirm that teammates under their supervision understand and comply with all company environmental, safety and health rules, regulations, and procedures. A manager's safety responsibilities include:

- Being familiar with all safety and health procedures relevant to the operations under their supervision
- Inspecting their work areas periodically for environmental, safety and health hazards
- Training their teammates in safety matters or arranging for such training where appropriate
- Identifying conditions that are recognized in the company as being unsafe
- Reporting accidents and injuries immediately and confirming that any injured teammate is referred to appropriate medical care

Teammates are encouraged to submit suggestions concerning environmental, safety, and health matters to Teammate Relations via HR Central at 800-716-2455, option 4.

### Workers' compensation

Any Truist teammate injured in the course and scope of employment may be entitled to workers' compensation, which is provided through premiums paid fully by Truist. The law requires all injuries to be reported immediately upon knowledge of the accident.

In the event a teammate (located in any state except North Dakota, Ohio, Washington, or Wyoming.) is injured or becomes ill in the course of employment and seeks medical treatment, the manager immediately contacts CorVel at 877-764-3574. A CorVel nurse records:

- Teammate's name
- Teammate's Social Security number
- Teammate's phone number
- Date the injury occurred
- Brief description of the injury

After gathering this information, the CorVel nurse will ask to speak to the injured teammate to make sure the teammate receives guidance on the appropriate care required. If the injured teammate requires medical treatment or time off from work, CorVel provides follow-up communication to the Workers' Compensation Department.



In the event a teammate, located in Ohio, is injured or becomes ill in the course of employment and seeks medical treatment, the manager immediately contacts the Ohio Bureau of Workers' Compensation at 888-627-7586.

In the event a teammate located in North Dakota, Washington, or Wyoming is injured or becomes ill in the course of employment and seeks medical treatment, the manager immediately contacts the Truist Workers' Compensation Department via HR Central at 800-716-2455, option 6, then option 3.

## Fatality/hospital treatment

In the event of a work-related fatality or with all work-related inpatient hospitalizations, amputations, and all losses of an eye, the manager must immediately report the fatality or incident to Truist's Workers' Compensation Department via HR Central at 800-716-2455, option 6, option 4. The Employment Legal department team reports the qualifying events to the Occupational Safety and Health Administration (OSHA) within eight hours of the occurrence for a work-related fatality and within 24 hours for inpatient hospitalizations, all amputations, and all losses of an eye.

## Client/visitor/vendor accident/injury/illness/fatality

If a client, visitor, or vendor is injured or dies while on Truist property, they should seek the necessary medical treatment immediately. The appropriate manager completes the Vendor Accident Form located on the company intranet site. This form is emailed to [truistriskmanagementclaims@mcgriffinsurance.com](mailto:truistriskmanagementclaims@mcgriffinsurance.com). The vendor's employer is generally required to report the event to OSHA, but this obligation does not relieve Truist from the reporting obligation should the vendor fail to meet its obligations in this regard. Therefore, the Employment Legal Team should also be notified immediately at [EEOCNotices@truist.com](mailto:EEOCNotices@truist.com).

## Safe driving

All teammates, who are required to drive in connection with performing their jobs for Truist, are responsible for being safe and responsible drivers. Travel time spent performing their jobs is considered time worked. These instructions apply to all teammates who drive on behalf of Truist, whether the vehicle is personally owned, company-owned, or rented/leased.

Teammates must abide by all applicable laws.

Teammates who are required by their jobs to drive for Truist are expected to possess and maintain safe driving records. All drivers must be properly licensed in the state in which they reside. Teammates must abide by the specific laws and regulations for the states in which they are traveling, including regulations related to seat belts, shoulder harnesses, headlights, cell phone use, texting, etc. Truist expects teammates to comply with all state and local "hands-free" device use laws.

## OSHA complaints

Under OSHA law, Truist is responsible for providing a safe and healthful workplace for our teammates. From time to time, a complaint may be filed against Truist for alleging a failure to comply with the OSHA laws and regulations. When this happens, the complaint may be mailed or delivered to the physical address of the location under investigation. If you receive an OSHA complaint, you should immediately scan and email the complaint to [EEOCNotices@truist.com](mailto:EEOCNotices@truist.com) and [WorkersCompensation@truist.com](mailto:WorkersCompensation@truist.com).

## OSHA walk-through

If an OSHA agent comes to your office location and asks to complete a walk-through, the operations manager or most senior manager should immediately be contacted to physically greet the OSHA agent. If the operations manager is not on-site, contact the senior manager immediately (applicable for branch locations only). The operations manager or senior manager should request to see the OSHA agent's Department of Labor ID and ask the nature of their visit. After the operations manager or senior manager greets the OSHA agent, they should excuse themselves, and in a private area:

- Call the facility manager. If possible, the facility manager should accompany the OSHA agent and the operations manager or senior manager during the walk-through.
- Email [EEOCNotices@truist.com](mailto:EEOCNotices@truist.com).

If the above parties are not available please leave a voice message and the operations manager or senior manager will independently conduct the walk-through with the OSHA agent.

Please be mindful of the time you have asked the OSHA agent to wait, do not exceed five minutes to make the necessary contacts.



The operations manager or senior manager should be mindful of their dialogue with the OSHA agent, as any statements made to an OSHA agent could be considered binding. Responses should be limited to answering questions that provide factual documentation to support the response. If the OSHA agent requests to speak with a teammate, the operations manager or senior manager should request to establish a date and time for the meeting. If this is not possible, the operations manager or senior manager should provide a private location for the teammate and the OSHA agent to have a private conversation. The operations manager or senior manager should inform the teammate that they have the right to speak with the OSHA agent or choose not to speak with the OSHA agent. This is at the teammate's discretion. Managers are not allowed to retaliate in any way if the teammate elects to speak with the OSHA agent.

The operations manager, senior manager, and/or facility manager should:

- Accompany the OSHA agent at all times aside from private conversation between the OSHA agent and a teammate at the teammate's discretion, as described above.
- Ask the OSHA agent for the scope of their inspection (the walk-through should be limited to the specific complaint provided by the OSHA agent).
- Duplicate any photographs and measurements taken by the OSHA agent to share with Truist Legal.
- Take detailed notes of any issue the OSHA agent presents or questions (the OSHA agent may point out issues not specifically mentioned in the initial complaint but in plain view found on-site).
- Document any additional issues addressed by the OSHA agent that were not part of the initial complaint and work with Facilities Operations to immediately take steps to correct any violations or concerns.

After the completion of the walk-through, the operations manager or senior manager, facility manager, and OSHA agent should have a debriefing at the end of the inspection, and include Truist Legal in the conversation if at all possible. All parties should have a clear understanding of what information was presented, what issues are in question, and what information will need to be provided at a later date. If Truist Legal cannot attend the debriefing with the OSHA agent, the operations manager or senior manager should contact Legal immediately after

the OSHA agent departs from the location to provide necessary feedback about the walk-through.

## Serious/infectious disease

When a teammate makes their manager aware of a potentially serious/infectious disease in the workplace, the manager must contact Teammate Relations via Truist HR Central at 800-716-2455, option 4, to evaluate risks and determine the appropriate response. Truist complies with applicable OSHA regulations concerning teammates exposed to body fluids, blood, or other potentially infectious materials. Universal precautions including engineering, safety, work practice controls, and personal protective equipment are utilized to limit the spread of diseases in the workplace. If special biohazard expertise or cleaning is needed, Teammate Relations contacts Facility Operations to take immediate action.

A teammate concerned about being infected with a serious/infectious disease by a co-worker, client, or other person must convey this concern to their manager or Teammate Relations via Truist HR Central at 800-716-2455, option 4. If the manager and Teammate Relations manager determine there is little or no evidence of risk of contagion to the concerned teammate, the teammate may be required to continue working in their current assignment. If an alternative arrangement is feasible, the concerned teammate may be assigned to work with or perform services for another teammate or client. Teammates who refuse to work with or perform services for a person known or suspected to have a serious/infectious disease, without first discussing their concern with a manager, are subject to disciplinary action, up to and including termination. Teammates diagnosed with a serious/infectious disease who seek a workplace accommodation must contact Leave and Absence Administration via Truist HR Central at 800-716-2455, option 3.



# Diversity, equity & inclusion





# Truist stands for DEI

At Truist, our purpose is to inspire and build better lives and communities. Every day, the pursuit of better drives us. We are committed to diversity, equity, and inclusion and boldly believe in the power of what we can achieve together.

Our mission is clear: to create an inclusive and energizing environment where all teammates can be empowered to learn, grow, and have meaningful careers.

We do this through:

- Advancement opportunities through internal leadership training, leadership certification for students, internships, and financial support—and a recruiting strategy to ensure we pursue top diverse talent
- Development and sponsorship programs focused on increasing the diversity of our senior leadership
- Eight enterprise Business Resource Groups (BRGs) and regional chapters aligned with our 24 markets to increase cultural awareness, deliver our purpose, and foster inclusivity.
- Hundreds of Day of Understanding sessions throughout the year to encourage bold and courageous conversations on topics like race and social justice
- Bundled educational resources, including articles, podcasts, books, training, and videos, to create empathy and enhance understanding of racial equity and social justice topics
- Training leaders to recognize and change unconscious bias and provide inclusion and diversity learning opportunities for all

## Business Resource Groups

We encourage all teammates, regardless of identity/affiliation, to join one or more Business Resource Groups (BRGs), as they play a key role in advancing an inclusive culture, positively influencing economic mobility and total societal impact, developing innovative business strategies, and increasing teammate engagement, development, and retention.

At Truist, we have eight BRGs:

- ACT (Asian-Americans Collaborating @ Truist)
- BOLD (Black Organizers, Leaders, and Doers)
- CAN (Capabilities Action Network)
- GEN (Generations Engagement Network)
- HOPE (Hispanics Organizing Purpose & Engagement)
- PRIDE (focused on the LGBTQ+ community)
- SERVE (Supporting Emergency Responders & Veterans Engagement)
- WIN (Women's Inclusion Network)

Teammates of all ages and backgrounds are encouraged to join our BRGs, and participate in events to connect with and learn more about each other. Through our BRGs, we can build greater awareness and deeper appreciation for different perspectives and experiences.

## BRG events, activities, and leadership opportunities

Our teammates are encouraged to participate in BRG events/activities and serve in BRG leadership roles.

Teammates should engage their managers to request time during business hours to participate in company-sponsored events that help deliver our purpose, mission and values and meet our BRG's strategic objectives:

- Growing the business: sharing referrals, insights, and innovation to support business goals
- Educating others: teaching acceptance, as well as deepening understanding and respect for all
- Developing teammates: recruiting, developing, sponsoring, and retaining top talent
- Serving communities: volunteering to support purpose/mission, Community Reinvestment Act (CRA) goals and objectives
- Promoting well-being: hosting activities that foster greater teammate well-being

For more information, please visit the DEI intranet site or reach out to [DEI@Truist.com](mailto:DEI@Truist.com).



## Participation with Business Resource Groups

We encourage all teammates, regardless of identity/affiliation, to join one or more BRGs, as they play a key role in advancing an inclusive culture, positively influencing economic mobility and total societal impact, developing innovative business strategies, and increasing teammate engagement, development, and retention.

As such, you may have a teammate who is a member of a Truist BRG request time during business hours to participate in company-sponsored events that help deliver our purpose and values and meet our BRGs' strategic objectives:

- Growing the Business: sharing referrals, insights, and innovation to support business goals
- Educating Others: teaching acceptance, as well as deepening understanding and respect for all
- Developing Teammates: recruiting, developing, sponsoring, and retaining top talent
- Serving Communities: Volunteering to support purpose/mission, CRA goals, and objectives
- Promoting Well-Being: hosting activities that foster greater teammate well-being

As a reminder for all managers, time spent participating in company-sponsored BRG events and activities during work hours is considered time worked and teammates should not be asked to use vacation or unpaid time to participate. Likewise, nonexempt teammates should be paid for all time spent participating in any activities or events outside of standard work hours when such participation is required by the manager.

This ensures all teammates are paid appropriately and supports Truist's strong commitment to these purpose-driven opportunities. Managers are asked to demonstrate scheduling flexibility (to the extent possible given daily work requirements) to allow teammates to participate and support our BRG efforts.

Examples might include:

- Virtual or in-person attendance for a guest speaker, panelist event, or DEI educational session
- Sponsored community event promoting Truist and/or the Movement
- Cultural celebrations and events

For more information, you may reach out to [DEI@Truist.com](mailto:DEI@Truist.com) or you may refer to Truist's volunteerism policy. We appreciate your leadership and sponsorship of our BRGs as we work to foster an inclusive and energizing environment where all teammates feel empowered to learn, contribute, and grow.





Careers, performance  
management,  
and engagement





# Career benefits

## Career opportunity

Truist values the contributions of all teammates and supports your career at every step, whether you want to grow in place or in new places within Truist. Resources include:

- **Development planning:** Enrich your career plan through goal-setting related to education, exposure, and experience. In partnership with your manager, you will dedicate time during the year to discuss your career growth.
- **Career coaching:** A free resource for you where you can partner with a certified coach to help you focus, create clear goals, and stay accountable to achieving them. Coaches can also review your resume, guide you on internal networking, and help you prepare for upcoming interviews.
- **Internal job marketplace:** Where you can explore current openings at Truist. Periodically update your career profile in Workday to showcase your interests and background. You can also apply for internal job postings and receive guidance from recruiters.
- **Education assistance:** A career investment that allows you to continue your education, aligning with your career goals. With a traditional track and future skills track, teammates can attain and strengthen the most in-demand skills at Truist with formal degrees, micro-degrees, and certifications.

Before applying for your next role at Truist, review these guidelines:

- If you have been in your current role for less than 12 months, consult with your manager prior to applying for your next internal role.
- Teammates who have received a final written warning are not eligible to apply for internal roles for 90 days. Consult with your manager for guidance on next steps.
- Review the minimum requirements listed in the job description. If you have qualification gaps for positions that interest you, visit [myCareerCenter](#) for resources on how to close those gaps before applying. Consult with your manager on positioning yourself for success in an aspirational job role.

## Relocation benefits

As your career with Truist progresses you may accept a position within the company that requires you to relocate. Teammates who meet the relocation eligibility requirements may be authorized to participate in the Truist Relocation Program. For specific details or questions regarding the Truist Relocation Program, hiring managers and teammates are encouraged to contact a relocation program manager within Human Resources.

## Recognition

At Truist, you have the opportunity to recognize teammates who live our values and execute on our mission both in their everyday work and as they reach career milestones. Whether you're a new Truist teammate or you have been a part of our organization for years, being recognized and taking time to recognize others enables us to connect more, innovate more, and contribute more as we continue on our journey to better.

### Types of recognition

Positive feedback through recognition promotes and inspires behaviors that help us to keep the Truist purpose at the center of everything we do. We're excited to recognize you as you contribute in meaningful ways, and we hope you'll take the opportunity to engage in our recognition culture by celebrating your teammates with us.

We celebrate:

#### Everyday wins

Recognize a teammate for exemplifying the Truist purpose, mission, and values in their everyday work.

#### Achievements

Recognize a teammate's commitment and drive when they complete a really big project or initiative.

#### Career milestones

Recognize milestones in a teammate's career journey at Truist by celebrating their new job or reflecting on their years of service so far.



## Truist Performance Rewards

Each year, we recognize and celebrate top Truist performers at the Truist Performance Awards. While the Truist Performance Awards are given to teammates throughout all divisions of Truist, across the company, divisions gather and celebrate teammates in ways that are meaningful to them.

## Rehired teammates

A continuous service date is established for accumulated previous service. Rehired teammates are not eligible for service recognition in the year in which are rehired. Merger teammates are eligible to participate in the service program at an agreed upon timeframe set by the Human Resources.

# Performance management

Performance Management at Truist is a dynamic experience that leverages ongoing coaching conversations, empowering teammates to grow and make meaningful contributions at Truist. Two-way dialog between teammates and managers helps ensure we all understand our individual, team, and enterprise contributions.

- Each year, teammates' performance goals and work priorities should be identified. Where possible, teammates should participate in the development of their goals and priorities.
- Collecting feedback from multiple sources throughout the performance year enables a manager to evaluate a teammate's performance more holistically and helps ensure the teammate is receiving the benefit of partner feedback. Additionally, sharing feedback with teammates further reinforces our One Team value.
- A midyear check-in conversation is an opportunity for a manager and teammate to engage in a quality conversation about performance, risk management, development, and how they connect to our purpose, mission, and values.
- The annual performance review provides the manager with an important opportunity to assess a teammate's performance compared to established

goals and performance expectations of the role. This review plays an important role in determining recognition, rewards, and career development opportunities.

- The Truist Disciplinary Action practices provide the framework and flexibility to appropriately address situations where it's necessary to document some form of disciplinary action and attempt to allow the teammate to correct performance or conduct deficiencies. Each situation should be evaluated on its own merit, and the action taken must be consistent with the presenting issue, and applicable policies and practices.

# Teammate experience and engagement

Truist strives to provide a best-in-class experience for our teammates. We believe by creating extraordinary teammate moments each day, we'll have a more engaged workforce, higher levels of productivity and innovation, and greater client satisfaction. To continually evolve how our teammates experience Truist throughout their career journey, we listen and act on teammate feedback and preferences on an ongoing basis. From prehire to post-exit, we provide teammates many opportunities to share their perspectives and be a catalyst for engagement.

## Surveys

Teammate surveys are an effective tool for Truist to capture large amounts of confidential teammate feedback on a wide-range of topics across the enterprise. Through surveys, we can quantify what teammates think and what drives them to be productive and happy at work. The data collected is used to enhance the teammate experience, better understand operational impacts on engagement, and stay informed on what teammates want/need to remain engaged and productive. Some surveys all teammates may be asked to complete through their Truist journey include onboarding, engagement, pulse, and exit.



## Bright Ideas Community

Our private, online teammate community, Bright Ideas, is a place where teammates are empowered to share thoughts and recommendations for how to create positive change at Truist. In the community, teammates provide feedback on topics presented to them from senior leaders and start their own conversations on what's top of mind at the moment. The community enables meaningful connections and an increased sense of belonging as members connect with and learn from individuals across the enterprise. Members experience firsthand how teammate feedback at Truist informs important decisions about how we approach the teammate experience when making key business decisions. All teammates have an opportunity to express interest in becoming a member of the community.

## Better Day Ambassadors

A Better Day Ambassador is someone empowered to make a real difference in the teammate experience at Truist, serving as a catalyst for activities and initiatives that foster engagement and inspire better days at work for all teammates by educating them on a variety of resources that directly impact teammate satisfaction and engagement.

Better Day Ambassadors are trained to:

- Host short learning sessions focused on tools and resources that have a direct impact on teammate experience and engagement (i.e., career development, well-being, etc.)
- Share important messaging related to the teammates experience (i.e. messaging surrounding surveys, upcoming learning opportunities, etc.)
- Connect with fellow teammates one-on-one to provide encouragement and direction as they seek out tools and resources that will help them on their personal and professional journey toward best

All teammates have an opportunity to express interest in becoming a Better Day Ambassador.





# Work/life benefits





# Time off programs

## Jurisdictional addendum

For a breakdown of specific leave and absence policies by jurisdiction, please refer to the Jurisdictional Work/Life Benefits Addendum on the Truist HR site.

Advice and interpretation of this addendum is available by contacting Leave and Absence Administration via HR Central at 800-716-2455, option 3, or by emailing [LeaveAndAbsence@Truist.com](mailto:LeaveAndAbsence@Truist.com).

## Holiday program

### Eligibility

All regular teammates of Truist and its subsidiaries and affiliates scheduled to work at least 20 hours per week are eligible for paid holidays. Temporary teammates and those regular teammates with scheduled weekly hours in Workday of less than 20 hours per week are not eligible for holiday pay.

### Observed holidays

In 2021, Truist will observe the following holiday schedule:

| Holiday                       | 2021         |
|-------------------------------|--------------|
| New Year's Day                | January 1    |
| Martin Luther King's Birthday | January 18   |
| Presidents' Day               | February 15  |
| Memorial Day                  | May 31       |
| Independence Day              | July 5       |
| Labor Day                     | September 6  |
| Columbus Day                  | October 11   |
| Veterans Day                  | November 11  |
| Thanksgiving                  | November 25  |
| Christmas                     | December 25* |

\*Saturday holiday results in a floating holiday granted in 2021.

On Christmas Eve, banking offices close at 2 pm ET. Business unit managers outside of the Community Bank determine when their respective areas close on Christmas Eve, keeping in mind that branches need support through 2 pm ET. This early closure time must be recorded in Workday as "Emergency Closing or Late Open/Early Close." If Christmas Eve falls on a Saturday, Truist operates with regular hours on the preceding Friday. In the event a paid holiday falls within a teammate's vacation period, a vacation day is not charged for the holiday. In the event a teammate schedules vacation on Christmas Eve, they should record their vacation hours based on their scheduled hours in Workday.

Some subsidiaries and affiliates follow different holiday schedules. If there is a business need for an alternative holiday schedule, it must be approved by Truist's executive leadership. Teammates of a Truist subsidiary or affiliate should consult with their manager or Leave and Absence Administration via HR Central at 800-716-2455, option 3, on their holiday schedule.

### Holiday pay and recording time in Workday

Full-time teammates receive their salary for each holiday observed. Full-time teammates with nonstandard schedules (e.g., four 10-hour days Tuesday through Friday) are eligible for floating holidays when an observed holiday falls on a day the teammate is not scheduled to work. Teammates do not receive a floating holiday if they have received holiday pay. Eligible part-time teammates receive holiday pay only for holidays which fall on days when they are typically scheduled to work.

Nonexempt teammate time off for a holiday is categorized in Workday as "Holiday Scheduled Hours." If a nonexempt teammate works on a holiday, the teammate must also enter "Hours Worked" in Workday for the actual hours worked on the holiday.

When a full-time, nonexempt teammate records holiday hours, the hours should reflect the teammate's regularly scheduled hours for the day.

When a part-time teammate records holiday hours, the teammate must record the holiday based on their scheduled hours in Workday even if the holiday week might be a week when they work a different number of hours.

Managers of business units who are typically scheduled to work on a holiday may contact Leave and Absence Administration via HR Central at 800-716-2455, option 3, to determine the appropriate pay considerations for hours worked.



## Saturday holidays

In the event a typically paid holiday falls on a Saturday, Truist grants a floating holiday in place of the holiday. The Saturday then becomes a nonholiday per the Federal Reserve schedule.

If Truist elects not to operate on a typical Saturday workday (because of the typically paid holiday falling on a Saturday), full-time teammates should be scheduled to work 40 hours Monday–Sunday, excluding Saturday. The impacted teammates receive their floating holiday and do not receive holiday pay for the Saturday. There should be no time entry or time off entry in Workday for the Saturday. Part-time teammates should be scheduled to work their scheduled weekly hours Monday–Sunday, excluding Saturday. The impacted teammates receive their floating holiday and do not receive holiday pay for the Saturday. There should be no time entry or time off entry in Workday for the Saturday.

## Sunday holidays

In the event a typically paid holiday falls on a Sunday, Truist observes the holiday on the following Monday. The Sunday then becomes a nonholiday per the Federal Reserve schedule.

If Truist elects not to operate on a typical Sunday workday (because of the typically paid holiday falling on a Sunday), full-time teammates should be scheduled to work 40 hours Monday–Saturday. The impacted teammates receive their floating holiday and do not receive holiday pay for the Sunday. There should be no time entry or time off entry in Workday for the Sunday. Part-time teammates should be scheduled to work their scheduled weekly remaining sick days, the absence must be recorded as unpaid or a Teammate may choose, with the manager's approval, to use a vacation day. Managers are responsible for ensuring the day is recorded as sick, other time off, vacation, or unpaid in Workday.

## Floating holidays

A teammate hired after the day for which the floating holiday is granted is not eligible for that floating holiday in the current year. If the teammate leaves Truist prior to taking the floating day, the day is forfeited and is not paid out. Floating holidays should be used between the first of the month prior to and last day of the month following the month in which the floating holiday was granted. For example, if a floating holiday is granted for Independence Day in July, the teammate should

use the floating holiday between June 1 and Aug. 31. If the floating holiday is granted for a holiday that falls in January, the floating holiday should be taken between Jan. 1 and March 31. If the floating holiday is granted for a holiday that falls in December, the floating holiday should be taken between Oct. 1 and Dec. 31. Certain exceptions may apply based on line of business.

## Absence the day before and after a holiday or absence when scheduled to work on a holiday

If a teammate is absent due to sickness or other time off reason the last scheduled work day before and next scheduled work the day after a holiday, the holiday is treated as a sick day or other time off day. If the teammate does not have any remaining sick days, the absence must be recorded as unpaid or a teammate may choose, with the manager's approval, to use a vacation day. Managers are responsible for ensuring the day is recorded as sick, other time off, vacation, or unpaid in Workday.

Teammates on Leave of Absence do not receive holiday pay. The observed holiday will be paid as sick, sick leave of absence, other time-off, vacation, or unpaid. If a teammate is scheduled to work on a holiday and is absent due to sickness or other time off reason, the holiday is treated as a sick day or other time off day. If the teammate does not have any remaining sick days, the absence must be recorded as unpaid, or a teammate may choose, with the manager's approval, to use a vacation day. Managers are responsible for ensuring the day is recorded as sick, other time off, vacation, or unpaid in Workday.

## Religious observances

Truist recognizes some teammates may wish to observe, as periods of worship or commemoration, certain days not included in the holiday schedule. A teammate who desires to take a day off for such reason is permitted to do so, provided the teammate's absence from work does not result in an undue hardship on the conduct of Truist's business. Teammates may use days of paid vacation on such occasions, or they may take such time off as an unpaid, excused absence. Accommodations for time off based on religion will be made when the granting of such a request does not create an undue hardship. Teammates should raise accommodation requests by calling Teammate Relations via HR Central at 800-716-2455, option 4.



Advice and interpretation of these programs are available by contacting Leave and Absence Administration via Truist HR Central at 800-716-2455, option 3, or by emailing [LeaveAndAbsence@Truist.com](mailto:LeaveAndAbsence@Truist.com).

## Vacation program

### Eligibility

All regular teammates of Truist and its subsidiaries and affiliates scheduled to work at least 20 hours per week are eligible for paid vacation as a part of the overall compensation program and in accordance with the guidelines set forth below. Temporary teammates and those regular teammates scheduled to work less than 20 hours per week are not eligible for vacation. If a teammate moves



from benefits/vacation eligible to nonbenefits/vacation eligible midyear, Truist pays the teammate for any vacation time accrued, but not yet used. However, the same teammate owes Truist if the teammate has used more vacation than they accrued. If the Teammate becomes benefits/vacation eligible later again in the same calendar year, their vacation accrual starts new based on their continuous service date/officer title as of their benefits/vacation eligibility date.

### Vacation accrual period

Teammates accrue vacation, including Special Agreement, during the 12-month period beginning Jan. 1 and ending Dec. 31. Vacation is accrued on the last calendar day of each month at a rate equal to 1/12 of the annual benefit.

### Accrual matrix

A teammate's vacation accrual is based off their years of service or official title, whichever provides a greater benefit. Years of service is based off a teammate's continuous service date as recorded in Workday.

| For full time teammates                   |                                   |                            |                                                         |
|-------------------------------------------|-----------------------------------|----------------------------|---------------------------------------------------------|
| Years of Service or Officer Title         | Monthly Accrual Amount (in hours) | Annual Accrual (in hours)* | Annual Equivalent Number of Days* (working 8-hour days) |
| Year of Hire - 4                          | 6.67                              | 80                         | 10                                                      |
| 5 or Officer/Analyst/ Associate/AVP Title | 10                                | 120                        | 15                                                      |
| 6                                         | 10.67                             | 128                        | 16                                                      |
| 7                                         | 11.33                             | 136                        | 17                                                      |
| 8                                         | 12                                | 144                        | 18                                                      |
| 9                                         | 12.67                             | 152                        | 19                                                      |
| 10 - 24 or VP Title and Above             | 13.33                             | 160                        | 20                                                      |
| 25+                                       | 16.67                             | 200                        | 25                                                      |

\*A teammate must be employed on the last day of all 12 months in a year to receive the full annual accrual amount.



Regular teammates with scheduled weekly hours in Workday of at least 20 hours per week but less than 40 hours per week are eligible for a pro rata benefit of this accrual matrix based on their scheduled weekly hours in Workday.

Under limited circumstances, with approval of the hiring manager and Talent Acquisition, new hires with substantial experience may be granted additional vacation (maximum of 80 hours). However, in no circumstance can a teammate be granted more than a total of five weeks of vacation in a year. A teammate's manager is responsible for entering this additional vacation time into Workday as special agreement each year by Jan. 31.

Teammates acquired through an acquisition by Truist may have a different level of vacation eligibility due to the negotiated agreement at the time of the acquisition. Any such negotiated vacation eligibility takes precedence over the eligibility outlined in this program. This additional vacation time is viewed in Workday as special agreement.

Teammates in California are not able to accumulate more than 1.5 times their vacation eligibility for the year. In other words, the accrual of vacation at any time is limited to 1.5 times the teammate's current year vacation accrual. Once a teammate in California reaches this cap, no additional days of vacation are accrued until vacation is used. California teammates and managers of California teammates should consult the "Jurisdictional Work/Life Benefits Addendum to the Handbook" for specific details on California vacation.

## Calculation of vacation pay for part-time teammates

Teammates who work a variable schedule from week to week accrue vacation based on their scheduled weekly hours in Workday, which should reflect the average hours the teammate works in a week. When a part-time teammate takes vacation, the teammate should record the vacation based on their scheduled weekly hours in Workday even if the week they are out of the office might have been a week when they worked a different number of hours. Managers should work with teammates to confirm they receive benefit from all the vacation hours accrued in Workday.

## Promotion to officer status

### Current teammates

A teammate with an employment date prior to Jan. 1 of the current year who is promoted to any officer status is eligible for vacation in the current year at the rate teammates with the new official title or the years of service criteria, whichever is greater (see the chart in the Accrual Matrix section of this program). The new vacation accrual rate, if applicable, begins on the last day of the month in which the new officer title was awarded.

### New teammates

A new teammate with an employment date in the current year who is promoted to any officer status is eligible for vacation in the current year at the rate teammates with the new officer title. The new vacation accrual rate, if applicable, begins on the last day of the month in which the new officer title was awarded.

### Rehires

Prior service credit is applied in the teammate's first calendar year for vacation eligibility purposes. A continuous service date is established for accumulated previous service. The following example allows for such a service computation:

- With a full-time teammate's previous employment period beginning on May 1, 2002 and ending Nov. 23, 2009, service would be computed to be 7 years, 6 months, and 22 days.
- Based on a re-employment date of 08/01/2020, a continuous service date of 01/07/2013 would generate in the Workday system. Therefore, the full-time teammate would be eligible for a five-month (August-December) pro-rata portion of 136 hours of vacation during 2020.

## Vacation purchase

Vacation can only be purchased during the annual benefits enrollment. New hires and teammates joining Truist through an acquisition/merger are not eligible to purchase vacation until annual benefits enrollment. Teammates cannot make changes to their vacation purchase election during the year. Vacation purchase automatically ends for the following reasons:



- If a teammate's schedule changes to make the teammate ineligible for vacation (i.e., their weekly scheduled hours in Workday drop to less than 20 per week)
- If a teammate is approved for long-term disability

If a teammate moves from benefits/vacation eligible to nonbenefits/vacation eligible midyear or is approved for long-term disability, Truist pays the teammate for any purchased vacation time purchased, but not yet used. However, the same teammate owes Truist if the teammate has used more purchased vacation than they actually purchased. If the teammate becomes benefits/vacation eligible again or returns from long-term disability later in the same calendar year, they are not able to reenroll in the vacation purchase plan until annual benefits enrollment.

Deductions for purchased vacation are made on a pretax basis as part of the Flexible Benefits Plan. The deduction is based on the teammate's Sept. 30 pay rate. Deductions for a teammate on an unpaid leave of absence are drafted from their checking account (in the same manner as all benefit plan deductions).

Under federal law, a teammate must use all company-provided vacation before using purchased vacation. Vacation is used in this order (and is automatic in Workday):

- Carryover time
- Special agreement
- Vacation
- Purchased vacation

Purchased vacation may not be carried over from one calendar year to the next. Except in the state of California, unused purchased vacation at year end is forfeited. In California, unused purchased vacation will be paid out to a teammate on the last payroll of the calendar year.

## Vacation carryover

Teammates are encouraged to take all eligible vacation in each calendar year absent unusual circumstances. However, up to 40 hours of unused accrued vacation will automatically roll over to the following calendar year. Purchased vacation is never eligible for carryover.

California teammates and managers of California teammates should consult the "Jurisdictional Work/Life Benefits Addendum to the Handbook" for specific details on California vacation.

## Vacation planning

Teammates may use vacation prior to accruing it. For planning purposes, it's recommended that teammates submit vacation requests for the calendar year to their managers prior to April 1, or if a winter vacation is planned, as soon as possible after Jan. 1.

Teammates must adhere to their department's guidelines regarding submission of vacation requests.

This time is categorized in Workday as "Vacation." Vacation is used in this order (and is automatic in Workday):

- Carryover time
- Special agreement
- Vacation
- Purchased vacation

## Vacation at time of termination

A teammate is paid for any accrued but unused vacation as of the date of termination. If vacation has been taken that exceeds the vacation time accrued, the teammate is expected to reimburse Truist. Any purchased and unused vacation days are paid out to the teammate at termination. If the teammate has used purchased vacation days for which they had not yet paid, the teammate reimburses Truist for the overpayment.

Upon resignation or retirement, vacation cannot be used as a teammate's last day of employment. The last day of actual work is used for the last day of employment and the effective date of resignation/retirement.

## Unpaid personal absences

Once a teammate has exhausted their available vacation hours, a teammate may request unpaid time for any additional absence needs. Teammates must adhere to their department's guidelines regarding call-out or time off request procedures.



Granting unpaid pre-planned personal time off is at the manager’s discretion based on business needs and compliance with Fair Labor Standards Act (FLSA) regulations. Managers should be aware that, in accordance with FLSA regulations, the pay for teammates in exempt positions cannot be reduced for either a full or partial day of pay except in specific circumstances. Managers should consult with Leave and Absence Administration via HR Central at 800-716-2455, option 3, for guidance regarding unpaid time off. When entering approved unpaid personal/ sick time off into Workday, entries are categorized by the manager as “Unpd Pers/ Sick (Full Day Required for Exempts).”

### Sensitive key position required absence policy

Managers are required to work with teammates in sensitive key positions to identify the specific time away that satisfies the absence compliance requirements. In no event may this be less than a calendar week (five consecutive workdays), excluding any established holidays for the work unit. For example, if Independence Day falls on a workday for the unit, it cannot be counted as part of the five workdays and the absence period must extend to a sixth consecutive workday. A teammate whose scheduled workweek is nonstandard (e.g., a rotating seven-day shift or four 10-hour days, etc.) meets the consecutive days rule when absent from work and has absence keyed in Workday for five consecutive workdays, unless one of the days is a holiday. Due to the heightened risk related to securities trading, certain teammates in Corporate & Investment Banking will be subject to a 10-day time away from work requirement, rather than the standard five days.

| Calendar year required time away requirements for new hires and teammates newly transferred to a sensitive key position |                                |                                      |                        |
|-------------------------------------------------------------------------------------------------------------------------|--------------------------------|--------------------------------------|------------------------|
| Position                                                                                                                | Employed on or before March 31 | Employed between April 1 and Sept. 1 | Employed after Sept. 1 |
| Traders within Corporate & Investment Banking                                                                           | 10 consecutive trading days    | Five consecutive trading days        | Not applicable         |
| All other sensitive key positions                                                                                       | Not applicable                 | Not applicable                       | Not applicable         |

During the absence compliance period, teammates in sensitive key positions must not access any of Truist’s network via computer, mobile messaging devices (as permissible by other electric communication policies and/or procedures),

access keys, or any other access point, unless an exception has been granted by executive leadership.

In addition, teammates in sensitive key positions should not have access to third-party wire transfer or trading systems during their absence. Only communication with managers, teammates, clients, and/or vendors via telephone or email using phones or mobile messaging devices are allowed during the required absence period (as permissible by other electronic communication policies and/or procedures).

Teammates in sensitive key positions must schedule their absence in Workday in advance of the scheduled time away to confirm that access to Truist systems is disabled during this period. This time off is keyed as “Required Time Off for Key Positions” in Workday. System disablement is a core requirement of the absence process, therefore a Workday request must be submitted in advance and the request must be approved in advance by the manager. This confirms that system access is disabled during this time away. Required time off for sensitive key positions automatically reduces a teammates vacation balance.

Failure to follow this prescribed process results in noncompliance with this requirement. Required time off for sensitive key positions automatically reduces a teammates vacation balance.

Truist recommends that, as early in each year as possible, each teammate in a Sensitive Key Position schedule the annual absence as a part of a planned vacation. When teammates are away from work for extended periods on a leave of absence, managers can coordinate the network suspension to meet the annual absence requirement. Approval of this methodology for meeting the annual absence requirement requires approval of the second-level manager after discussion with the director of benefits. Teammates must not depend upon such circumstances to meet absence requirements and should, instead, use vacation whenever possible. For more information about required time off for teammates in sensitive key positions please see the full policy HR-TR-1200 via Policy and Procedure Manager.

### Leaves of absence

When a teammate takes an approved leave of absence, Truist allows pay for vacation if the teammate so desires, up to the number of days the teammate will accrue in the calendar year less any days already taken. Failure to return to work



at the end of the approved leave may result in overpayment of vacation days which must be repaid to Truist.

Teammates on a non-FMLA/State protected unpaid, medical, disability, or personal leave of absence, however, do not continue to accrue vacation while on leave of absence. Vacation accrual begins again upon confirmation of return to work. Teammates should consult with Leave and Absence Administration via HR Central at 800-716-2455, option 3, regarding how their leave of absence impacts their annual vacation accrual so as to not use more vacation than they will accrue in the year.

## Integration with workers' compensation

Any teammates injured on the job may be entitled to workers' compensation, if approved by the state in which the teammate works. In that event, the teammate is paid by workers' compensation, up to the maximum allowed by the state. Once workers' compensation claim is approved for an injury, the teammates is not eligible for pay under the vacation program related to that injury, including any applicable waiting period. Please see the [sick pay plan](#) for more guidance.

## National Guard and Reserves

Vacation for those required to complete training in the National Guard or Reserve:

- A teammate is not required to use all or any part of the teammate's vacation to attend required training; however, a teammate may elect to do so. If a teammate elects to complete the required training without pay, the teammate retains their vacation and may schedule it in accordance with this program.
- If the teammate is not eligible for vacation pay or chooses not to use vacation during training, time away from Truist due to National Guard or Reserve duty is unpaid. The exception is when an exempt teammate works part of the week but misses another part of the week due to National Guard or Reserve duty. If the exempt teammate is away from work the entire workweek and is not eligible for vacation pay or chooses not to use vacation during training, the time away may be deducted for that week.
- In the event a teammate uses vacation time to attend required training resulting in less than one week of remaining vacation, additional time off with pay is granted to allow the teammate a full week of vacation at some other time during the calendar year when it is convenient to Truist. For example, if after completing National Guard/Reserve Training, a full-time teammate has eight hours of remaining vacation, the company grants 32 additional hours of vacation to be taken during the calendar year.

## Service recognition program

### Eligibility

All regular teammates of Truist and its subsidiaries and affiliates with scheduled weekly hours in Workday of at least 20 hours per week are eligible for to receive service recognition time off. All regular teammates of Truist and its subsidiaries and affiliates are eligible to receive a recognition keepsake.

### Continuous service date

A continuous service date is established for accumulated previous service. Rehired teammates are not eligible for service recognition in the year in which they are rehired. Merger teammates are eligible to participate in the service program at an agreed upon time frame set by Human Resources.

### Recognition

Recipients at a five-year level of service receive eight hours off, at 10-year level of service receive 16 hours off, and at 15-year level of service receive 24 hours off (prorated for part-time benefits eligible teammates) to be taken within the year of their anniversary.

Recipients at the 20-year level, and all future five-year milestone levels of service, receive 40 hours off (prorated for part-time benefits eligible teammates) to be taken within the year of the anniversary. Time off should be recorded in Workday as "Service Recognition Week."

**Note:** Teammates celebrating 20 years of service in 2021 will receive five service recognition days. In 2022 and beyond, teammates celebrating 20 years of service will receive four service recognition days.

### Service recognition carryover

Unused service recognition time off is not eligible for carryover from one calendar year to the next.

Advice and interpretation of these programs are available by contacting Leave and Absence Administration via HR Central at 800-716-2455, option 3, or by emailing [LeaveAndAbsence@Truist.com](mailto:LeaveAndAbsence@Truist.com).





## Other time-off programs

The following paid time off is available to all benefits-eligible teammates (regular teammates scheduled in Workday to work 20 or more hours per week).

### Bereavement time off

Teammates have a maximum of 80 hours (prorated for part-time benefits eligible teammates) of paid-time off due to the death of the teammate's spouse/domestic partner, child, mother, father, brother, sister (step relationships are also included), or any person who at the time of death resided in the teammate's household as a member of the family unit (related by blood or marriage). This is paid time off (prorated for part-time benefits eligible teammates) per occurrence. This time off

is categorized in Workday as "Bereavement for Immediate Family" and must be used within one year of the date of death.

Teammates also are allowed time off due to the death of the teammate's son-in-law or daughter-in-law, grandparent, great-grandparent, grandchild, great-grandchild, brother-in-law or sister-in-law or death of the spouse's/domestic partner's child, mother, father, grandparent, grandchild, brother or sister. Teammates have a maximum of 24 hours (prorated for part-time benefits eligible teammates) of paid time off per occurrence (up to 80 hours total per year (prorated for part-time benefits eligible teammates). This time off is categorized in Workday as "Bereavement for Other relatives" and must be used within one year of the date of death.

### New parent time off

Parents of a newborn child may use up to 240 hours (prorated for part-time benefits eligible teammates) of paid time off for parental bonding. This time may be taken once the baby is born and must be taken within one year directly following the birth of the child.

Up to 240 hours (prorated for part-time benefits eligible teammates) of paid time off is available for parental bonding with a child that is newly placed in the teammate's home through adoption or foster care (excluding stepchildren or new custody arrangements). This time may be taken once the child is placed in the teammate's custody and must be taken within one year immediately following the placement of a child in the teammate's home.

The max benefit available is 240 hours (prorated for part-time benefits eligible teammates) per teammate per calendar year. In the event of multiple children (i.e., twins, sibling adoptions, etc.) or multiple events (i.e., birth, adoption, foster placement), the max benefit is still 240 hours per calendar year per teammate. Teammates may not use more than 240 hours (prorated for part-time benefit eligible teammates) even if dividing the time between calendar years. Any new parent time off taken in the current calendar year for an event that occurred in the prior year will reduce the current year's new parent time off balance. For example, if a teammate uses 160 hours of new parent time off in December of last year to bond with their newborn, the same teammate may only use 80 hours of new parent time off in January of the current year to continue bonding with their newborn, leaving them with 160 hours of new parent time off to use if they have another event.



This time is categorized in Workday as “New Parent Time Off.” This time off type may be used concurrently with an unpaid Parental/Foster/Adoption Leave to receive pay.

### Community/dependent educational involvement

Teammates receive 16 hours (prorated for part-time benefits eligible teammates) of paid time off to work on any community-related project of their choosing or to participate in a dependent’s education.

#### Examples of community-related projects:

- Volunteering at any 501(c)(3) organization
- Volunteering at a local public school
- Volunteering with a youth sports organization
- Volunteering with a religious organization
- Volunteering with a nursing home or hospital

Parents may choose to take this time to play an active role in their children’s education. Children must be under age 26. Examples of dependent educational involvement include:

- Participation in parent-teacher conferences
- Chaperoning field trips
- Volunteering in the classroom
- Participation in parent-teacher associations
- Supporting various grade school and college programs, public or private
- Visiting colleges, attending college orientations, or moving a child into college
- Attending any event in which the child is an active participant

The scheduling of the time off must be approved by the teammate’s manager. Time is categorized in Workday as “Community/Dependent Education Involvement.”

This time off allowance is distinct from any other time involved in corporate-sponsored activities such as the Lighthouse Project, United Way campaigns, etc.

### Jury duty

Truist encourages teammates to be active in civic affairs. A part of this responsibility includes serving on jury duty when called; Truist allows up to 20 days of time off with pay to teammates called for jury duty. Beginning with the 21st day of jury duty, Truist offsets pay continuation to the teammate with any compensation received by the teammate from jury service. Teammates called for jury duty must provide the documentation to their managers immediately so arrangements can be made for their relief. The teammate is expected to report back to work on a daily basis if relieved or excused early by the court. Time spent on jury duty is categorized in Workday as “Jury Duty.”

The following chart must be used to determine the appropriate pay computation for Jury Duty Leave of Absence for teammates who are considered Highly Incented:

| Absence period                                | Computation explanation                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>First 10 calendar days</b>                 | Regular base pay                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Eleventh business day</b>                  | 11th business day pay replacement is based upon Benefits Annual Rate (BAR). For new hires with a default BAR amount, the pay rate is calculated using the higher of either the default BAR or the average BAR qualified earnings for the most recent three months of pay. For newly transferred teammates with a lower BAR than regular base pay, the pay rate is calculated on regular base pay. |
| <b>21st business day until jury duty ends</b> | Truist supplements the difference between Benefits Annual Rate (BAR) and jury duty pay.                                                                                                                                                                                                                                                                                                           |

### LifeForce time off

Truist encourages teammates to participate in our voluntary wellness program, LifeForce. When a teammate attends a LifeForce appointment, the time a teammate spends with the nurse and the time traveling to and from the appointment is considered paid time off. Teammates are encouraged to have their lab work completed before or after their scheduled work shift if possible. Teammates should record this time in Workday as “LifeForce Time Off.” To aid in scheduling for a teammate’s department, the time off should be entered in Workday as soon as a teammate receives the appointment notice.



## Well-being time off

Truist recognizes the relationship between teammate well-being and productivity. Therefore, eight hours (prorated for part-time benefits eligible teammates) of paid time off is available for teammates to focus on their physical, emotional, financial, community, and social well-being. Teammates should record this time in Workday as “Well-being Time Off.”

## Natural disaster time off\*

Natural disaster time off is available for a teammate’s assessment and recovery efforts when a community incurs extensive damage or loss to property as a result of a natural disaster (e.g., hurricane, flood, tornado, etc.). This time is only available with approval from executive leadership. If more than one teammate resides at that same address, each teammate is eligible to receive the time off. The time is categorized in Workday as “Natural Disaster.”

## Emergency closings/late opening/early close\*

Emergency closings of the teammate’s branch or office are compensated as regular pay. Any absence due to a Truist-declared closing, late opening, or early closing is categorized in Workday as “Emergency Closing or Late Opening/Early Close.”

## Voting time off\*

Truist encourages teammates to exercise their rights to vote. All teammates are encouraged to vote before or after their scheduled work shift if possible. If, however, it is not possible, up to three hours paid time off is provided to vote in elections. To aid in scheduling for a teammate’s department, teammates must work with their manager before Election Day to use this time off. Time is categorized in Workday as “Voting Time Off.”

## Relocation time off

Periodically, teammates or new hires are asked to relocate as a requirement of their position. Teammates are expected to make good faith efforts to limit the amount of time off they need to be away from the office when relocating. However, Truist recognizes there may be times when it’s unavoidable for a teammate to facilitate their move outside of scheduled work days. In these cases, Truist may grant time off for relocation but in no way does the relocation program make a promise of time off, nor does it guarantee the amount of time

off that will be approved. Any time off requested must align with the needs of the teammate’s department and be approved by their direct manager before the time is taken. While all relocation scenarios are unique, if time off is required, typically one to three days is sufficient to facilitate the move; however, on rare occasions a maximum of five days may be approved. Teammates should record this time in Workday as “Move/Relocation (preapproved).”

## Reward time off\*

Periodically, management may grant teammates paid time off to recognize a special day or achievement.

Truist may grant time off for a specific day. In this case, a teammate is only eligible for the paid time off if they are working on that day. If the teammate is not scheduled to work on a specific-day grant, the teammate is not eligible for the paid time off. It’s not available to be used on a different day.

This program does not create a promise of future rewards but only describes the treatment of rewards if they are made. Time is categorized in Workday as “Reward Time Off.”

Advice and interpretation of this addendum is available by contacting Leave and Absence Administration via HR Central at 800-716-2455, option 3, or by emailing [LeaveAndAbsence@Truist.com](mailto:LeaveAndAbsence@Truist.com).

## Sick-pay program

Truist protects teammates from loss of income due to short-term illness or accidents whether or not the absence is covered under FMLA, is a reasonable accommodation under the ADAAA, or is leave pursuant to other regulatory protected leave.

A teammate’s excessive non-FMLA or other nonregulatory protected and qualified absenteeism from work may create performance issues that may lead to counseling by the teammate’s manager if the teammate’s job is not adequately performed. This program is not used to determine if the absence is due to valid and acceptable reasons. That determination is made by the teammate’s manager or Leave and Absence Administration.

Teammates and managers should refer to the “Jurisdictional Work/Life Benefits Addendum to the Handbook” for more details on applicable state and municipal laws. Managers must consult with Leave and Absence Administration for more specific guidelines.

\*Time off is available to all regular teammates—those who are not temporary or contract teammates.



## Eligibility

Truist has two sick pay plans. Eligibility for a sick-pay plan is based off a teammate's number of weekly scheduled hours in Workday and teammate type.

- Sick-pay plan for regular teammates with scheduled weekly hours in Workday of at least 20 hours per week
- Sick-pay accrual plan for regular teammates with scheduled weekly hours in Workday of 19 hours or less per week and temporary teammates on Truist payroll

## Sick-pay plan

At the beginning of each calendar year, full-time teammates are provided 80 hours of sick pay that may be used at any time during the calendar year for personal sickness or sickness in the family. Any teammate with scheduled weekly hours in Workday of at least 20 hours per week but less than 40 hours per week is eligible for a pro rata sick-pay benefit based on their weekly scheduled hours in Workday.

If a teammate exhausts all their available sick-pay hours and must be away from work due to personal illness, the teammate's absence may be paid under the terms of the disability program at the rate selected during the teammate's benefits enrollment, if approved by Truist's disability insurance carrier.

If a teammate is out for a leave of absence over a year-end period, they must return to active status by physically returning to work at their preabsence scheduled weekly hours before the current year's allotment of sick-pay hours are reinstated and available for use. Any sick-pay hours used in the new calendar year for the first 10 days of leave of absence that started in the previous year will be deducted from the current year's sick-pay hours' balance. At termination, unused sick-pay hours are not payable to the teammate.

## Sick-pay accrual plan

Teammates will accrue one hour for every 30 hours entered as worked and approved in Workday. Teammates may accrue up to 80 hours of sick pay in a year and may only use up to 80 hours of sick-pay hours in a year. Sick-pay hours must be accrued before a teammate may use them. Up to 80 hours of accrued sick pay may roll forward to the next calendar year.

If a teammate exhausts all their available sick-pay hours and must be away from work due to personal illness, the time is unpaid.

At termination, unused sick-pay hours are not payable to the teammate. However, if the teammate is rehired within one year of termination, their prior sick-pay hours balance is restored as of date of hire.

## Authorized sick-pay absences

Sick pay may be used for sickness or injury to the teammate which renders the teammate unable to perform the functions of the position or to care for a sick child, parent, or spouse/domestic partner. This time may also be used for any doctor appointments, dental appointments, eye care appointments, etc., for the teammate or the teammate's child, parent, or spouse/domestic partner. Where state/district sick leave laws differ from this program, teammates are entitled to the most generous provision. This time is also available for absences related to domestic violence or sexual assault. This time is entered into Workday as "Sick Days – Personal Sickness" or "Sick Days – Family Sickness."

## Doctor notes and other medical documentation

Managers should consult with Leave and Absence Administration regarding requests for doctor notes or other medical documentation. Teammates should fax all doctor notes or any other medical documentation directly to the Medical Records Database using a medical records fax cover sheet. Managers should never keep a medical record, including doctor notes, in any file (hard copy or electronic).

## In relation to a leave of absence

A teammate is required to use available sick-pay hours to cover the first 10 days of absence when they go out on a medical leave of absence or care of a family member leave of absence.

## Unpaid absences

Once a teammate has exhausted their available sick days, an eligible teammate may request a vacation day or unpaid day for any additional absences related to their own illness or injury or to care for an ill or injured child, parent, or spouse/domestic partner. Eligible teammates who take unpaid absences for personal



illness or injury may be eligible for pay through Truist's disability plan. Managers must be aware that, in accordance with FLSA regulations, the pay for teammates in exempt positions cannot be reduced for less than one full day of pay except in specific circumstances. Managers should consult with Leave and Absence Administration for guidance regarding unpaid time off. Time entered into Workday for approved unpaid sick days is categorized as "Unpaid Personal/Sick" (entered only by the manager for exempt or nonexempt positions) or "Unpaid Sick Time" (entered by the teammate or manager for nonexempt positions).

## Integration with workers' compensation

Any teammate injured on the job may be entitled to workers' compensation, if approved by the state in which the teammate works. In that event, the teammate is paid by workers' compensation, up to the maximum amount allowed by the state. Once workers' compensation benefits begin for an injury, the teammate is not eligible for pay under the sick-pay program related to that injury. However, any applicable waiting period is paid from the teammate's available sick-pay hours. If the teammate's medical condition is not approved under workers' compensation guidelines, the teammate may be eligible to use sick-pay hours.

Advice and interpretation of these programs are available by contacting Leave and Absence Administration via HR Central at 800-716-2455, option 3, or by emailing [LeaveAndAbsence@Truist.com](mailto:LeaveAndAbsence@Truist.com).

## Family & Medical Leave Act (FMLA) Policy

Truist and its subsidiaries and affiliates (Truist) grants eligible teammates up to 12 workweeks of job protected leave for qualifying family and medical reasons and for a qualifying exigency leave related to a teammate's covered military member. Truist also provides up to 26 workweeks of leave to care for a covered servicemember with a serious injury or illness incurred in the line of duty on active duty.

This policy provides guidance and direction to Truist teammates regarding leave entitlements that fall under the FMLA of 1993 as amended, the ADAAA as amended, and applicable state laws. FMLA leave is unpaid leave, but leave granted under this policy may be with or without pay or a combination of both, depending on the circumstances and as specified in this policy. This policy complies with the FMLA, ADAAA, and state leave laws. Where state/district leave laws differ from federal law, teammates are entitled to the most generous provision.

Upon return from FMLA leave, a teammate is restored to their original or an equivalent position with equivalent pay, benefits, and other employment terms. The use of qualified FMLA and/or Military Family Leave days cannot result in the loss of any employment benefit that accrued prior to the start of a teammate's leave. The use of FMLA leave and/or Military Family leave is not considered when making employment decisions such as hiring, promotion, performance reviews, compensation, or discipline.

## Eligibility

To qualify for FMLA leave, including Military Family Leave under this policy, the teammate must meet the following conditions:

- The teammate must have been employed for at least 12 months.
- The teammate must have worked 1,250 hours or more during the 12 months immediately preceding the commencement of the leave, excluding any paid and/or unpaid absences (e.g., vacation, holidays, leave, paid or unpaid sick/personal days, etc.) and in accordance with the Fair Labor Standards Act.
- If the teammate is on an approved non-FMLA leave when the above eligibility requirements are met, FMLA becomes effective on the date that all conditions are satisfied.

## Type of leave covered

To further qualify for FMLA or Military Family Leave under this policy, the teammate must be taking the leave for one of the reasons listed below:

- The birth of a child and to bond with the teammate's newborn child within one year of birth
- The placement of a child for adoption or foster care with the teammate and to bond with the newly placed child within one year of placement. Eligible teammates may take FMLA leave before the actual placement or adoption of a child if an absence from work is required for the placement for adoption or foster care. For example, teammates may be required to attend counseling sessions, appear in court, consult with their attorney, or the doctor(s) representing the birth parent, submit to a physical examination, or travel to another country to complete an adoption
- To care for the teammate's spouse, child, or parent with a serious health condition. If a teammate works in a state that has FMLA leave protection for



domestic partners, the teammate is entitled to FMLA leave for the serious health condition of the domestic partner.

- A serious health condition that makes the teammate unable to perform the functions of the teammate's position, including incapacity due to pregnancy or for prenatal medical care
- To care for a covered servicemember who is recovering from a serious illness or injury sustained or aggravated in the line of duty on active duty, including to care for a covered veteran who is undergoing medical treatment, recuperating, or receiving therapy for a serious injury or illness at any time during the period of up to five years after the covered servicemember left military service
- A qualifying exigency arising out of the covered military member being called into active duty or being notified of an impending call to active duty status in support of a contingency operation in a foreign country

The Hiring of Relatives (nepotism) Policy describes circumstances in which two teammates are married and both work for Truist. Eligible spouses employed by Truist are entitled to FMLA as follows:

Spouses, and domestic partners if required by law, may be limited to a combined total of 12 weeks of leave during any 12-month period if the leave is taken for birth of the teammate's child or to care for the child after birth, for placement of a child with the teammate for adoption or foster care, or to care for the child after placement. If state law allows bonding time beyond the 12-month period, such additional leave will not qualify as FMLA leave. The expectant mother is entitled to FMLA leave for incapacity due to pregnancy that makes her unable to work, for prenatal care, or for her own serious health condition following the birth of the child. The spouse/domestic partner of the expectant mother is entitled to leave if needed to care for the expectant mother who is incapacitated or if needed to care for her during her prenatal care, or if needed to care for the mother following the birth of the child if the mother has a serious health condition.

- Parents may each take 12 weeks of leave during any 12-month period if needed to care for a child or parent with a serious health condition, provided they have not exhausted their entitlements during the applicable 12-month FMLA leave period.
- In the case of the teammate's illness, each teammate is eligible for an individual total of 12 weeks.

- Spouses, and domestic partners if required by law, may only take a combined total of 26 weeks of leave to care for a covered servicemember under the Military Family Leave statute.

Teammates with questions about which medical conditions or dependents are covered under the FMLA or under the sick-pay or leave-of-absence programs should call Leave and Absence Administration via HR Central at 800-716-2455, option 3.

## Intermittent leave or a reduced work schedule

The teammate may take FMLA leave in 12 consecutive Workweeks (or 26 consecutive workweeks for Military Family Leave), may use the leave intermittently (in separate blocks of time periodically when needed over the rolling 12-month period), or under certain circumstances may use the leave to reduce the workweek or workday, resulting in a reduced work schedule. Leave taken intermittently or on a reduced work schedule must not exceed the total of 12 weeks of eligibility over a rolling 12-month period. For intermittent leave or leave on a reduced work schedule, certification—medical or otherwise—is required to justify the need for leave, and it must be that such need can only best be accommodated through an intermittent or reduced work schedule. A teammate is not permitted to take intermittent FMLA to bond with their newborn child or to bond with a child after adoption or foster care placement.

All teammates (exempt and nonexempt) must record all FMLA-covered Absences in Workday ( e.g., sick time off, vacation, unpaid sick/personal) and managers must designate these absences as FMLA in Workday for the purpose of tracking eligible leave. Managers should consult with Leave and Absence Administration to understand which absences are designated as FMLA. With management approval, teammates may make up absences by working additional time during the same workweek so they are not required to record absence time. If no absence time is recorded because the absence is made up in the same workweek, no FMLA time is recorded.

Managers who receive a request from a teammate to work an intermittent or reduced work schedule must notify Leave and Absence Administration as soon as they receive the request. Managers must not designate any absences as FMLA or approve/accommodate any request without receiving approval from Leave and Absence Administration.



Truist may temporarily transfer a teammate to an available alternative position with the equivalent pay and benefits if the alternative position better accommodates the need for intermittent leave or reduced work schedule. When a teammate who has been transferred to an alternative position no longer needs to continue on leave and is able to return to their regular work schedule, the teammate may be placed in the same or equivalent job as the job they left when the leave commenced.

## Requesting leave

Teammates requesting leave under this policy submit their request by contacting Leave and Absence Administration via HR Central at 800-716-2455, option 3.

When a teammate plans to take leave under this policy, the teammate must give Truist 30 days' notice, if the need for FMLA leave is foreseeable. If the need for leave is not foreseeable, the teammate must give as much notice as is practicable. A teammate undergoing planned medical treatment is required to make a reasonable effort to schedule the treatment to minimize disruption to Truist's operations, if possible. When the need for FMLA leave is foreseeable and a teammate fails to give timely advance notice, and has no reasonable excuse, the teammate's FMLA leave may be delayed up to 30 days after the date the teammate provides notice, if the 30-day notice for leave could have been provided.

In requesting leave under the FMLA, including Military Family Leave, the teammate must provide the appropriate certification. Leave and Absence Administration will provide the teammate with the appropriate leave of absence packet of information and forms when the teammate requests leave.

In providing medical information to Truist, the Genetic Information Non-discrimination Act of 2008 (GINA) prohibits employers and other entities covered by GINA Title II from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by this law. Truist does not request any genetic information when requesting medical documentation to comply with this law (as defined by GINA).

If Truist knows the reason for a teammate's leave, but has not been able to confirm that the leave qualifies under FMLA or Military Family Leave, Leave and Absence Administration makes a preliminary designation and notifies the teammate.

The teammate receives a Notice of Eligibility and Rights & Responsibilities from Leave and Absence Administration that details the specific expectations and obligations of the teammate related to their FMLA request. The teammate also receives a Designation Notice from Leave and Absence Administration to indicate whether the leave qualifies and will be counted as FMLA or Military Family Leave, and the amount of leave that is counted toward FMLA, as required by the regulations.

Managers must not designate any absences as FMLA without prior notice and approval from Leave and Absence Administration.

While on leave, teammates are required to communicate with their manager at least every 30 calendar days to furnish their status and ability/intent to return to work.

## Certification of a serious health condition

Truist requires a teammate to provide physician certification of a serious health condition related to the teammate, the teammate's family member, or the teammate's covered servicemember. The teammate has 15 calendar days after the receipt of their Notice of Eligibility and Rights and Responsibilities to provide the completed certification or provide a reasonable explanation for any delay. The teammate is notified of this time requirement.

After receipt of the initial physician certification, Truist can request recertification no more than every 30 calendar days and only in connection with an absence by the teammate, unless the minimum duration is less than 30 calendar days. If, however, the physician certification indicates the minimum duration of the condition is more than 30 calendar days, Truist must wait until the minimum duration expires before requesting a recertification. Exceptions to these restrictions on recertification include:

- When the teammate requests an extension of leave
- If a manager receives information that casts doubts on a teammate's stated reason for the absence
- Circumstances described by the previous certification have changed significantly

Failure to provide a complete and sufficient certification or recertification may result in a delay or denial of FMLA eligible leave or continuation of leave and/or disciplinary action due to excessive non-FMLA absenteeism. If the teammate plans to take intermittent leave or work a reduced schedule, the certification



must also include dates and the duration of treatment and a statement of medical necessity for taking intermittent leave or working a reduced schedule.

Truist has the right to ask for a second opinion, at its expense, if it has reason to doubt the validity of a physician certification. Truist may designate the health care provider to furnish the second opinion. If necessary to resolve a conflict between the original certification and the second opinion, Truist requires the opinion of a third health care provider. Truist and the teammate jointly select the third health care provider, and Truist pays for the opinion. This third opinion is considered final.

## Teammate return from leave

If the teammate was on leave for their own serious health condition, the teammate is required to provide a return-to-work certification noting any restrictions and/or limitations to Leave and Absence Administration at least one business day prior to returning to work. If restrictions and/or limitations are placed on the teammate's return to work, the return-to-work certification must be provided prior to the teammate's scheduled return-to-work so that Truist can determine its ability to accommodate such restrictions/limitations. Truist makes every effort to reasonably accommodate restrictions/limitations.

A teammate who takes leave under the FMLA, including Military Family Leave, is entitled to return to the same position the teammate held when leave commenced or to an equivalent position with equivalent benefits, pay, and other terms and conditions of employment. This is true even if the teammate has been replaced or their position has been restructured to accommodate the teammate's absence. If a teammate's job has been eliminated through a reduction in force while the teammate is on leave, the teammate is not entitled to a job upon their ability to return to work, as the teammate has no greater right to reinstatement or other benefits and conditions of employment than if the teammate had been continuously employed during the FMLA leave period.

Truist may choose to exempt the highest paid 10% of the teammates located within 75 miles of their worksite as described in the FMLA regulations. Restoration to employment may be denied following FMLA leave for such "key employees" on the grounds that restoration causes substantial and grievous economic injury to Truist. Contact Leave and Absence Administration for information regarding "key employees" and the application of FMLA regulations.

## Benefits during FMLA/Military Family Leave

While a teammate is on FMLA leave or Military Family Leave, either paid or unpaid, Truist continues the teammate's health benefits during the leave period at the same level and under the same conditions as if the teammate had continued to work.

The teammate is required to contribute toward the benefit coverage elected under the Truist Flexible Benefits Plan, if applicable. While on paid leave, Truist continues to make payroll deductions from the teammate's paycheck to collect the teammate's share of the premium. While on unpaid leave, Truist automatically drafts the appropriate amount from the teammate's bank account to which the direct deposit of pay would normally be made. If the automatic bank draft rejects, or is not successful, the teammate's coverage may be dropped until the teammate has a job/family status change that would qualify them to re-enroll in benefits coverage (e.g., return from leave) and the teammate provides application within 31 days of the qualifying event. A teammate may also add coverage during the annual enrollment period. Should a teammate discontinue benefits while on leave status, the effective date of cancellation becomes the qualifying date/event for COBRA health care coverage. Under COBRA health care coverage, the teammate must pay 102% of the premium cost to continue their benefits coverage. For complete guidance regarding how corporate benefits are handled (coverage and premiums) during periods of absence, teammates should call Benefits Administration via HR Central at 800-716-2455, option 1.

Advice and interpretation of these programs are available by contacting Leave and Absence Administration via HR Central at 800-716-2455, option 3, or by emailing [LeaveAndAbsence@Truist.com](mailto:LeaveAndAbsence@Truist.com).

## Leave of absence program

Truist grants leaves of absence under limited circumstances. A leave of absence is required when the absence from work has been greater than 10 consecutive work days for standard work schedules (14 calendar days for nonstandard). A teammate or manager must contact Leave and Absence Administration via HR Central at 800-716-2455, option 3, to request a leave of absence as soon as the need for leave is known.

Teammates and managers should refer to the "Jurisdictional Work/Life Benefits Addendum to the Handbook" for more details on applicable state and municipal laws. Managers must consult with Leave and Absence Administration via HR Central at 800-716-2455, option 3, for more specific guidelines.



# Eligibility

All regular teammates are eligible for Truist's leave of absence program. Further eligibility is described below under each leave of absence type.

## Leave of absence types

### Medical leave of absence

A leave of absence may be granted to an eligible teammate for reasons including pregnancy, childbirth, or other related medical conditions, as well as conditions caused by disease and injury. The teammate's physician must certify the teammate is unable to safely perform the essential functions of the job, with or without reasonable accommodation. The leave continues until such time as the teammate is able to return to work. Truist requires certification of a teammate's continuing illness or ability to return to work. If the illness is not certified as a disabling condition by Truist's disability plan, the medical leave may be terminated and employment may be terminated if the teammate does not submit a return to work certification. Medical leaves of absence run concurrently with FMLA or any other job protected entitlements.

The first 10 business days/14 calendar days of absence is covered by the teammate's sick pay. Starting on the 11th business day/15th calendar day, the teammate is eligible for sick-leave pay.

Any regular teammate with scheduled weekly hours in Workday of at least 20 hours per week is eligible for an additional 30 paid sick leave of absence days (240 hours). Teammates disabled due to child birth are eligible for an additional 10 paid sick leave of absence days (80 hours), for a total of 40 paid sick leave of absence days (320 hours) and may not be taken intermittently. Sick leave of absence days may only be taken in full day increments.

The following chart must be used to determine the appropriate pay computation for sick leave of absence days, for teammates who are considered highly incented:

| Absence period                                             | Computation explanation                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>First 10 business days</b>                              | Regular base pay                                                                                                                                                                                                                                                                                                                                                                |
| <b>11th-40th/50th business day (or end of eligibility)</b> | Pay replacement is based upon Benefits Annual Rate (BAR). For new hires with a default BAR amount, the pay rate is calculated using the higher of either the default BAR or the average BAR qualified earnings for the most recent three months of pay. For newly transferred teammates with a lower BAR than regular base pay, the pay rate is calculated on regular base pay. |

If a teammate exhausts all their available sick leave of absence days and must continue to be away from work due to personal illness, the teammate's absence may be paid under the terms of the disability program at the rate selected during the teammate's benefits enrollment, if approved by Truist's disability insurance carrier.

Teammates returning to work from a leave of absence who have not exhausted their additional 30/40 sick leave of absence days and who are returning to scheduled weekly hours less than their preabsence scheduled weekly hours are considered actively working and not on a leave of absence. If a teammate is taking unpaid time off after returning from leave of absence to a reduced work schedule, the teammate's absences may be paid under the terms of the disability program at the rate selected during the teammate's benefits enrollment, if approved by Truist's disability insurance carrier.

If a teammate who has been receiving a benefit under the disability plan returns to work and is again absent from work due to the same illness/injury within 14 calendar days of their return to work, the teammate is again compensated under the disability program as if they had not returned to work.

Any regular teammate with scheduled weekly hours in Workday of less than 20 hours per week is eligible to continue using any accrued sick pay while on medical leave of absence under the terms of the sick-pay program. After sick pay ends, the teammate's medical leave of absence is unpaid.

### Care of Family Member Leave of Absence

A leave of absence may be granted to an eligible teammate to take care of a family member (e.g., a child, spouse/domestic partner or parent) provided a physician's certification indicates the need for the teammate to be present for the care of the family member. This includes situations where the family member is unable to care for their own basic medical, hygienic, or nutritional needs or



safety, or is unable to transport themselves to the doctor due to a serious health condition. A leave of absence is also appropriate in situations where a family member is receiving inpatient or home care for a serious health condition that requires psychological comfort or reassurance. Care of a family member leaves of absence run concurrently with FMLA or any other job protected entitlements.

The leave continues until such time as the teammate is no longer needed to care for the ill family member and is able to return to work. Truist requires certification of a teammate's continued need to care for a family member. The maximum length of a leave of absence to care of family member is one year from the first day of continuous absence. If the family member's illness is not certified, the medical leave may be terminated and employment may be terminated if the teammate does not return to work. The first 10 business days/14 calendar days of absence is covered by the teammate's sick pay. Starting on the 11th business day/15th calendar day, the teammate is eligible for sick-leave pay.

Any regular teammate with scheduled weekly hours in Workday of at least 20 hours per week is eligible for an additional 10 paid sick leave of absence days (80 hours). Use of these 10 sick leave of absence days to care for a family member reduces the teammate's available balance of 30/40 sick leave of absence days (refer to Medical Leave of Absence section above). Sick leave of absence days may only be taken in full day increments.

The following chart must be used to determine the appropriate pay computation for sick leave of absence days for teammates who are considered highly incented:

| Absence period                    | Computation explanation                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| First 10 days                     | Regular base pay                                                                                                                                                                                                                                                                                                                                                                |
| 11th-20th (or end of eligibility) | Pay replacement is based upon Benefits Annual Rate (BAR). For new hires with a default BAR amount, the pay rate is calculated using the higher of either the default BAR or the average BAR qualified earnings for the most recent three months of pay. For newly transferred teammates with a lower BAR than regular base pay, the pay rate is calculated on regular base pay. |

If a teammate exhausts all their available sick leave of absence days and must continue to be away from work due to a family member's illness, the teammate's absence may be taken unpaid or paid by using vacation.

Any regular teammate with scheduled weekly hours in Workday of less than 20 hours per week is eligible to continue using any accrued sick pay while on care of

family member leave of absence under the terms of the sick-pay program. After sick pay ends, the teammate's care of family member leave of absence is unpaid.

### Parental leave of absence

A regular teammate (birth parent or nonbirth parent) may be granted up to 12 weeks of parental leave of absence under the FMLA. This type of leave includes time needed to care for or bond with a newborn and is separate from disability by pregnancy or childbirth.

Teammates may also be granted a parental leave of absence when receiving a child into their home and to help the child adjust after placement for adoption or foster care. Parental leaves of absence are unpaid, but teammates with scheduled weekly hours in Workday of at least 20 hours per week may supplement their parental leave of absence by entering up to 240 hours (prorated for part-time benefits eligible teammates) of "New Parent Time Off" into Workday. Parental leaves of absence run concurrently with FMLA or any other job protected entitlements.

### Adoption fee reimbursement program

Truist supports teammates who build their families through adoption by reimbursing a portion of the adoption costs.

Full-time teammates with at least one year of service are eligible to take advantage of the adoption fee reimbursement benefit. Eligible teammates may receive up to \$2,500 per adopted child in financial assistance from Truist, following final disposition.

To qualify for this benefit, the child must be a new family member for both adoptive parents. Teammates who marry and adopt the child or children of their new spouse/domestic partner don't qualify for this benefit. The child being adopted cannot already be related to either parent by blood or marriage. If both parents are Truist teammates, there is only one fee reimbursement.

To be reimbursed, teammates must complete the Adoption Fee Reimbursement Form within one year of the final disposition and submit it with receipts for fees they incur. Reimbursement will be paid on the teammate's regular paycheck.

Qualifying adoption expenses include reasonable and necessary adoption fees, court costs, attorney fees, traveling expenses (including amounts spent for meals and lodging while away from home), and other expenses directly related to, and



whose principal purpose is for, the legal adoption of an eligible child.

Advice and interpretation of these programs are available by contacting Leave and Absence Administration via HR Central at 800-716-2455, option 3, or by emailing [LeaveAndAbsence@Truist.com](mailto:LeaveAndAbsence@Truist.com).

**Maternity leave of absence**

A regular teammate may receive up to 16 weeks of maternity leave of absence after the birth of child. Maternity leaves of absences run concurrently with FMLA or any other job protected entitlements.

The first 10 weeks of absence are covered as a medical leave of absence (refer to Medical Leave of Absence section above). The following six weeks are covered as a parental leave of absence (refer to Parental Leave of Absence section above).

**Personal leave of absence**

An unpaid personal leave of absence may be granted to a teammate to attend to personal matters. A personal leave of absence request requires approval by the business unit manager and Leave and Absence Administration.

**Military or uniformed services leave of absence**

A military or uniformed services leave of absence with reemployment rights is granted to any teammate who provides service in the uniformed services for a period of not more than five years (in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA)); there are some limited types of service that do not count toward the five-year limitation. Upon completion of the service, provided there is no disqualifying separation from service and timely notice of intent to return to work, a teammate is restored to the job and benefits they would have attained if the teammate had not been absent due to uniformed service or, in some cases, a comparable job, as required under USERRA. The time limits for a teammate returning to work depend on the duration of a teammate's uniformed service and other applicable considerations under USERRA.

Reemployment rights under USERRA extend to teammates who have been absent from a position of employment to perform duty on a voluntary or involuntary basis in a uniformed service, including active duty and active duty for training; initial active duty for training; inactive duty training; full-time National Guard duty;

absence from work for an examination to determine a person's fitness for any of the above types of duty; funeral honors duty performed by U.S. National Guard or reserve members; or duty performed by intermittent employees of the National Disaster Medical System (NDMS), which is part of the Department of Health and Human Services, when activated for a public health emergency, and approved training to prepare for such service.

Truist supports involuntarily activated guardsmen and reservists by paying the regular base pay of the teammate for the first seven calendar days of duty. After the first seven calendar days of duty, if military or uniformed services base pay does not amount to as much as the teammate's regular base pay, Truist supplements the difference for the following 358 calendar days.

Truist pay is adjusted each pay period during the 358 calendar days to reflect the teammate's military or uniformed services base pay offset. Total military or uniformed services leave pay does not exceed 366 calendar days per deployment. If military or uniformed services base pay is more than regular Truist pay, the teammate's Truist pay stops at the end of the first seven calendar days, and the teammate is placed on military or Uniformed Services leave without pay.

The following chart must be used to determine the appropriate pay computation for military or uniformed services leave of absence for teammates who are considered highly incented:

| Absence period                   | Computation explanation                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>First seven calendar days</b> | Regular base pay                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>8th-358th calendar days</b>   | Truist supplements the difference between Benefits Annual Rate (BAR) and military or uniformed services base pay. For new hires with a default BAR amount, the pay rate is calculated using the higher of either the default BAR or the average BAR qualified earnings for the most recent three months of pay. For newly transferred teammates with a lower BAR than regular base pay, the pay rate is calculated on regular base pay. |

The teammate must submit verification of military or uniformed services base pay and provide a copy of orders or other confirming documentation immediately upon receipt of such orders. The teammate must also forward any pay adjustment data to Leave and Absence Administration if changes occur while on leave.

Vacation benefits continue to accrue through the end of the first calendar year of leave while a teammate is on military or uniformed service leave of absence.



While not required, a teammate may choose to use vacation during periods of military or uniformed services leave during the first calendar year of leave.

While a teammate is on military or uniformed services leave of absence, either paid or unpaid, Truist provides the teammate's chosen flexible benefits as if the teammate continued to work. A teammate is required to make payments by draft for their benefits once their pay ends. A teammate does not have a break in service under the pension plan and receives credit toward their 1,000 hours annual pension requirement for the hours served in the military or uniformed services. When a teammate returns from active duty, they may choose to make up any missed 401(k) deferrals. The teammate also receives any matching contributions due if they make up deferrals. If a teammate has a participant loan from the 401(k) plan, those payments can be deferred until the teammate returns to active employment. Teammates can review the various benefit summary plan description booklets on [Benefits.Truist.com](https://benefits.truist.com) to ascertain how military or uniformed service may affect other benefits or call Benefits Administration via HR Central at 800-716-2455, option 1, for further benefit guidance.

### **Military Family Leave of Absence**

A leave of absence can be granted under the FMLA to teammates under certain circumstances defined by the Department of Labor.

Teammates may take a leave of absence due to any qualifying exigency arising out of the fact the teammate's child, spouse, or parent who is an active-duty covered servicemember in the armed forces, or who is in the U.S. National Guard, reserves, or is retired military has been notified of an impending call or order to active duty in support of a contingency operation in a foreign country. Qualifying exigency leaves of absence are unpaid, but teammates may supplement their leave of absence by entering vacation in Workday.

Teammates may take a leave of absence because the teammate is a child, spouse, parent, or next of kin serving as the caregiver of a covered servicemember (i.e., a veteran or current member of the armed forces, U.S. National Guard, or reserves) who is recovering from a serious illness or injury sustained or aggravated in the line of duty on active duty, including to care for a veteran who is undergoing medical treatment, recuperating, or receiving therapy for a serious injury or illness at any time during the period of up to five years after the covered servicemember left military service. Caregiver of a covered servicemember leave of absences are covered as a care of family member leave of absence (refer to Care of Family Member Leave of Absence section above).

### **Benefits while on leave of absence**

Once a teammate is no longer receiving pay from Truist, the teammate's benefit premiums and 401(k) loan repayments, if applicable, will automatically be drafted from the same account that the teammate's Truist pay was deposited. Premiums will be drafted on the 15th of month and the last business day of each month. If the 15th of the month falls on a weekend or holiday, the teammate's account will be drafted the business day prior.

If a premium draft rejects, the teammate's benefits will be cancelled. The teammate's next opportunity to reenroll for benefit coverage will be during annual enrollment for the next calendar year or when the teammate returns to active status. It will be the teammate's responsibility to request a benefit change by contacting Benefits Administration via HR Central at 800-716-2455, option 1, within 31 days of returning to active employment status.

### **Reporting into management while on leave of absence**

A teammate is required to furnish their manager with periodic reports of their status and intent to return to work every 30 calendar days while on leave (except for military or uniformed services leaves of absence).

### **System access while on leave of absence**

A teammate's access to Truist computer systems via computer, mobile messaging devices, access keys, or any other access point is disabled when a teammate is placed on a leave of absence. In addition, managers should ensure the on-leave teammate does not have access to third-party wire transfer or trading systems during their leave of absence. Only Workday access, telephone calls, and messaging or email exchange using phones or mobile messaging devices are allowed for communication with managers, teammates, clients, and/or vendors.



## Doctor notes and other medical documentation

Managers should consult with Leave and Absence Administration regarding requests for doctor notes or other medical documentation. Teammates should fax all doctor notes or any other medical documentation directly to the Medical Records Database using a medical records fax cover sheet. Managers should never keep a medical record, including doctor notes, in any file (hard copy or electronic).

Advice and interpretation of these programs are available by contacting Leave and Absence Administration via HR Central at 800-716-2455, option 3, or by emailing [LeaveAndAbsence@Truist.com](mailto:LeaveAndAbsence@Truist.com).

## Inclement weather and emergency closings

Occasionally, there are occurrences of inclement weather or company-related emergencies that necessitate office closings. However, if the teammate's office is open, the teammate is expected to be at work, so long as it is safe for the teammate to travel to work.

Some clients require Truist's services even during inclement weather or a company-related emergency; therefore, Truist must provide essential services, even if operating with reduced staff. If the teammate's office location is open, the teammate must make all reasonable efforts to come to work as scheduled. In inclement weather, teammates are expected to anticipate increased travel time and leave home early enough to arrive safely at work as soon as practically possible. In some instances, teammates are expected to resume their work duties at an alternate site, even in cases of an emergency closing. Often, arrangements can be made for teammates to work remotely in cases of inclement weather, and these arrangements are encouraged in order to meet the needs of our clients.

## Decision to close

To maintain consistency, the following is addressed when considering an emergency closing of an office:

- The safety of teammates and clients (of primary importance)
- Current information from the U.S. Weather Service and the State Department of Transportation
- Consultation with the business unit manager or department head and other offices within the same city area

Because of the varying locations, nature of assignments, responsibilities, and urgency of work in different areas of Truist, implementation of this policy requires the discretion of the local management of the affected office(s). Judgment must be exercised to determine safe transportation, the need to process outstanding work, and/or support services provided to other areas of Truist.

## Decision to remain open

If local management determines their office will remain open, a further decision is required related to teammates who are unable to safely get to work. Although the standard is that teammates are paid only for hours worked, exceptions in rare and unusual situations can be made. If a teammate determines they cannot safely get to their work location, the manager may approve payment for that time using the "Inclement Weather" time off type. Please note that managers must actively engage with the teammate to determine whether the weather-related absence should be compensated. The purpose of this time off is to protect the safety of our teammate, not to address issues related to school closings, child care, or other nonsafety-related issues that could occur because of inclement weather. Managers may contact Leave and Absence Administration via HR Central at 800-716-2455, option 3.

## Notification of the decision to close

If managers make a decision to close an office because of inclement weather, natural disaster or a company-related emergency, they must notify Truist's Command Center by calling 877-727-7207. The Command Center serves as a collection agency for reporting closings to the respective authorities. In addition, the manager notifies the following:

- The manager's immediate manager
- The business unit manager or department manager (depending upon whether the office to be closed is a banking office or staff office)
- Teammate Relations via HR Central at 800-716-2455, option 4

## Effect on nonexempt teammates

In the event of inclement weather or a company-related emergency, nonexempt teammates are compensated in the manner described below.

- If the office is open during regular hours, nonexempt teammates are paid for hours worked.



- If the office is opened late or closed early, nonexempt teammates are paid for the closed hours they were scheduled to work as well as all hours actually worked.
- If the office is closed for a full day, nonexempt teammates are paid for their scheduled hours. This time is categorized in the Workday as “Emergency Closing or Late Opening/Early Close.”
- If the office is open and nonexempt teammates are absent due to inclement weather, the absence is counted as a vacation day if the teammates have remaining vacation days, unless otherwise approved for inclement weather time off by local management. If no vacation days are available, the absence is without pay. See the section above “Decision to Remain Open” for additional information.
- If this requirement interferes with teammates in sensitive key positions’ ability to take five consecutive days of vacation, teammates and managers must seek to utilize any remaining vacation in consecutive days to comply with the spirit of the five-day requirement.
- If the office is open and nonexempt teammates are absent due to being directly impacted by a natural disaster, paid time may be available with approval from executive leadership. Please refer to our Other Time Off Program.
- In the event of an office closing, there may be flexibility to work from home or from another location. Nonexempt teammates must communicate with their managers regarding how to proceed.

## Effect on exempt teammates

Exempt teammates are expected to meet their work requirements and complete their work assignments timely even during emergency closings.

Advice and interpretation of these programs are available by contacting Leave and Absence Administration via HR Central at 800-716-2455, option 3, or by emailing [LeaveAndAbsence@Truist.com](mailto:LeaveAndAbsence@Truist.com).



A child is defined as a biological, adopted, or foster child, a stepchild, a legal ward, or any child for whom the teammate is standing in loco parentis (in place of a parent) who is either under 26 years of age or 26 or older and incapable of self-care because of a mental or physical disability. In the event that a teammate has an unmarried child over 26 years of age who does not have a mental or physical disability, as defined by the Americans with Disabilities Act, as amended (ADAAA), but who is, nonetheless, temporarily incapable of self-care, as certified by a health care provider, Truist permits a teammate to take time off for this child.

A parent is defined as a biological, foster, or adoptive parent, a stepparent, or any individual who acted in loco parentis (as a parent) to the teammate when the teammate was a child. This term does not include parents “in law.”

A spouse is the husband or wife of a teammate, including common law marriage where recognized by the state in which the teammate resides.

An individual of the same or opposite gender qualifies as a domestic partner if all of these requirements are met:

- Both persons are at least 18 years of age
- Both persons must share a common primary residence
- Neither person should be related by blood such that it would prevent them from being married in the state in which they reside
- Neither person is married to someone else or is a member of another domestic partnership with someone else that has not been terminated, dissolved, or adjusted as a nullity
- Both persons must be legally capable of consenting to a domestic partnership
- Both persons have lived together at least one year (or the person is registered as your domestic partner in a state where registration is available)



Health and  
protection  
benefits





Truist has developed a benefits plan that allows you to create your own benefits package in order to meet your individual needs. It's up to you to evaluate each benefit offered and choose the coverage that works best for you.

The concept that drives our benefits plan is partnership. We work hard to provide you with a variety of benefits from which you can choose; in turn, you assume the responsibility for your choices.

**Truist offers the following benefits programs:**

- Medical
- Dental
- Vision
- Spending accounts
- Vacation purchase
- Disability insurance
- Term life insurance
- Dependent life insurance
- Accidental death and dismemberment insurance
- Optional benefits

All benefits programs are separate and independent of each other. For example, you may elect medical and vision coverage, but not elect dental coverage; or, you may elect dental coverage only.

# Your health and protection benefits

## The Basics

### Eligibility

You are eligible for benefits if you are scheduled to work at least 20 hours per week and are classified as a "regular" teammate (not a temporary or contract employee). There are no waiting periods to enroll; however, your coverage will not be effective in the benefits plan until the first day of the month following your employment.

### Benefits Annual Rate

Your Benefits Annual Rate (BAR) is used to calculate your medical, disability, and term life insurance coverage amounts. BAR is defined as your Sept. 30, 2020, base pay annualized, plus any incentives, bonuses, overtime, and commissions you have received from Oct. 1, 2019, through Sept. 30, 2020. Special payments such as moving expenses, restricted stock options, and grants are not included in your BAR. If you are a new teammate or a newly benefits-eligible teammate, your BAR is your annual salary. Your BAR will not increase or decrease during the calendar year, even if you have a salary change.

Regular base pay (annualized) as of Sept. 30, 2020 + eligible cash bonuses, compensation, incentives, overtime, and premium pay from Oct. 1, 2019-Sept. 30, 2020 = Your BAR.

### Enrollment period

You have 31 days to enroll in your Truist benefits. The period starts with the date you become a benefits-eligible teammate and ends 31 days later. For example, if you are hired on Aug. 7 as a benefits-eligible teammate, the 31-day enrollment period begins on your hire date of Aug. 7 and ends on Sept. 6.



## Coverage effective date

The coverage effective date is the first of the month following the date you become eligible for benefits (this can be your hire date or a later date). Your coverage effective date is not the date you enroll for benefits but the date you become eligible. To clarify, if you are hired as a regular teammate scheduled to work at least 20 hours per week, you are eligible for benefits on the first day of the month following employment.

If you elect coverage due to a qualified life event change, effective date of coverage is based on the reason of the life event change. For example, for a life event of birth, coverage is effective date of the birth. For marriage, coverage is effective the first of the month following the date of marriage.

## Coverage for your dependents

Under the Truist Medical, Dental, and Vision Programs, you have the option to cover yourself and any qualified dependents, including:

- Your legally married spouse/domestic partner
- Your children under age 26
- Any other qualified dependents as defined in the Health Care Summary Plan Description (available on [Benefits.Truist.com](https://Benefits.Truist.com))

A teammate cannot cover another teammate as a dependent. If you and your spouse/domestic partner are both employed by Truist, only one of you can cover a dependent. In addition, you cannot elect to cover each other.

A dependent child's eligibility will end at the end of the month in which the child turns 26. For more information about covered dependents, please see the Health Care Summary Plan Description available on [Benefits.Truist.com](https://Benefits.Truist.com).

## Company contributions

Your total Compensation at Truist extends well beyond your cash compensation. For example, Truist provides your Basic Term Life insurance and the 50% Disability option and pays the majority of the premium for medical coverage.

The premiums you see during your Benefits Enrollment are net of the company contribution. You can see the Truist contribution on your payslip.

## Pretax savings

You receive an added benefit by having your benefit premiums, except for those for domestic partner coverage, dependent life, and disability insurance, deducted before taxes are applied.

## Benefits.Truist.com

You can explore benefits programs offered by Truist by visiting [Benefits.Truist.com](https://Benefits.Truist.com).

In addition to information about the benefits listed in this section, [Benefits.Truist.com](https://Benefits.Truist.com) contains information about Truist retirement benefits, work/life benefits, well-being programs, and more.

## The details

### Medical program

#### Medical carriers

Three medical plan carrier options are available, including a broad network option with BlueCross BlueShield (BCBS) called BlueOptions, a narrow network option with Aetna called Premier Care, and a closed option with Kaiser\*.

Your medical carrier has its own network of doctors, hospitals, and other providers that offer their services at a discount. That means savings for you when you stay in-network.

However, not all networks are the same, and it's important to know the differences between them. There are three types of networks available at Truist:

- BlueCross BlueShield (broad network) offers a broad network of providers nationwide. You can use any provider you choose, but your plan pays a higher benefit when you use a network provider, so you save more.
- Aetna Premier Care (narrow network) offers the Premier Care Network of doctors and facilities that are chosen specifically for this plan based on a series of quality, efficiency, and access standards. This narrow, select network helps increase value and reduce costs. This network is available in select geographic areas. Check Aetna's website to see if your provider is in network.



- Kaiser Permanente (regional network) has a network of providers and health care facilities in parts of California, Colorado, the Mid Atlantic (Georgia, Maryland, Virginia, and Washington D.C.) and Pacific Northwest (Oregon and Washington). Their health care facilities offer many services under one roof, often including a pharmacy. You must choose your doctor on <https://healthy.kaiserpermanente.org/doctors-locations>, but you can switch to another network provider at any time. Your doctor and specialist will coordinate your care. You must use a Kaiser Permanente provider for your care to be covered (except in an emergency). You will have the option of the Kaiser HMO or Kaiser \$2,000 HDHP Plan.

*\*Aetna and Kaiser plans are only available in certain areas. Refer to your enrollment options in Workday to see if you live within a service area for these medical plans.*

## Medical plans

There are three different medical plan options you can choose from at Truist. Each plan has its own benefit features (like copays, deductibles and other features) that affect the costs you pay when you receive care.

BCBS and Aetna cover the same services, including prescription drugs, and no matter which plan you choose, preventive care is covered at 100% (that's no cost to you) when you stay in-network. You'll save money when you stay in network, because costs for in-network benefits under all available medical plans are much lower than the cost of out-of-network benefits.

Before you select your medical plan, make sure you've done your research on comparing premiums, providers, and program benefits to find what fits your life.

**Note:** If Kaiser Permanente is your carrier, services are similar but not identical to those covered by other carriers and your only plan options are the \$2,000 high deductible health plan (HDHP) and HMO. You must use a Kaiser provider for your services to be covered.

## Plan comparisons

| \$500 PPO                                                                                                                                                                                                                                                                                                                                                                                                       | \$2,000 HDHP<br>(\$4,000 with dependents)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | \$4,500 HDHP<br>(\$9,000 with dependents)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• You pay copays for in-network doctor visits and regular prescriptions.</li> <li>• After the deductible, you pay 10% coinsurance in-network and 50% out-of-network.</li> <li>• The deductible and out-of-pocket maximum are embedded.</li> <li>• You can enroll in the Health Care Flexible Spending Account (FSA) to pay for eligible health care expenses.</li> </ul> | <ul style="list-style-type: none"> <li>• You pay out-of-pocket for medical and prescription expenses until you reach your annual deductible.</li> <li>• Once you meet the annual deductible, you pay 20% coinsurance in-network and 50% out-of-network.</li> <li>• The annual deductible and out-of-pocket maximum are aggregate.</li> <li>• You can enroll in the Health Savings Account (HSA) and receive a contribution: \$500 for individual and \$1,000 for a family.</li> <li>• You can also enroll in the Limited Purpose Flexible Spending Account (FSA).</li> </ul> | <ul style="list-style-type: none"> <li>• You pay out-of-pocket for medical and prescription expenses until you reach your annual deductible.</li> <li>• Once you meet the annual deductible, you pay 30% coinsurance for in-network and 50% out-of-network.</li> <li>• The deductible and out-of-pocket maximum are embedded.</li> <li>• You can enroll in the HSA and receive a contribution: \$500 for individual and \$1,000 for a family.</li> <li>• You can also enroll in the Limited Purpose Flexible Spending Account (FSA).</li> </ul> |

|                                                               | \$500 PPO           | \$2,000 HDHP        | \$4,500 HDHP         | Kaiser \$2,000 HDHP* | Kaiser HMO* |
|---------------------------------------------------------------|---------------------|---------------------|----------------------|----------------------|-------------|
| <b>Premium costs</b>                                          | \$\$\$              | \$                  | \$                   | \$                   | \$          |
| <b>In-Network (You Pay)</b>                                   |                     |                     |                      |                      |             |
| <b>Preventative care</b>                                      | 0%                  | 0%                  | 0%                   | 0%                   | 0%          |
| <b>Copays (office visits)</b>                                 | \$30 copay          | N/A                 | N/A                  | N/A                  | \$25 copay  |
| <b>Deductible (individual/family)</b>                         | \$500/<br>\$1,000   | \$2,000/<br>\$4,000 | \$4,500/<br>\$9,000  | \$2,000/<br>\$4,000  | N/A         |
| <b>Coinsurance (What you pay after the deductible is met)</b> | 10%                 | 20%                 | 30%                  | 20%                  | N/A         |
| <b>Out-of-pocket maximum (individual/family)</b>              | \$1,500/<br>\$3,000 | \$4,000/<br>\$6,900 | \$6,000/<br>\$12,000 | \$4,000/<br>\$6,900  | N/A         |



## HDHP HSA

One reason to consider enrolling in the \$2,000 or \$4,500 HDHP is the Health Savings Account (HSA). It offers a number of advantages you don't get in a Health Care Flexible Spending Account (FSA) and gives you more flexibility and control over how you manage and spend your health care dollars.

To be eligible for the HSA, you must enroll in a HDHP:

- \$2,000 HDHP
- \$4,500 HDHP

The \$500 PPO plan and Kaiser HMO are not eligible for the HSA.

The HSA allows you to use pretax dollars to pay for qualified health care expenses.

If you choose an HDHP with an HSA, Truist will fund that account with \$500 for a teammate-only plan or \$1,000 for a spouse, child, or family plan in two equal installments, in January and July. This two-part funding allows those new to a HDHP access to HSA dollars in the event they're needed early in the year.

### What you need to know:

- Each HDHP option comes with an account that helps you pay for eligible expenses.
- If you enroll in a HDHP, you'll have an HSA available to you.
- You will receive an HSA contribution—\$500 for individual and \$1,000 for family coverage.
- You'll receive half your contribution in January and half in July.
- You can add your own tax-free money to the HSA. The total HSA balance is yours to spend or save, tax-free!
- You'll have a Benefit Access Visa Debit Card to help you manage your account balance.
- You can use the debit card to pay for eligible expenses.
- HSA money is always yours to keep and spend on eligible health care expenses.
- If you leave the company, you can take your HSA money with you to use on eligible expenses.

### What you need to do:

- Be sure you're eligible for an HSA. The federal government has a few requirements you'll need to certify that you meet. You can do that when you enroll online, once you've elected an HSA-eligible medical plan and chosen a carrier.
- Build your account balance. When the new year begins, it's time to start building your account balance. And remember, you can add your own tax-free money to the HSA if you're eligible.

## Other services

Be sure to take advantage of the extra programs, services, and tools offered by your medical plan carrier. Log in to your carrier's website or call the number on the back of your medical plan ID card any time after Jan. 1, 2021, to access the following, if available:

- **Cost estimator tools:** Get an estimate of the cost for a variety of procedures in your area. This can help you plan for out-of-pocket costs and shop around for a provider whose fees are in line with the estimated costs for your area.
- **Teladoc:** This is a convenient alternative to urgent care. Talk to board-certified doctors 24/7 for issues like the flu, infections, and other minor illnesses. You can also receive virtual access to licensed clinicians for the care, support, and advice you need—such as mental health specialists, dermatologists, nutritionists and more—anytime, anywhere with [Teladoc](#). Teammates enrolled in a BCBSNC or Aetna medical plan have access to board-certified doctors, licensed nurses, and specialists through Teladoc. Contact 800-TELADOC or <https://www.teladoc.com/truist> to enroll and learn more about the services and cost responsibilities.
- **Maternity and healthy baby programs:** If you are expecting or have a new baby, you can get support, educational resources, discounts on childcare products, and more.
- **Behavioral health:** In addition to behavioral health condition coverage, the medical plan carriers provide additional education, support, tools, and programs to help you and your family manage and improve your emotional health.
- **Discount programs:** As a member, you can receive discounts on a variety of health and lifestyle-related products, programs, and services, such as fitness centers, over the counter vitamins and supplements, and hearing aids.



## Prescription drug coverage

Access to prescription medications is important to maintaining and improving your health. The BCBS and Aetna \$500 PPO plan, \$2,000 HDHP, and \$4,500 HDHP include prescription drug coverage through Blue Rx. Kaiser Permanente medical plan options have prescription drug coverage through Kaiser Permanente.

Certain preventive medications are covered at 100% with no deductible required. In addition to preventive medications, there are five benefit tiers for prescription drugs ranging from lowest- to highest-cost:

- **Tiers 1 and 2 (\$)** – Generally contain generic drugs that are cost-effective alternatives to brand name drugs.
- **Tier 3 (\$)** – Generally contains preferred brand name drugs chosen for their clinical value and cost effectiveness.
- **Tier 4 (\$\$)** – Generally contains nonpreferred brand drugs.
- **Tier 5 (\$\$\$)** – Specialty drugs, such as gene therapies and biotechnological medications that generally have the highest cost.

## How to Save On Prescriptions

Use generics whenever possible. It's the most cost-effective option and is chemically identical to the brand name.

Fill your prescriptions using the most appropriate method—network retail pharmacies for 30-day prescriptions, mail order for maintenance or 90-day prescriptions, and the specialty pharmacy mail order service for specialty medications.

Use the prescription cost tool on the Blue Rx website to learn how much your medication will cost under your medical plan and whether there are opportunities to save money.

The Blue Rx mail order service is the most convenient and cost-effective way to fill your maintenance and 90-day prescriptions. You pay an amount equal to two copays or coinsurance after your deductible for two 30-day supplies but receive a 90-day supply, and the medication is delivered to your home. No waiting in line at the pharmacy.

## Dental program

When you feel better, you smile more. Keep your smile healthy with a dental plan. You can choose between two dental plans administered by Cigna:

| DHMO Plan                                                                                                                                                                                                                                                                                                                                                                                                 | DPPO Plan                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Choose a Cigna Dental Care network general dentist to manage all your dental health care needs and refer you to any network specialists</li> <li>• Knowing the exact dollar amount you'll have to pay based on a charge schedule</li> <li>• No annual dollar maximums</li> <li>• No deductibles to meet</li> <li>• Must go to provider in HMO network</li> </ul> | <ul style="list-style-type: none"> <li>• Visit any licensed dentist or specialist (without referrals)</li> <li>• Preventive services covered at 100%</li> <li>• Calculate your own out-of-pocket costs based on percentages</li> <li>• Annual plan maximums apply</li> <li>• Individual and family deductibles</li> <li>• Plan will cover eligible dental expenses after you meet your deductible</li> </ul> |

## Plan comparisons

Premiums are semimonthly (pretax)

| Coverage level                                        | DHMO Plan | DPPO    |
|-------------------------------------------------------|-----------|---------|
| Employee only                                         | \$11.02   | \$16.69 |
| Employee and spouse (or domestic partner)             | \$19.39   | \$32.70 |
| Employee and child(ren) (or domestic partner's child) | \$21.95   | \$43.46 |
| Family                                                | \$35.22   | \$64.76 |

|                                  | DHMO                                          | DPPO                 |
|----------------------------------|-----------------------------------------------|----------------------|
| Premium costs                    | \$\$                                          | \$\$\$               |
| Includes out-of-network services | No                                            | Yes                  |
| <i>In-network (you pay)</i>      |                                               |                      |
| Deductible                       | \$0                                           | \$50/\$150           |
| Annual benefit maximum           | None                                          | \$1,500              |
| Preventive                       | \$0                                           | \$0                  |
| Basic                            | Copays based on a fee schedule from \$0-\$115 | 20% after deductible |
| Major                            | Copays based on a fee schedule from \$0-\$490 | 50% after deductible |
| Orthodontia                      | Children and adults                           | Children only        |



You can use the Find Care & Costs tool on [mycigna.com](https://mycigna.com) to search for network providers in your area who provide the care you need and the estimated out-of-pocket costs for the care or procedure. Before you enroll, you can look up providers online using the Total DPPO network or the Dental Access network.

## Vision program

Regular eye exams help you maintain healthy vision. You can choose between two Vision Plans—the Premier and Base—that cover expenses for regular eye exams, frames, lenses, and contact lenses. Both plans are administered by VSP.

### Using your benefit

There are no identification cards or claim forms required for the Vision program. To access your benefits, make sure to tell your doctor you are a VSP member when you make your appointment. Your doctor will ask for your ID number, which is your Social Security number. Your doctor and VSP will handle the rest by verifying your benefits and eligibility for services.

You have the option of seeing an out-of-network provider. You will be required to pay the provider in full at the time of service. For out-of-network reimbursement, send itemized receipts along with your full patient and member information to VSP within six months of the date of service.

### Plan comparisons

Premiums are semimonthly (pretax)

| Coverage level                                        | Base plan | Premier plan |
|-------------------------------------------------------|-----------|--------------|
| Employee only                                         | \$3.50    | \$9.20       |
| Employee and spouse (or domestic partner)             | \$6.99    | \$18.39      |
| Employee and child(ren) (or domestic partner's child) | \$7.49    | \$19.67      |
| Family                                                | \$11.96   | \$31.44      |

|                                    | Base plan                                                                                                                                                                                                       | Premier plan                                                                                                                                                                                                    |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Premiums                           | \$\$                                                                                                                                                                                                            | \$\$\$                                                                                                                                                                                                          |
| Eye exam                           | <ul style="list-style-type: none"> <li>Comprehensive exam every year</li> <li>Copays for eye exams</li> </ul>                                                                                                   | One comprehensive in-network eye exam per year                                                                                                                                                                  |
| Lenses and frames                  | <ul style="list-style-type: none"> <li>One set of lenses per calendar year</li> <li>One set of frames every other year</li> <li>Pays less toward frames</li> </ul>                                              | <ul style="list-style-type: none"> <li>One set of lenses and frames per calendar year</li> <li>Pays more toward frames</li> </ul>                                                                               |
| Contact lenses (in lieu of frames) | <ul style="list-style-type: none"> <li>Up to \$60 copay</li> <li>Every calendar year</li> <li>\$150 allowance for contacts; copay does not apply</li> <li>Contact lens exam (fitting and evaluation)</li> </ul> | <ul style="list-style-type: none"> <li>Up to \$60 copay</li> <li>Every calendar year</li> <li>\$180 allowance for contacts; copay does not apply</li> <li>Contact lens exam (fitting and evaluation)</li> </ul> |





## Save money with LifeForce

The LifeForce premier wellness program helps you improve your health. It provides health and fitness education, including information about disease prevention and adverse behaviors that may affect your physical well-being. The program also provides direct access to evaluations by a health care professional on a regular basis.

LifeForce is administered through Peak Health. You will work with a Peak Health nurse to establish realistic and attainable health goals. As you work toward those goals, you can advance through the five phases of the program. All information and evaluations are completely confidential.

Learn how you can earn medical premium credits that can reduce your medical premium cost by up to 20% by participating in LifeForce.

Find information about enrolling in LifeForce on [Benefits.Truist.com](https://benefits.truist.com).

## Flexible Spending Accounts (FSAs)

### Health Care FSA

The Health Care FSA allows you to set aside money on a pretax basis to pay for health care expenses not covered by your benefit plan.

#### Health Care FSA specifics

- Participation is voluntary.
- If you enroll in the \$500 PPO plan or decline medical coverage, you're eligible to participate in a Health Care FSA.
- You may contribute up to \$2,750 per year into a Health Care FSA.
- Your contributions are made on a pretax basis through payroll deduction.
- All of your unused Health Care FSA funds can roll over into the following year.

#### Using your Health Care FSA

- You can use your health care FSA for certain qualified expenses.
- Other expenses cannot be reimbursed.
- Under IRS regulations, expenses are treated as having been incurred when the participant is provided with the health care and not when the participant is billed for or pays for the health care. In other words, you cannot submit a bill

for reimbursement for future services even if you have already paid for them. In addition, you cannot be reimbursed for expenses incurred prior to your coverage effective date or after coverage ends.

#### Your contributions

When you first enroll in your benefits, as well as during annual enrollment, you will have the opportunity to choose a specific amount of money to contribute to the FSAs. For the Health Care FSA, you'll need to calculate your monthly anticipated expenses to determine your annual contribution.

#### Health Care FSA expenses

##### Qualified expenses:

- Medical and dental deductibles
- Medical and dental co-payments or eligible services not covered by the plans
- Vision expenses not covered by insurance
- Hearing expenses including exams and hearing aids
- Prescription drug costs not covered by the medical plan

##### Nonqualified expenses:

- Over-the-counter medications (unless prescribed by a doctor)
- Cosmetic procedures (e.g., teeth whitening, dermabrasion, chemical peels, or spider vein treatment)
- General wellness expenses (e.g., health club dues, special foods, vitamins, exercise programs and equipment, or weight-loss programs)
- Insurance premiums (e.g., replacement insurance for contact lenses or other health plan policies)
- Other expenses, including shipping and handling, missed appointment, late payment, or interest charges

#### Health Care FSA examples

If you participate in an FSA, you will need to plan your contributions carefully. You will need to take into account if you are enrolling during annual benefits enrollment or if you are a new hire or newly benefits-eligible teammate enrolling at a different time.



*New hires and newly benefits-eligible teammates*

Calculate your monthly anticipated expenses and multiply that by the remaining pay periods in the year. Consider the following example:

You are hired on July 26 and enroll in your Truist benefits on Aug. 1. You want to contribute \$300 per month to an FSA to cover anticipated expenses. Considering you will participate for five months for the remainder of the plan year (August through December), you will make a total annual contribution of \$1,500 (\$300 per month for five months). Your contribution per pay period will be \$150.

*Teammates enrolling during Annual Enrollment:*

Calculate your monthly anticipated expenses and multiply that by 12. Consider the following example:

You want to contribute \$50 per each pay period to an FSA to cover anticipated expenses. Considering you will participate for 12 months in the upcoming plan year (from Jan. 1 through Dec. 31), you will make an annual contribution of \$1,200 (\$50 per pay period for 24 months).

**Limited Use Health Care FSA**

The Limited Use Health Care FSA is available to participants in the high-deductible health care plan and can be used for eligible health care expenses (such as dental and vision) that are not covered by insurance and are not medical expenses.

**Limited Use Health Care FSA Specifics**

- Can be used for dental and vision expenses only—medical expenses are not eligible expenses.
- Participation is voluntary.
- If you enroll in the high-deductible plan you are eligible to participate
- You may contribute up to \$2,750 per year
- Your contributions are made on a pretax basis through payroll deduction.
- All of your unused balance can be carried over from one plan year to the next. Once any carryover balance has been used, McGriff Insurance Services will pay claims from the current years' contribution. In 2021, all of your

remaining balance can be carried over—the money must be used in the next plan year, so it cannot accumulate.

**Using your Limited Use Health Care FSA**

Participants can use the Limited Use Health Care FSA for eligible health care expenses that are not medical expenses (e.g., dental or vision care). Additionally, participants cannot submit claims for medical services covered under the high-deductible plan.

Under IRS regulations, expenses are treated as having been incurred when the participant is provided with the health care and not when the participant is billed for or pays for the health care. In other words, you cannot submit a bill





for reimbursement for future services even if you have already paid for them. In addition, you cannot be reimbursed for expenses incurred prior to your coverage effective date or after coverage ends.

## Dependent Care FSA

The Dependent Care FSA allows you to set aside money on a pretax basis to pay for qualified dependent care expenses (before- and after-school expenses). It is not used to reimburse yourself for a dependent's medical expenses.

### Dependent Care FSA specifics

- Participation is voluntary.
- Any benefits-eligible teammate may enroll in the Dependent Care FSA.
- You may contribute up to \$5,000 per year to the Dependent Care FSA. However, under IRS rules, your contributions cannot exceed the lesser of your income or your spouse's income. If you are married and file taxes separately from your spouse, you are limited to \$2,500 in contributions. In addition, if you contribute to a Dependent Care FSA through another employer this year, your combined contributions for the year may not exceed \$5,000.
- Your pretax contributions are made basis through payroll deduction.
- You can only be reimbursed for the amount currently available in your account. Any balance from last year remaining in your account after March 31 will be forfeited in accordance with IRS regulations.

### Your contributions

When you first enroll in your benefits, as well as during Annual Enrollment, you will have the opportunity to choose a specific amount of money to contribute to the FSAs. For the Dependent Care FSA, you will need to calculate your monthly anticipated expenses to determine your annual contribution.

## Transportation Spending Accounts (TSA)

### Mass Transit TSA

Any benefits-eligible teammate who relies on methods other than their personal vehicle to commute to and from work may participate in the Mass Transit TSA. This benefit allows you to set aside money on a pretax basis to pay for transportation expenses (mass transit).

### Mass transit TSA specifics

- Participation in this plan is voluntary.
- You are eligible to participate if you are a regular (not temporary) teammate scheduled to work at least 20 hours per week. An eligible teammate may become a participant on their first day of employment.
- You may contribute up to \$270 a month in 2021 to the Mass Transit TSA.
- Your contributions are made on a pretax basis through payroll deduction.
- You may change your contribution amount at any time during the year through Workday (by choosing the Benefits icon and then Benefits under Change). Changes are effective the first of the month following the effective date of the change.
- You may only access up to the balance in your mass transit TSA at the time an expense is incurred.
- TSA balances roll over into following years as long as you work for Truist.

### Mass transit TSA expenses

For the mass transit TSA, you will need to elect a semimonthly contribution amount based on your anticipated mass transit commuter expenses. You may change this contribution amount at any time.

#### Qualified expenses:

- **Transit pass expenses:** Money paid for passes, tokens, fare cards, vouchers, etc., when riding on mass transit (train, bus, subway, or ferry). This includes publicly owned vehicles, as well as vehicles owned by someone in the business of transporting people for hire, as long as the vehicle seats six or more adults (excluding the driver).
- **Commuter highway vehicle (van pool) expenses:** Money paid for rides in a commuter highway vehicle between your home and work. The vehicle must seat at least six adults (excluding the driver), and at least 80% of the mileage per year must be for transporting commuters between home and work or for trips where at least half of the seating is for work commuters.



## Parking TSA

The Parking TSA allows certain teammates to set aside pretax dollars for qualified parking expenses incurred while working. Only teammates who work at designated locations are eligible to participate in the Parking TSA (eligible teammates are notified). This benefit offers eligible teammates a way to save money, and a system to organize and manage their parking payments.

### Parking TSA specifics

- Participation in this plan is voluntary.
- You may contribute up to \$270 a month in 2021 to the account.
- Your pretax contributions are made through payroll deduction.
- You may change your contribution amount at any time.
- When you enroll, you will select a semimonthly amount to be deducted from your pretax pay to be contributed to the Parking TSA.
- You may change your contribution in Workday by choosing the Benefits icon and then choosing the Benefits link under the section titled Change.
- TSA balances roll over into following years as long as you work for Truist.

### Parking TSA expenses

#### Qualified expenses:

- The Parking TSA is intended to be used to pay for parking expenses incurred at or near your work location.
- It may also be used for parking at a mass transit facility.
- It can only be used to pay for parking you directly contract with a parking vendor.

#### Nonqualified expenses:

- The Parking TSA cannot be used to pay for parking in a lot owned or leased by Truist you pay for through a payroll deduction.

## Protection

### Disability insurance

The Disability Insurance Program is structured to prevent a lapse in pay if you are out of work due to nonwork related illness or disability. Truist offers two coverage options:

- 50% disability
- 60% disability

Each option continues a different percentage of your monthly Benefits Annual Rate (BAR) after you have exhausted your annual sick leave days. To receive disability pay, your absence must be certified by your doctor and approved by our Disability Insurance carrier, The Hartford. If you are not approved for disability, any continued absence will be without pay.

### Premiums

Truist provides the 50% disability option to teammates at no cost. The premium for the 60% disability option is based upon your individual BAR and age.

Disability premiums are paid on an after-tax basis so the benefits received from the plan are not taxable to you.

| Company-paid benefit plan         | Coverage for you                                                                           |
|-----------------------------------|--------------------------------------------------------------------------------------------|
| <b>Short-term disability core</b> | Replaces 50% of your Benefits Annual Rate (BAR), up to a weekly benefit maximum of \$8,077 |
| <b>Long-term disability core</b>  | Replaces 50% of your BAR, up to a maximum monthly benefit of \$35,000                      |

You can purchase additional coverage for yourself to replace a greater portion of your income.

| Teammate-paid benefit plan          | Coverage for you                                                      |
|-------------------------------------|-----------------------------------------------------------------------|
| <b>Short-term disability buy up</b> | Replaces 60% of your BAR, up to a weekly benefit maximum of \$8,077   |
| <b>Long-term disability buy up</b>  | Replaces 60% of your BAR, up to a maximum monthly benefit of \$35,000 |



## Term life insurance

Truist provides basic Term Life Insurance coverage equal to your 2021 Benefits Annual Rate (BAR) at no cost to you up to a maximum of \$1 million. You can also choose an additional one to eight times your benefits base salary in supplemental Term Life Insurance coverage. Combined basic and supplemental life insurance cannot exceed \$4 million.

Once you select a level of coverage when you initially enroll, you may increase your coverage at the rate of one level per year during Annual Benefits Enrollment (provided you are actively employed). If you cancel or decrease your coverage, you will be limited to one level of increase during next year's Annual Benefits Enrollment.

The maximum coverage available (basic plus supplemental) is \$4 million.

### Premiums

Supplemental Life Insurance premiums for 2021 will be based on your BAR, which is calculated as:

Regular pay (annualized) as of Sept. 30, 2019 + eligible cash bonuses, commissions, incentives, overtime, and premium pay from Oct. 1, 2019, through Sept. 30, 2020.

### Evidence of insurability

If you elect supplemental Term Life Insurance coverage greater than \$750,000, you will receive a form, mailed to your home, from The Hartford that you must complete and return as evidence of good health and insurability. You will need to provide evidence of good health and insurability the first time you elect supplemental Term Life Insurance coverage greater than \$750,000 and any time you increase your coverage above \$750,000.

### Term life insurance example

The Term Life Insurance program provides basic coverage, as well as the option to elect various amounts of supplemental coverage. Here's how it works for a teammate with a \$25,000 BAR:

| Coverage amount        | Amount of supplemental coverage | Amount of basic coverage (1 x benefits annual rate) | Total life insurance coverage |
|------------------------|---------------------------------|-----------------------------------------------------|-------------------------------|
| No additional coverage | \$0                             | \$25,000                                            | \$25,000                      |
| 1x benefits coverage   | \$25,000                        | \$25,000                                            | \$50,000                      |
| 2 X benefits coverage  | \$50,000                        | \$25,000                                            | \$75,000                      |
| 3x benefits coverage   | \$75,000                        | \$25,000                                            | \$100,000                     |
| 4x benefits coverage   | \$100,000                       | \$25,000                                            | \$125,000                     |
| 5x benefits coverage   | \$125,000                       | \$25,000                                            | \$150,000                     |
| 6x benefits coverage   | \$150,000                       | \$25,000                                            | \$175,000                     |
| 7x benefits coverage   | \$175,000                       | \$25,000                                            | \$200,000                     |
| 8x benefits coverage   | \$200,000                       | \$25,000                                            | \$225,000                     |

## Dependent life insurance

The Dependent Life Insurance program allows you to elect coverage for your spouse/domestic partner and/or dependent children. You may elect coverage for your spouse in \$10,000 increments up to \$300,000 or 50% of your combined basic and supplemental life—whichever is less. In addition, you may select from coverage levels of \$7,500, \$10,000, or \$15,000 for eligible dependent children.

Dependent Life Insurance premiums are paid on an after-tax basis so the benefits received from the program are not taxable to you. You are the beneficiary of all Dependent Life Insurance coverage. Your dependent children are eligible from birth until the end of the month in which they reach age 26.

If you elect Dependent Life Insurance coverage for your domestic partner or spouse greater than \$100,000, you must provide our insurance carrier, The Hartford, with evidence of good health and insurability before coverage greater than \$100,000 can become effective.

## Accidental death & dismemberment insurance

Accidental Death and Dismemberment (AD&D) Insurance provides coverage in addition to Term Life Insurance and Dependent Life Insurance. The death benefit is paid to your designated beneficiary or beneficiaries if you die as the result of



an accident. A percentage of the total benefit amount is paid to you if you suffer certain dismembering injuries, such as the loss of an arm, leg, hand, foot, or sight.

You also may elect AD&D Insurance for your family. Their coverage amount depends on the amount you elect for yourself. You are the beneficiary for dependent coverage.

### Premiums

You may elect AD&D Insurance in increments from one to 10 times your Benefits Annual Rate (BAR) up to a maximum coverage amount of \$1,000,000, whichever is lower.

### Optional benefits

When you are hurt, hospitalized, or become critically ill, you can get financial help beyond what your medical plan pays for your care. Each voluntary benefit plan, provided by Unum, pays you a cash benefit when you or a covered dependent experience a covered illness, accident, or hospital stay.

- You can use your payment in any way you choose: For medical expenses, mortgage payments, transportation, household help, etc.
- You can cover your spouse/domestic partner and dependent children too.

### Accident insurance

Pays a benefit for a wide variety of services, such as ambulance, emergency room treatment, and hospitalization. The amount you receive depends on your treatment and injuries.

### Critical illness insurance

Helps offset the financial effects of a critical illness, such as cancer, heart attack, or stroke. You choose your coverage amount:

- **Teammate** – Increments of \$5,000, up to \$50,000.
- **Spouse/domestic partner** – Increments of \$5,000, up to \$30,000.
- **Child** – 50% of teammate coverage amount. Children are automatically included with teammate coverage.

### Hospital indemnity plan

Pays a benefit in the event of hospitalization, and in some cases, for treatment received for an accident or sickness. Pays \$500 per covered person per year for hospital admission and \$100 per day for a stay, up to 60 days a year. Additional payments are based on the length of time you are hospitalized and the level of care required.

## Benefits enrollment & changes

### Benefits enrollment

To enroll in Truist benefit programs, complete the following steps:

Review your options using all the resources available to you, including this handbook, [Benefits.Truist.com](https://benefits.truist.com), and our interactive decision support tool ALEX. Review the Truist benefit options outlined in this section of the Teammate Handbook, and determine the benefits you plan to choose.

1. Access Workday by clicking the Workday button on [Benefits.Truist.com](https://benefits.truist.com).
2. On the Workday homepage, click the profile icon in the upper-right corner of the page. Then, click “Inbox” to access your Workday Inbox.
3. Your Inbox will display a task prompting you to enroll. Click the task to begin the enrollment process. If you are a new hire, the task will not appear until you have completed your onboarding task through Workday.
4. Use the “Elect” and “Waive” radio buttons to choose your coverage and coverage levels. If electing a coverage level other than Employee Only, you will need to add a dependent(s). Please have each dependent’s full name, date of birth, and Social Security number ready. You will also need to have this information for your beneficiary(ies).
5. Follow the instructions on your screen, paying particular attention to the information at the top of each page. The text on the screen will guide you through the enrollment process.
6. When you have completed your elections, the system will display an “Elected Coverages” screen. Review your elections to ensure they are correct.
7. Carefully read through all the information on your screen and check the box beside “I Agree.” This serves as your electronic signature.
8. Double check that you have submitted your elections. To obtain a confirmation of your elections, click “Print.” This opens a PDF you can print and retain for your records.



## Default coverage

As a new teammate or a newly benefits-eligible teammate, if you miss your deadline to enroll for your benefits, you will automatically be provided with “default coverage.” Default coverage is no medical coverage, one times your Benefits Annual Rate in Term Life Insurance, and the 50% disability coverage option. You will have an opportunity to reenroll and make changes to your benefits during Annual Benefits Enrollment.

## Life event changes

Once you make your benefit elections, federal tax laws dictate that you cannot change your elections during the year unless you have a qualified Life Event Change. Eligible events that may allow you to change some or all of your coverage include:

- Birth, adoption, placement for foster care, legal custody of a child
- Marriage, divorce, legal separation (recorded through the Clerk of Court)
- Creation or dissolution of domestic partnership
- Gain or loss of spouse’s coverage due to change in employment
- Gain or loss of child’s eligibility
- Gain or loss of coverage under Medicare or Medicaid
- Death of spouse or child
- COBRA coverage expires or COBRA subsidy expires
- Start or end of unpaid Leave of Absence
- Start or end of military Leave of Absence
- Change in day care (Dependent Care FSA only)
- Spouse moves into or out of the United States (special rules apply)
- Significant change in health care cost of spouse’s plan
- Gain or loss of coverage during spouse’s annual enrollment (other than Jan. 1)
- Loss of child(ren)’s coverage under a parent’s plan (due to plan’s eligibility requirements)
- Loss of teammate’s coverage under a parent’s plan (due to plan’s eligibility requirements)

If you have a status change and wish to edit your benefit elections, you must initiate a Life Event Change through Workday within 31 days of the qualifying event. Depending on the specific Life Event Change, you may be able to add or remove dependents from your insurance coverage. Your change in elections must be consistent with your Life Event Change. Any change in coverage or contributions must be approved by Benefits Administration and will become effective the first of the month of the date of the status change. Some life event changes such as birth and divorce are effective date of event. For more information, visit [Benefits.Truist.com](https://Benefits.Truist.com).

## Summary plan descriptions

The Summary Plan Descriptions (SPDs) for the Truist benefit plans are located on [Benefits.Truist.com](https://Benefits.Truist.com).

If you have any questions or need a printed copy of an SPD, please contact HR Central at 800-716-2455, option 1.

## Important documents

As required by the Patient Protection and Affordable Care Act, group health plan administrators must provide health insurance consumers access to two documents, a Summary of Benefits and Coverage (SBC) and a Uniform Glossary of Health-Coverage and Medical Terms (Uniform Glossary).

## Summary of benefits and coverage document

The SBC document provides a summary of key features of the Truist Medical Program, such as the covered benefits, cost-sharing provisions, and coverage limitations and exceptions. The SBC document includes details, called “coverage examples,” which are comparison tools that allow you to see what the Truist Medical Program would generally cover in two common medical situations. The intent of the SBC document is to provide information that will make it easier for you to find the best coverage for yourself and your dependents or family.



## Uniform glossary of health-coverage and medical terms

The Uniform Glossary is a resource that will help you understand medical coverage and medical terms of the most common, and sometimes confusing, language used in medical insurance documents. Both of these documents are accessible through [Benefits.Truist.com](https://www.benefits.truist.com).

## Required notifications

The plan will follow the guidelines outlined in the Patient Protection and Affordable Care Act (PPACA). The standards include limitations on the frequency of preventive care services.

Coverage is available for children up to age 26. Please note that eligibility does not change based on school enrollment or marital status. The following notice is required to be provided to you under PPACA:

Individuals whose coverage ended, or who were denied coverage (or were not eligible for coverage), because the availability of dependent coverage of children ended before attainment of age 26 are eligible to enroll in the Truist Health Care Plan. Individuals may add coverage during Annual Benefits Enrollment. Coverage will be effective Jan. 1, 2021. For more information, contact HR Central at 800-716-2455, option 1.

## Contacts

|                                                                                                        |                                                                                                                                                                                                                                                                                               |
|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Medical coverage, claims, and to find network providers                                                | <ul style="list-style-type: none"> <li>• <a href="#">BlueCross BlueShield Blue Options</a><br/>888-206-4697 (Customer service)<br/>800 621-8876 (Claims &amp; network)</li> <li>• <a href="#">Aetna Premier Care</a><br/>888-402-1229</li> <li>• <a href="#">Kaiser Permanente</a></li> </ul> |
| Pharmacy benefits, claims, mail order service, and to find network pharmacies for BCBS and Aetna plans | <a href="#">Blue Rx</a><br>888-206-4697                                                                                                                                                                                                                                                       |
| Dental coverage, claims and to find a network dentist                                                  | <a href="#">Cigna</a><br>855-678-0046                                                                                                                                                                                                                                                         |
| Vision coverage, claims, and to find a network eye care provider                                       | <a href="#">VSP</a><br>800-877-7195                                                                                                                                                                                                                                                           |
| Claims, reimbursements, eligible expenses, and to manage your account HSA, FSA or TSA                  | <a href="#">McGriff Employee Benefit Solutions</a><br>800-930-2429                                                                                                                                                                                                                            |
| Enrollment, eligibility, qualifying life events, premium rates, and payroll deductions                 | HR Central<br><a href="https://www.benefits.truist.com">benefits.truist.com</a><br>800-716-2455                                                                                                                                                                                               |



# Well-being programs





At Truist, we recognize the vital role well-being plays in your life and offer a variety of wellness programs designed to help you set and meet your goals and to remain an active participant in your health care management.

## CarePlus Mobile Health programs

We encourage you to take a proactive approach to understanding, achieving, and maintaining better well-being by offering a number of personalized well-being resources and tools, all under the CarePlus name.

By participating in the programs CarePlus offers and working toward better well-being, you can achieve your goals and help lower the amount you pay for health care services each year.

CarePlus encourages all teammates to follow these cornerstones of well-being:

- **Live better:** Make the right health choices daily.
- **Eat smarter:** Choose healthy foods and portions for every meal or snack.
- **Get fit and stay fit:** Exercise and incorporate physical fitness activities at least five days a week.
- **Be aware:** Be an educated health care consumer through regular health assessments and screenings.

To help you achieve and maintain better health and to help manage health care costs for Truist and teammates, Truist provides the following programs through CarePlus:

- LifeForce program
- Case management program
- Gaps in Care program

These programs are in place solely to help you remain an active participant in your own health care management; they will not reduce the benefits you receive under Truist. Truist contracts with outside providers who administer the programs. The Case Management Program and Gaps in Care Program work in

### CarePlus mobile app

CarePlus includes a mobile application (app), CarePlus Mobile Health, which you can use to access personalized health care tools and resources while you're on the go. Through CarePlus Mobile Health, you can access the following:

- BlueCrossNC and Aetna ID cards
- Medical deductible information
- Information about potential health risks and recommendations
- An activity tracker that will sync to your Fitbit®, Moves®, or Run Keeper® devices
- Truist benefit plan summary information

CarePlus Mobile Health is customized for individual users. All Truist teammates are eligible to download the mobile app at no cost. You do not need to participate in the Truist medical plans to use the app. Spouses and domestic partners covered under the Truist medical plan are also able to download the app at no cost.

CarePlus Mobile Health is powered by Mobile Health Consumer and compatible with Apple® and Android™ products. Visit the Well-being tab on [Benefits.Truist.com](https://Benefits.Truist.com) for download and registration instructions.



conjunction with the Truist medical plans. The LifeForce program is an optional program.

By participating in these programs and working toward better health, you can help lower the amount you pay for health care services each year. Additional incentives for these programs (which vary depending on the program) can include medical premium credits, health evaluations, and counseling at no cost.

Additional information on the programs CarePlus offers is available under the medical tab on [Benefits.Truist.com](https://Benefits.Truist.com) or contact the CarePlus Support Center at 888-575-4588, Monday through Friday, 9 am to 8 pm ET.

## LifeForce

LifeForce, Truist's premier well-being program, was designed to create a healthier you! The program provides you with health and fitness education, including information about disease prevention and adverse behaviors that may affect your physical well-being, and direct access to evaluations by a health care professional on a regular basis.

Truist contracts with Peak Health to administer LifeForce. Through the program, you will work with a Peak Health nurse to establish realistic and attainable health goals. As you work toward those goals, you can advance to new phases of the program. All information and evaluations conducted for this program are completely confidential.

Prior to participating in the LifeForce program, please review and acknowledge Peak Health's Program Acknowledgment located on the Peak Health site accessible from the LifeForce Dashboard on the CarePlus Mobile Health site.

## Eligibility

All medically enrolled teammates can participate in the LifeForce program.

## Rehires

Former teammates who were LifeForce participants and have been rehired by Truist must contact Peak Health at 252-237-5090. Truist teammates rehired within 60 days of their termination will be reinstated in their last phase. Rehires longer than 60 days after termination will be considered new participants.

## Leave of absence

Current LifeForce participants on leave of absence (LOA) will maintain their current phase and medical credit until they return to work. LOA teammates are not eligible for completing LifeForce appointments for potential phase changes. Upon returning to work, teammates have 60 days from their first day back to work to complete their LifeForce appointment.

Teammates on LOA who were not already participating in LifeForce when the LOA occurred are not eligible to start participating in LifeForce during their Leave. Rather, upon returning to work, teammates have 60 days from their first day back to work to complete the [CarePlus Mobile Health Assessment](#) (HA) and Peak Acknowledgment (PA), as well as the LifeForce appointment.





## Benefits of LifeForce

By offering the LifeForce program, Truist is investing in its most valuable resource—our teammates! The program advocates individual accountability for healthy lifestyle behaviors and rewards you for your efforts.

Join thousands of other Truist teammates by participating in LifeForce!

LifeForce participants meet regularly with a Peak Health nurse for free one-on-one health evaluations. During your personalized evaluations, the Peak Health nurse will review the following with you to help you gain a thorough understanding of your health:

Your complete blood work results (comprehensive metabolic, lipid, thyroid, and a complete blood count)

- Your weight
- Your body composition (including a seven-site skin caliper test to determine your body fat percentage)
- Your blood pressure
- Your resting heart rate
- Your cardiorespiratory fitness via a six-minute submaximal bike test

The Peak Health nurse will work with you to identify any current issues or potential risks and create a plan of action to help you improve your health and progress through the program. Some Truist teammates have had serious illnesses spotted through LifeForce and consider it a life-saving program.

## Medical premium credits

LifeForce participants and their spouses and domestic partners have the opportunity to earn medical credits, which can lower medical premiums by up to 20%. Participants and their spouses or domestic partners who are covered under the Truist medical plan will be eligible to earn medical credits if the participant is placed in phases 2-5 of the program by the Peak Health nurse. Participants must meet the requirements of their phase and both the participant and their medically enrolled spouse or domestic partner (if applicable) must also complete the health assessments on an annual basis by the last day of the month of their first appointment of the year to earn their full medical credit.

If you are unable to participate in any of the health-related activities or achieve any of the health outcomes required to earn a medical credit, you may be entitled to a reasonable accommodation or an alternative standard. You may request a reasonable accommodation or an alternative standard by contacting Peak Health at 252-237-5090.

If the spouse or domestic partner completes their required health assessment but the teammate does not complete all requirements of their phase and/or does not complete the HA, the teammate will not earn a medical credit. If both the teammate and the spouse or domestic partner do not complete their respective requirements, the teammate will not earn a medical credit.

The LifeForce savings are applied as a “medical credit” to your first pay in the month that follows the appointment in which you were placed in your phase. The full amount of your medical premium is deducted pretax from your pay. The amount you save as a LifeForce participant is credited to your pay and reflected as a separate line item (“medical credit”) under the earnings section on your payslip.

## LifeForce phases

As you work toward the realistic and attainable goals established with the Peak Health nurse, you can advance to new phases of the program and achieve higher medical credits. The program advocates individual accountability for healthy lifestyle behaviors and rewards you for your efforts. To determine your phase the Peak Health nurse will assess your health through a series of assessments and compare your results to the program’s medical standards. These tests include lab work results, body composition, blood pressure, cardiorespiratory fitness, and resting heart rate. The final determination of your phase takes all of the results into consideration.



| Phase          | Minimum criteria and next steps                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Phase N</b> | You are not a LifeForce participant.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Phase 0</b> | You have completed the health assessment on CarePlus. Also, Mobile Health, lab work, and your initial appointment has been scheduled.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Phase 1</b> | Phase 1 is for teammates who need more dedicated time to work with a nurse to set individual goals and identify health risks. Appointments are scheduled every four months.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Phase 2</b> | <b>Minimum criteria</b> <ul style="list-style-type: none"> <li>• Progress is made toward goals</li> <li>• Body fat percentage is between 4.1 and 6.0 percentage points above the norm for your age and gender</li> <li>• Your fitness level is below average</li> <li>• You are being seen for medical follow-up by your health care provider</li> <li>• You may be using tobacco products</li> <li>• All age and gender health exams and labs are current within six months</li> </ul> <b>Next steps</b> <ul style="list-style-type: none"> <li>• You are entitled to receive a medical credit on your paycheck starting the next month</li> <li>• Appointments are scheduled every four months</li> </ul>                                                                                                                                         |
| Phase          | Minimum criteria and next steps                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Phase 3</b> | <b>Minimum criteria</b> <ul style="list-style-type: none"> <li>• Progress is made toward goals</li> <li>• Body fat percentage is between 2.1 and 4.0 percentage points above the norm for your age and gender</li> <li>• Your fitness level is average</li> <li>• You are being seen for medical follow-up by your health care provider</li> <li>• You have stopped using tobacco products for less than six months or have enrolled in a smoking cessation program and are receiving medical assistance to stop smoking</li> <li>• All age and gender health exams and labs are current within three and six months</li> </ul> <b>Next steps</b> <ul style="list-style-type: none"> <li>• You are entitled to receive a medical credit on your paycheck starting the next month</li> <li>• Appointments are scheduled every four months</li> </ul> |

| Phase          | Minimum criteria and next steps                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Phase 4</b> | <b>Minimum criteria</b> <ul style="list-style-type: none"> <li>• Progress is made toward goals</li> <li>• Body fat percentage is within 2.0 percentage points for your age and gender</li> <li>• Your fitness level is good to excellent</li> <li>• All controllable health risks have been addressed</li> <li>• You have stopped using tobacco products for more than six months or have enrolled in a smoking cessation program and are receiving medical assistance to stop smoking</li> <li>• All age and gender health exams and labs are up to date by your appointment</li> </ul> <b>Next steps</b> <ul style="list-style-type: none"> <li>• You are entitled to receive a medical credit on your paycheck starting the next month</li> <li>• Appointments are scheduled every eight months</li> </ul> |
| <b>Phase 5</b> | <b>Minimum criteria</b> <ul style="list-style-type: none"> <li>• All controllable health risks have been addressed and are being maintained (all goals are considered maintenance)</li> <li>• You are a nontobacco user, or you have completed a smoking cessation program and have been evaluated by your health care provider who has certified that you are medically unable to stop smoking at this time</li> <li>• All age and gender health exams and labs are up to date by your appointment</li> </ul> <b>Next steps</b> <ul style="list-style-type: none"> <li>• You are entitled to receive a medical credit on your paycheck starting the next month</li> <li>• Appointments are scheduled every 12 months</li> </ul>                                                                              |

Remember: Manageable short- and long-term goals are established with the help of the Peak Health nurse. You must continue to make progress toward your goals, which includes maintaining regular evaluations, to maintain an active status in the LifeForce Program and be eligible for a medical credit.

If you are unable to participate in any of the health-related activities or achieve any of the health outcomes required to earn a medical credit, you may be entitled to a reasonable accommodation or an alternative standard. You may request a reasonable accommodation or an alternative standard by contacting Peak Health at 252-237-5090.



## Program costs

Truist will pay the cost of any lab work incurred for the LifeForce Program if you use LabCorp or a Truist on-site health center for blood draws. The cost of lab work obtained from an unauthorized provider will be your responsibility.

You will not be reimbursed for mileage, parking, or transportation fees to have lab work performed or to attend a LifeForce evaluation. The travel and appointment time (occurring during your normal scheduled hours) are paid by the company. Record the time off in Workday as “LifeForce.”

## Steps for new participants

### Step 1: Complete the health assessment

The health assessment (HA) is a confidential personal health questionnaire designed to provide you with insight into your overall health, including areas of strength and weakness, and recommendations for improvement. The HA is an integral part of the LifeForce program, completion of which will impact any applicable medical credit (see LifeForce phases for more information).

#### To complete the HA:

- Go to <https://www.careplusmobilehealth.com> (opens in a new tab).
- Choose “Register Now” (If you have previously registered for the site, enter your username and password to log in).
- Enter your first name, last name, last four digits of your Social Security number and date of birth in MM/DD/YYYY format.
- Choose “Register.”
- Enter your password and confirm.
- Select “Next” to go to the log on page.
- Log on using your username and password. On the left side of the page under Wellness, choose “health assessment”.
- Enter the information requested on the screen (taking care to scroll through the entire page), and then choose “Submit” at the bottom of the page.

The above instructions are for both LifeForce participants and their spouses and domestic partners. Participants and their spouses and domestic partners need

their own accounts on the site to complete the HA—you cannot share an account. If you have any questions about creating an account or completing the HA, please call the CarePlus Support Center at 888-575-4588, Monday through Friday, 9 am to 8 pm ET.

**\*Please note:** LifeForce participants are required to complete the HA on an annual basis by the last day of the month of their first appointment of the year. If your spouse or domestic partner is covered under the Truist medical plan, they are also required to complete the HA by the same deadline in order for you to receive your full medical credit (if applicable based on your LifeForce Phase).

If your spouse or domestic partner is added to your medical coverage due to a qualified life event change after your HA deadline, the spouse or domestic partner credit will be applied (if applicable based on your LifeForce Phase) starting the first pay of the month following their completion of the HA.

If you are unable to participate in any of the health-related activities or achieve any of the health outcomes required to earn a medical credit, you may be entitled to a reasonable accommodation or an alternative standard. You may request a reasonable accommodation or an alternative standard by contacting Peak Health at 252-237-5090.

### Step 2: Complete required steps on the Peak Health website

- Go to your LifeForce Dashboard on CarePlus Mobile Health and access the Peak Health website.
- Acknowledge the Company Release and Privacy Notice.
- Print your lab order form.

### Step 3: Schedule and complete your lab work

Schedule an appointment to have your lab work completed (comprehensive metabolic, lipid, thyroid, and a complete blood count). Please bring your printed lab order form to your lab work appointment along with your insurance card.

Truist will pay for the lab work if you use a Truist onsite health center, LabCorp or a preapproved alternate facility. The cost of lab work obtained from an unauthorized provider will be your responsibility. A list of approved alternate lab locations is available on the Lab Form tab, accessible from the LifeForce Dashboard on CarePlus Mobile Health. Visit [LabCorp.com](https://www.labcorp.com) or call 1-888-LABCORP to find a location near you. If there is not a LabCorp or an approved alternate



facility near you, you must contact Peak Health to make other arrangements to have your lab work completed.

#### Step 4: Your first LifeForce appointment

After you complete your lab work and HA, and Peak Health receives your lab work results (at least two weeks after you complete your lab work), Peak Health will contact you via email with the date, time, and location of your first LifeForce appointment with a Peak Health nurse.

For each LifeForce appointment, you will meet with a Peak Health nurse and complete a series of assessments, including weight, body composition test (a seven-site skin caliper test), blood pressure, cardiorespiratory fitness (a six-minute submaximal bike test), and resting heart rate. The first LifeForce appointment takes approximately one hour. Subsequent appointments will take about 30 minutes. Always wear appropriate and comfortable clothing and shoes to your appointments (e.g., shorts, T-shirt, and athletic shoes).

After you complete the series of tests during your appointments, the nurse will compare your results and recent lab work results to the program's medical standards for your age and gender. Your results will determine in which LifeForce phase you will be placed.

During the appointments, the Peak Health nurse will also help you establish program goals specific to your individual needs and information on how best to achieve them. Before you leave, the Peak Health nurse will give you a copy of your results and goals as an important motivational tool. You are encouraged to save this copy and use it as a reference guide to better health. In addition, Peak Health will send a reminder of your goals midway between your appointments.

#### Step 5: Establish your next LifeForce appointments

As a participant in the LifeForce Program, you share the responsibility for securing follow-up appointments. During each LifeForce appointment, you will be given the approximate time frame in which you will need to have your next appointment and complete your next lab work (time frames vary based on LifeForce phases). One month prior to your appointment, you will be notified by email of the date, time, and location of your next appointment. Please mark your calendar accordingly.

If you do not receive an appointment notification, please take the initiative to call Peak Health or visit the LifeForce Dashboard on the CarePlus Mobile Health

site to view your next scheduled appointment date and time. If you cancel an appointment, it's your responsibility to reschedule your appointment and see a Peak Health nurse within 60 days or you will be moved into Phase 1 until your next appointment is completed. You can reschedule your appointments by contacting Peak Health at 252-237-5090.

For information such as your LifeForce appointment dates, your current phase, or the date your next lab work is needed, log into the CarePlus Mobile Health website and check your LifeForce Dashboard.

### Steps for current participants

#### Step 1: Complete the health assessment

The health assessment (HA) is a confidential personal health questionnaire designed to provide you with insight into your overall health, including areas of strength and weakness, and recommendations for improvement. The HA is an integral part of the LifeForce program, completion of which will impact any applicable medical credit (see LifeForce phases on page 79 for more information).

##### To complete the HA:

- Go to <https://www.careplusmobilehealth.com> (opens in a new tab).
- Log on using your username and password.
- On the left side of the page under Wellness, choose "health assessment"
- Enter the information requested on the screen (taking care to scroll through the entire page), and then choose "Submit" at the bottom of the page.

*\*If you do not remember your username and/or password, you can click the "Forgot Username" and/or "Forgot Password" links to retrieve that information.*

**Please Note:** LifeForce participants are required to complete the HA on an annual basis by the last day of the month of first appointment of the year. If you are married and your spouse or domestic partner is covered under the Truist medical plan, they are also required to complete the HA by the same deadline in order for you to receive your full medical credit (if applicable based on your LifeForce phase).

If your spouse or domestic partner is added to medical coverage due to a qualified life event change after your HA deadline, the spouse or domestic partner credit will be applied (if applicable based on your LifeForce phase)



starting the first pay of the month following their completion of the HA.

If you are unable to participate in any of the health-related activities or achieve any of the health outcomes required to earn a medical credit, you may be entitled to a reasonable accommodation or an alternative standard. You may request a reasonable accommodation or an alternative standard by contacting Peak Health at 252-237-5090.

## Step 2: Schedule and complete your lab work

You will receive an appointment reminder from Peak Health by email. In addition to your appointment information, this reminder will include an attached lab order form (if applicable; lab work frequency varies based on age and/or health risks). Print the lab order form and schedule an appointment to have your lab work completed (comprehensive metabolic, lipid, thyroid, and a complete blood count). Please bring your printed lab order form to your lab work appointment.

Truist will pay for the lab work if you use a Truist on-site health center, LabCorp, or a preapproved alternate facility. The cost of lab work obtained from an unauthorized provider will be your responsibility. A list of approved alternate lab locations is available on the Lab Form tab, accessible from the LifeForce Dashboard on CarePlus Mobile Health.

Visit [LabCorp.com](https://www.labcorp.com) or call 1-888-LABCORP to find a location near you. If there is not a LabCorp or an approved alternate facility near you, you must contact Peak Health to make other arrangements to have your lab work completed.

Truist will pay for the cost of any lab work incurred for the program if you use LabCorp or an approved alternate facility for the blood draw. The cost of lab work obtained from an unauthorized provider will be your responsibility. Truist does not reimburse mileage to have lab work performed or to attend a LifeForce evaluation. The travel and appointment time (occurring during your normal scheduled hours) are paid for by Truist. You must record time taken off for LifeForce appointments, including travel to and from, as “LifeForce Time Off” in Workday.

## Step 3: Your LifeForce appointment

For each LifeForce appointment, you will meet with a Peak Health nurse and complete a series of tests, including weight, body composition test (a seven-site skin caliper test), blood pressure, cardiorespiratory fitness (a six-minute submaximal bike test), and resting heart rate. Your LifeForce appointment will

take about 30 minutes. Always wear appropriate and comfortable clothing and shoes to your appointments (e.g., shorts, T-shirt, and athletic shoes).

After you complete the series of tests during your appointments, the nurse will compare your results and recent lab work results to the program’s medical standards for your age and gender. Your results will determine your LifeForce phase.

During the appointments, the Peak Health nurse will also help you establish program goals specific to your individual needs and information on how best to achieve them. Before you leave, the Peak Health nurse will give you a copy of your results and goals as an important motivational tool. You are encouraged to save this copy and use it as a reference guide to better health. In addition, Peak Health will send a reminder of your goals midway between your appointments.

Preceding your LifeForce appointment, be sure to record your planned time away from work in Workday as “LifeForce Time Off.”

## Step 4: Establish your next LifeForce appointments

As a participant in the LifeForce Program, you share the responsibility for securing follow-up appointments.

During each LifeForce appointment, you will be given the approximate time frame in which you will need to have your next appointment and complete your next lab work (time frames vary based on LifeForce phases). One month prior to your appointment, you will be notified by email of the date, time, and location of your next appointment. Please mark your calendar accordingly.

If you do not receive an appointment notification, please take the initiative to call Peak Health. If you cancel an appointment, it is your responsibility to reschedule your appointment and see a Peak Health nurse within 60 days or you will be moved into Phase 1 until your next appointment is completed. You can reschedule your appointments by emailing [appointment@peak-health.net](mailto:appointment@peak-health.net).

If you didn’t do so preceding your LifeForce appointment, be sure to record your time away from work in Workday as “LifeForce Time Off.”

For information such as your LifeForce appointment dates, your current phase, or the date your next lab work is needed, call Peak Health at 252-237-5090 or go to your LifeForce Dashboard accessible from [CarePlus Mobile Health](#).



## Case management program

Dealing with health issues is difficult. It can be hard to take several medications, understand your treatment plan for your condition, and stick to the lifestyle changes your physician has recommended. BlueCross BlueShield of North Carolina's (BlueCrossNC's) and Aetna's Case Management program can help make this process as easy as possible.

Case Management offers an individualized care plan tailored specifically to your needs that complements and enriches the care already provided by your health care team. Participants are connected with a case manager—a registered nurse—who will collaborate with you and your physician to make sure you receive the best care at the right time in the most appropriate place.

### Case managers can:

- Ensure you understand your condition, your treatment options, and your doctor's treatment plan.
- Guide you in methods to improve how you manage your condition day to day.
- Work with your doctors and others on your health care team to assist in coordinating your needs.
- Connect you to community resources that offer additional support.

### Program eligibility

You may be chosen for the program if you have one or more of the following health conditions: heart disease, diabetes, cancer, high-risk pregnancy, stroke, organ transplant, renal disease, rare diseases such as multiple sclerosis, or traumatic injuries (other health conditions may also qualify). A case manager will reach out to you directly by phone or letter if you are chosen to participate in the program. You will also receive messages from CarePlus regarding the Case Management program.

### Program costs

The program does not cost you anything; it is a benefit of the Truist medical plan.

### Incentive program

Truist offers eligible participants a \$250 cash incentive if they participate in Case Management and another \$250 if they complete Case Management care plans.\* "Participation" means developing a care plan with the case manager and

participating in at least one coaching session. "Completion" means completing all of the goals in the care plan.

If you or one of your dependents participates, any incentive earned will be included in the teammate's Truist payroll within three payroll cycles following participation/completion.

The incentive program is available to teammates, as well as covered spouses, domestic partners, and children, who are selected for Case Management services by BlueCrossNC or Aetna. COBRA members are not eligible to participate.

*\*Case Management participants are eligible to receive one participation cash incentive and one completion cash incentive per plan year.*

## More information and questions

If you currently participate in Case Management or have been invited to participate, you can contact Case Management at:

### BCBSNC

Monday-Thursday: 8 am to 7 pm ET  
Friday: 8 am - 5 pm ET  
Phone: 800-218-5295, ext. 55547

### Aetna

Monday-Friday 8 am - 6 pm ET  
Phone: 888-402-1229

## Gaps in Care program

Staying on top of your health care needs can be challenging. You may forget to fill a needed prescription or schedule an appointment with your primary care physician for an important medical test. CarePlus' Gaps in Care program can help identify gaps in your health care coverage based on your medical claims information, reminds you to close those gaps, and then rewards you for doing so.

### Here is an example of how the Gaps in Care program works:

Anna's primary care physician recommends that she use a long-acting medication, like an inhaler, for her asthma. Her physician writes her a prescription, but Anna forgets to fill it. Because Anna hasn't filled this prescription, she has what is known as a "gap in care."



Based on her medical claims information, CarePlus sends Anna a message to remind her to fill her prescription and, thereby, close her gap in care. Once Anna fills her prescription, she becomes eligible to earn a cash incentive as part of the program.

By closing any identified gaps in care, you can take charge of your health.

## Program eligibility

Teammates and their spouses or domestic partners who are covered under the Truist Medical Program may be chosen for the program if their medical claims information shows a gap in care. Eligible participants may be identified for multiple gaps in care in a given plan year.

**Please Note:** The Gaps in Care program is not open to dependent children.

## Program costs

The program does not cost you anything; it is a benefit of the Truist Medical Program.

## Incentive program

Truist offers eligible participants a cash incentive if they close an identified gap in care. The average incentive per identified gap is \$25. Eligible participants may be identified for multiple gaps in care in a given plan year; participants can earn a cash incentive for each gap in care identified by CarePlus. Participants must be registered with CarePlus Mobile Health for the incentive to be processed. Visit [Benefits.Truist.com](https://Benefits.Truist.com) for registration instructions.

If you or your spouse or domestic partner closes an identified gap in care and follows the CarePlus instructions to indicate the gap has been closed, any incentive earned will be included in the teammate's Truist payroll within three payroll cycles following completion.

The incentive program is available to teammates, as well as covered spouses or domestic partners, who are identified for the Gaps in Care Program by CarePlus based on BlueCrossNC or Aetna claims information.



# Retirement benefits





Truist retirement benefits are part of your total compensation package. Truist offers two plans to help you prepare for retirement:

- The Truist 401(k) savings plan\*
- The Truist pension plan\*

It is never too early to think about planning for a financially secure future. Did you know you could spend as much as one-third of your life in retirement?

The timing of your retirement is often determined by the amount of money you have been able to save. The more you save now, the better your chances are of not outliving your money!

When planning for retirement, think specifically about when you would like to retire, where you want to live, how you want to spend your days, and how you want to enjoy special occasions. With these goals in mind, you can estimate the amount of money that will be required to live the way you want in retirement.

Your savings can make all the difference. If you start saving now, even small amounts have the opportunity to compound into big balances over time. When you retire, this could make all the difference between financial security and independence or constant scrimping and worrying.

The more specific you can be about your goals and your expectations for the future, the better you will be at planning.

*\*Certain affiliates of Truist do not participate in the pension plan, see pension section for details.*

## Truist 401(k) savings plan

One of the most valuable benefits Truist offers its teammates is the Truist 401(k) savings plan. The Truist 401(k) savings plan is the cornerstone of your retirement planning and has the following features:

- Contributions can be made pretax and/or after-tax
- Truist will match your contributions\* (other than catch-up contributions) on deferrals up to the deferral limit of \$19,500 using a formula based on the company in which you work:
  - CRC Insurance Services, Inc.: match of 50%
  - All others: match of 100% on the first 6% deferred
- Immediate vesting in the employer-matching contributions up to the compensation limit
- You can contribute up to 50% of your compensation (subject to regulatory restrictions)
- Earnings on pretax contributions are taxed when you withdraw your money
- Earnings on after-tax contributions are tax-free if withdrawn at age 59½ or later from an account held for at least five years (other restrictions may apply)
- Access to a broad range of investment funds
- A self-directed brokerage account available through Fidelity BrokerageLink, which gives you the opportunity to invest in a wider range of investment choices

*\*You must contribute to the Truist 401(k) savings plan to receive the employer match.*

## Eligibility

You are eligible to enroll in the Truist 401(k) savings plan as soon as you join Truist as a regular (not temporary or contract) teammate. You will become eligible to receive matching company contributions once you have completed one qualifying year of service (12 consecutive months in which you have completed 1,000 hours of service) and have reached age 21. The employer match will begin the month after you meet the eligibility requirements.



## Contributions

Contributions can be made on a pretax and/or after-tax basis. After-tax contributions in the Truist 401(k) savings plan are classified as Roth contributions. Roth contributions are deducted from your pay after taxes have been withheld. Pretax contributions are deducted from your pay before taxes are withheld.

## Enrolling

You will enroll in the Truist Financial Corporation 401(k) savings plan and elect your investment options through [Fidelity NetBenefits®](#). You can enroll at any time during the year. If you enroll by the last day of any month, your contribution will be effective beginning with your first payroll period of the following month.

### Your temporary PIN:

Last four digits of your Social Security number and the month and day (MMDD) of your birth). Your PIN expires 90 days after your benefits eligibility date (date of hire). If your PIN has expired, call HR Central at 800-716-2455, option 6, to have your PIN reset.

### PIN Example:

The last four digits of your Social Security number: 6789

Your birth date: May 17

Your PIN is: 67890517

If you do not enroll in the Truist 401(k) savings plan when you're first eligible, you can elect to enroll and contribute at any time thereafter. If you enroll by the last day of any month, your contribution will be effective beginning with your first payroll the following month. You can enroll in the Truist 401(k) savings plan when you enroll in your flexible benefits or at any time during the year.

## Investing your funds

Truist offers a variety of investment funds so you can build the portfolio that best suits your investment needs. You can review the available funds on [Fidelity NetBenefits®](#).

You can diversify your investments within these funds however you choose. During the enrollment process, you will elect the percentage of your contribution you want to invest in each fund. When you are eligible for matching contributions, Truist will invest your matching contributions in the same percentages and same investment funds as your salary deferral contributions.

## Loans and withdrawals

The Truist 401(k) savings plan is intended to help you save money for your retirement. However, Truist has included plan features that let you borrow money from your Truist 401(k) savings plan account or take a withdrawal while you're working.

### Loans

The amount you may borrow for a loan is limited by rules under the tax law. In general, all loans will be limited to the lesser of:

- \$50,000 reduced by your highest outstanding balance of loans from the plan during the one-year period ending on the day before the loan is made (for example, if you take a \$30,000 loan this year and pay it off, the maximum loan available in the next 12 months would be \$20,000)
- 50% of your account balance

The minimum loan amount is \$1,000, and the interest rate will be Truist prime rate plus 1%. Your account will be charged a \$100 administrative fee to process your loan. You may only request one loan per plan year and may only have one outstanding loan at a time. Generally, loans must be repaid through payroll deductions with after-tax dollars over a period of one to five years. Partial pre-payments are not allowed.

You can request a loan through Fidelity's NetBenefits.com.

### Outstanding 401(k) loans at retirement

If you have an outstanding loan balance in the Truist 401(k) savings plan when you retire, you have the following repayment options:

- Request a total distribution from the plan, and your loan balance will automatically be reduced to zero and treated as a taxable distribution
- Pay off your loan in full

### Withdrawals

#### Withdrawals while you are working

In some cases, you may be able to withdraw funds from your Truist 401(k) savings plan account while you are employed. Withdrawals are limited to two per calendar year.



### Voluntary withdrawals before age 59½

Voluntary withdrawals (subject to restrictions) may be available from your account. Withdrawals will be subject to mandatory 20% withholding for federal taxes and also withholding for state taxes, where required. If you have a Roth (after-tax) account, your original Roth contributions are not subject to additional withholding. An additional 10% early withdrawal penalty may be imposed by the Internal Revenue Service (IRS) when you file your personal tax return.

### Withdrawals after age 59½

Once you reach age 59½, you may withdraw your entire account balance or any portion thereof, even if you are still employed with Truist. Withdrawals will generally be subject to mandatory 20% withholding and also withholding for state taxes, where required. If you have a Roth (after-tax) account, your original Roth contributions are not subject to additional withholding. If you have had your Roth account for five years or longer, the earnings are also tax-exempt. Because of your age, you will not incur an early withdrawal penalty when you file your personal tax return.

### Hardship withdrawals

Hardship withdrawals may be available for an immediate and heavy financial need if necessary to satisfy such financial need. The immediate and heavy financial need must be current at the time of the request and not already paid by some other source.

Withdrawals will default to 10% Federal withholding and applicable state taxes (where required); however, you may indicate different withholding rates on your withdrawal form, if desired. If you have a Roth (after-tax) account, your original Roth contributions are not subject to additional withholding. An additional 10% early withdrawal penalty may be imposed by the IRS when you file your personal tax return.

*Hardship withdrawals may be made for the following reasons:*

- Costs directly related to the purchase of your primary residence (not including mortgage payments)
- Prevention of your eviction from or foreclosure on the mortgage of your primary residence
- Home repairs for your primary residence not covered by insurance (not due to normal wear and tear)

- Tuition, related educational fees, and room and board expenses for the next 12 months of post-secondary education for you, your spouse, or your dependents
- Medical expenses not covered by insurance for you, your spouse, or your dependents
- Burial or funeral expenses for an immediate family member

## Rolling funds from another retirement plan

If you have benefits in another qualified retirement plan or IRA, you may request that they be directly rolled over into the Truist 401(k) savings plan. Qualifying rollover contributions to the plan are permitted even if age and service requirements for participation have not yet been met. Contact Fidelity at 800-835-5095 for additional information.

For more information, refer to the Truist 401(k) savings plan summary plan Description available on [Benefits.Truist.com](https://www.benefits.truist.com).

## Truist 401(k) savings plan at retirement

The Truist 401(k) savings plan was designed to provide income for you during your retirement. As a retiree, you will have the opportunity to withdraw funds from the Plan or wait until a future date to make a withdrawal. You will have the option of taking your entire balance out of the Plan in one payment, requesting withdrawals as needed (but no more than two per year, unless you are over age 59½), or setting up recurring payments on a monthly cycle. You may defer your decision on withdrawals no later than age 72 when the current tax laws require distributions to begin.

**Note:** If your Truist 401(k) savings plan account balance is less than \$5,000, you will not have the option of deferring your distribution.



# Truist corporation pension plan

The Truist pension plan is designed to help you accumulate income that will support your retirement. The Truist pension plan has the following features:

- Truist pension plan contributions are 100% made by Truist.
- You are 100% vested after completing five years of vesting service.
- You can access your benefit as early as age 55, with 10 years of vesting service.

The Truist pension plan is a defined benefit plan funded entirely by Truist. Truist funds the plan on an annual basis. Under this type of plan, your benefit at retirement (or your accrued benefit) is defined using a formula based on your years of credited service and average compensation.

For purposes of the Truist pension plan, your compensation generally is the pay you receive from Truist including any savings under the Truist 401(k) savings plan or salary reductions under a cafeteria plan. Your compensation includes base pay, overtime pay, commissions, incentive compensation, and bonuses.

As required by law, compensation in excess of certain limits (\$290,000 effective Jan. 1, 2021), as adjusted for inflation, is not considered under the plan.

## Eligibility

You are eligible to participate in the Truist pension plan once you have completed one qualifying year of service (12 consecutive months in which you have completed 1,000 hours of service) and have reached age 21.

Certain affiliates of Truist do not participate in the pension plan:

- AmRisc, LLC
- BB&T Securities, LLC
- CAFO Holdings Company
- CB Finance, Inc.
- CRC Insurance Services
- Crump Life Insurance Services, Inc.

- J. H. Blades Co, Inc.
- Peak Health
- Truist Equipment Finance & Leasing Corp
- SunTrust Equity Funding, LLC
- Truist Investment Services, Inc.
- Tapco Insurance Underwriters, Inc.
- Truist CIG, LLC
- Truist Securities

## Becoming a participant

The Truist pension plan is easier to participate in than any other benefit plan Truist offers. You become a participant on the first day of the month after you have completed one qualifying year of service and have reached age 21 if your subsidiary participates in the Plan. A qualifying year of service is a calendar year in which you work at least 1,000 hours.

## Vesting

The plan provides a retirement benefit for vested teammates. Vesting means ownership or your entitlement to the benefit you have earned. You are automatically fully vested when the first of the following occurs:

- You complete at least five years of vesting service.
- You reach normal retirement age under the plan or become eligible to elect early retirement.

## Benefit calculation

When you retire, the annual normal retirement benefit you receive from the Truist pension plan will be determined using the formula below:

1% of average annual compensation (average is determined using your highest compensation during any five consecutive calendar years out of the last 10 years) multiplied by your years of service with Truist in which you have worked at least 1,000 hours (maximum of 35), plus 0.50% of average excess compensation (if applicable) multiplied by years of service (maximum of 35)



**For example:**

You retire at age 65 after completing 35 years of credited service. Your average annual compensation is \$20,000. Your benefit is calculated as follows:

$$.01 \times \$20,000 \times 35 = \$7,000$$

Therefore, \$7,000 would be your annual benefit from the plan if you chose a Life Annuity. The average annual compensation of \$20,000 is below Social Security Covered Compensation, so no additional calculation is necessary.

## Teammate pension self-service center

You can calculate your own estimated pension benefit (based on today's dollars) by accessing [Benefits.Truist.com](https://Benefits.Truist.com) and clicking the "Truist Pension Website" link under provider websites. Using the online pension calculator, you can request, view, and print instant estimates. In addition, you can view your personal pension data and access the U.S. Social Security Administration website.

**Note:** Rehired teammates who have previously received a distribution from the Truist pension plan (monthly or lump sum) and teammates who have a qualified domestic relations order will not have access to the instant estimate portion of the website.

## Pension payments at retirement

### Normal retirement

You can elect to retire when you reach your normal retirement age under the plan, which is the first day of the month on or after attainment of age 65, with at least five years of participation.

### Early retirement

You can elect early retirement the first day of the month on or after you reach age 55 and complete at least 10 years of vesting service. Your early retirement date will be the first day of any month after you are eligible for and elect early retirement.



## Applying for pension benefits

When you decide to retire, you must notify Benefits Administration 60 days prior to your intended retirement date. To notify Benefits Administration, call HR Central at 800-716-2455, option 1.

You will complete your retirement application over the phone. A calculation of your pension benefits will be requested from our actuary. The calculation will be sent to your home address 30-45 days following your initial contact with HR Central, whichever is later. Payments of your pension benefit will generally begin the first of the month following your retirement date.



## How your benefit is paid

Before you begin payments, you choose the form of payment for your benefit. Benefits Administration will provide you with information about the optional forms of payment available and the amount you would receive under each payment option. Although the total value of your benefit will be the same, the amount of the payment may differ according to the payment option you choose.

### Normal forms of payment

Unless you choose another method of payment, your benefit will be paid this way:

If you are not married when your benefit payments begin, your benefit will be paid as a Life Annuity. This annuity provides you with a monthly benefit for your lifetime. Payments begin when you retire and are paid until you die.

If you are married when your benefit payments begin, your benefit will be paid as a Joint and 50% Survivor Annuity with a monthly benefit for your lifetime. After your death, if your spouse is living, they receive 50% of that monthly benefit during their lifetime.

If you are married, you may be able to name another beneficiary with your spouse's consent. Your spouse's consent must be in writing and witnessed by a notary public.

Your spouse's consent will relate to the specific method of payment and named beneficiary unless they waive all rights to further consent. Your spouse has the right to limit their consent to a specific method of payment or to a specific beneficiary.

### Optional forms of payment

Optional forms of payment under the Plan are:

#### Life annuity

This annuity provides you with a monthly benefit for your lifetime. Payments begin when you retire and are paid until your death. No benefits are provided after your death.

#### 10 years certain and life annuity

This annuity provides a monthly payment to you for 10 years (120 months) and then each month after that for the remainder of your life. If you die within 10 years

of payments beginning, payments will continue to your named beneficiary until the end of the 10-year period.

#### Joint and 100% survivor annuity

This annuity provides a monthly payment to you for your lifetime and, after your death, provides the same amount to your beneficiary for their lifetime. If your beneficiary dies before payment to you begins, this method is canceled.

#### Joint and 75% survivor annuity

This annuity provides a monthly payment to you for your lifetime and, after your death, provides 75% of this amount to your beneficiary until their death. If your beneficiary dies before payment to you begins, this method is canceled.

#### Joint and 50% survivor annuity

This annuity provides a monthly payment to you for your lifetime and, after your death, provides 50% of this amount to your beneficiary until their death. If your beneficiary dies before payment to you begins, this method is canceled.

#### Payments level with Social Security

This option is available only if you retire before your Social Security Normal Retirement Age (SSNRA). Your Social Security benefit is estimated, and your plan benefit is calculated using your estimated Social Security benefit. Payments from the plan are higher at first, and then they decrease at your SSNRA. This annuity helps provide a consistent level of total income (Social Security benefit plus plan benefit) during your early and later retirement years. No benefits are provided after your death. Your plan benefit will reduce at your SSNRA.

## Death benefits

### Before benefit payments begin:

- Your spouse (or other named beneficiary) will be entitled to a death benefit if you are vested in the plan. If you die on or before your earliest retirement date while still employed, your beneficiary will receive a benefit as though you:
- Terminated employment on your date of death
- Survived to the earliest retirement date under the plan
- Started receiving a joint and 50% survivor annuity
- Died on the day after your earliest retirement date



This benefit is payable when you would have reached our earliest retirement date.

If you die on or before your earliest retirement date, but you had already terminated employment, your beneficiary will receive the same benefit as described above with one exception: the date you terminated employment will be used for calculation purposes instead of your date of death.

If you die after your early retirement date, your beneficiary will receive the same benefit he or she would have gotten if you had retired on the day before your death and had begun receiving a joint and 50% survivor annuity.

Your spouse or beneficiary, as the case may be, may elect to receive the present value of the death benefit in a single lump sum payment.

If you name a beneficiary other than your spouse, the death benefit will be calculated using that beneficiary's age. If your estate or a trust is your beneficiary, the death benefit will be calculated assuming you died leaving a spouse of the same age.

#### **After benefit payments begin:**

If you die after benefit payments have begun, your spouse or beneficiary will receive payment according to the method you selected as described under "How Your Benefit Is Paid."

## Definitions

### 401(K) terms and definitions

**Account statements:** Statements are issued quarterly to show how much you have accumulated in each investment fund, along with fund performance data for that statement period. The statement also provides you with information regarding administrative processing requirements for plan enrollment, changes, withdrawals, and loans. You may request a statement at any time on [netbenefits.com](https://netbenefits.com).

**Adjustments to your account:** Your account is updated daily for activity as it occurs.

**Catch-up contributions:** The Economic Growth and Tax Relief Reconciliation Act of 2001 (EGTRRA) provides that all teammates age 50 and older can defer additional money into the Truist 401(k) savings plan over and above the IRS contribution limit each year. If you are 50 or older, or will turn 50 during the calendar year, you will be eligible to save up to an extra \$6,500 in your Truist 401(k) savings plan. The IRS contribution limit is \$19,500. Catch-up elections can be made through [netbenefits.com](https://netbenefits.com).

**Changing investment elections:** You can change the way your future contributions will be invested on [netbenefits.com](https://netbenefits.com). Your changes will be effective as of the date specified on [netbenefits.com](https://netbenefits.com). Changes to future investment elections can be made at any time.

**Compensation:** Your contribution is based on your compensation, which includes base pay, overtime pay, bonuses, commissions, and other incentives. Your compensation does not include non-cash income or income received for moving expenses. Compensation under the plan is limited to \$285,000 in 2021 due to IRS regulations.

**Eligibility:** Unless your subsidiary has chosen not to participate, all regular (not temporary or contract) teammates are eligible to participate in the plan beginning on the first day of employment. Eligibility for matching contributions begins the first of the month following the completion of one year of service with at least 1,000 hours of service and attainment of age 21. Rehired teammates who have previously met the eligibility requirements may participate in the plan immediately following verification of their eligibility.

**ESOP/company stock:** The company stock portion of the Truist 401(k) savings plan is designated as an ESOP (Employee Stock Ownership Plan) as defined under Section 4975(e)(7) of the Internal Revenue Code. Truist has historically paid a dividend to its shareholders in March, June, September, and December. Participants may elect to have all dividends from Truist stock reinvested in the Truist Common Stock Fund or to have the dividends paid in cash. New participants will make the election regarding how their dividend is paid when making investment elections through [netbenefits.com](https://netbenefits.com). Participants can change this election at any time.



**Hours of service:** Hours of service include each hour you actually work or hours for which you are entitled to be paid. Examples include vacation, holidays, illness, incapacity (including disability), and jury duty. However, a maximum of 501 hours will be credited for any period during which you are not actually working.

**Matching company contributions:** Once you have met the eligibility requirements for matching contributions, Truist will match a percentage of your pretax or after-tax contributions each pay period. You are only eligible to receive matching contributions while you defer income into the plan. In addition, there are no matching contributions made on any catch-up contributions you elect.

**Pretax savings:** Pretax savings means the money you save is taken out of your compensation before federal and state income taxes are calculated. Therefore, only your reduced compensation is currently subject to federal and state income taxes.

**Note:** Social Security withholding will be based on your total pay before it is adjusted for any pretax savings to this plan.

**Redistributing account balances:** You can move your existing balance from one fund to another by logging into [netbenefits.com](https://netbenefits.com). Account balance transfers can be made at any time, but the actual settlement time may vary.

**Roth (after-tax) savings:** Roth (after-tax) savings means the money you save is deducted from your compensation after federal and state income taxes are calculated.

**Vesting:** Vesting means ownership or entitlement to the amount in your account. You are always 100% vested in the value of your before-tax account, Roth, and/or your rollover contributions. In general, you will always be 100% vested in your employer matching contributions.

**Year of service:** A year of service is generally a plan year during which you complete 1,000 or more hours of service.

## Pension terms & definitions

The following are definitions of some important terms used when describing the Truist pension plan:

**Covered compensation:** Covered compensation is the average of the Social Security taxable wage base in effect for each calendar year during the 35-year period ending with the last day of the calendar year in which you attain Social Security retirement age.

**Excess compensation:** Excess compensation is the amount by which your compensation exceeds Social Security Covered Compensation. For example, if your average compensation was \$62,000 and the Social Security Covered Compensation was \$61,200, your excess compensation is \$800.

**Hours of service:** Hours of service include each hour you actually work for Truist or hours for which you are entitled to be paid. Examples include vacation, holidays, illness, incapacity (including disability), jury duty, and authorized leaves of absence. However, a maximum of 501 hours will be credited for any period during which you are not actually working.

**Plan year:** A plan year is the same as a calendar year, from Jan. 1 through Dec. 31.

**Qualifying year of service:** Initially, a qualifying year of service is the 12-consecutive-month period, beginning on your date of employment, during which you complete at least 1,000 hours of service. After this initial period, a qualifying year of service is any plan year during which you complete at least 1,000 hours of service.

**Year of service:** A year of service is any calendar year in which you complete at least 1,000 hours of service (subject to qualifications and exceptions).

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## Summary plan descriptions

The Summary Plan Descriptions (SPDs) for the Truist benefit plans are located on [Benefits.Truist.com](https://Benefits.Truist.com).

If you have any questions or need a printed copy of an SPD, please contact HR Central at 800-716-2455, option 1.



