

	Employment Transition Information
	Effective Date: 6/22/2021

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Overview

Below is a summary of benefits and other important information for when your employment ends with Lowe's. For more detailed information, visit <http://mylowesbenefits.com>. If you need assistance or have questions, call the Associate Care Center (ACC) at 1-844-HR-LOWES (1-844-475-6937).

Health and Welfare Benefits

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

Medical, Dental, and Vision Insurance

You and your insured dependents may elect to continue your medical, dental, and/or vision benefits under COBRA when you end active employment with the company. You will be notified in writing at your last known home address about COBRA benefits shortly after your separation (allow about two weeks). Please make sure that your home address is current in Workday. If you wish to continue coverage, you will need to complete the request form(s) included with your COBRA notification letter and return as instructed.

Coverage for covered dependents can be continued premium-free for up to one year under the designated insurance plan in the event of the death of the covered associate.

Healthcare Flexible Spending Account (FSA)

If you have any remaining funds in your FSA, you can use the balance in existence as of the date of your termination on services provided or goods purchased before termination. You may continue contributions to your healthcare FSA until the end of the current calendar year under COBRA when you end active employment with the company.

Contact the Lowe's Benefits Service Center at 1-844-HR-LOWES (1-844-475-6937) and choose the "Benefits" option if you do not receive your COBRA options for medical, dental, vision, and/or healthcare flexible spending account within 30 days of your termination.

Basic, Supplemental, and Dependent Life Insurance

Within 31 days of your termination you can port or convert your Basic Term Life Insurance, Supplemental Life Insurance, and/or Dependent Life Insurance to individual life policies, without evidence of insurability. You are encouraged to compare the cost of life insurance available to you locally with this port or conversion option.

In order for your dependents to port or convert their policies, you must port your coverage, and the amount of ported dependent coverage may not exceed more than 100% of your ported life insurance.

For more information, requests for forms, or port or conversion questions, contact MetLife at 1-800-638-6420.

Financial Benefits

Lowe's 401(k) Plan

Thirty days after you end employment with Lowe's, you'll be notified of your 401(k) distribution options via a letter mailed to your home address. You'll be able to roll over your distribution to an IRA or an eligible employer's plan or take your distribution in a lump sum. If you choose the lump sum option, 20% will be withheld for federal income taxes and additional state income taxes, if applicable.

To request your distribution, call the Retirement Service Center at 1-800-547-7754 and speak to a Plan Representative. Representatives are available Monday through Friday from 7:00 a.m. to 11:00 p.m. ET on days the stock market is open. You can also access your account on the Principal website, www.principal.com. You'll need your Lowe's 401(k) Plan Personal Identification Number (PIN) when you call the Retirement Service Center. When you initially set up your PIN, the system defaults your PIN to the last four digits of your Social Security Number. You'll then be asked to verify your birth date and immediately change your PIN. If you've lost or misplaced your PIN, you can call the Retirement Service Center at 1-800-547-7754 to reset.

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

Lowe's Stock Purchase Plan (Payroll Deduction Stock Purchases)

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

Work/Life Benefits

Voluntary Benefits

Voluntary benefit insurance plans such as MetLife Home/Auto, Long-Term Care, and the Hyatt Pre-Paid Legal Plan terminate on your last day of employment. Contact MetLife at 1-800-438-6388 for information about how to continue these plans on an individual basis.

Employee Assistance Program (EAP)

The Employee Assistance Program (EAP) and Work/Life services provided by Magellan will be available to you and any member of your family through the last day of the month after the month in which you terminate employment. To confidentially talk to a Magellan counselor, please call 1-877-543-3875.

Vacation and Holiday Pay

If you report any work hours in the fiscal year you terminate, you will be paid for any vested, unused, accrued vacation and holiday time in your final paycheck, however, accrued, unused holiday hours will be reduced if you have a negative vacation balance. Salaried (exempt) new hires who terminate before 180 days of employment will not be paid out accrued, unused vacation or holiday time. Contact the Associate Care Center (ACC) for more information at 1-844-HR-LOWES (1-844-475-6937).

Terminated associates who transitioned from Maintenance Supply Headquarters (MSH) to Lowe's who report any work hours in the calendar year of their termination will be paid for any accrued, unused vacation hours in their final paycheck. Additionally, any unused paid days off granted to you as Holiday Pay will be forfeited.

Final Pay

If you have any existing balances for payroll, including missed insurance premiums, you will be required to clear those in your final paycheck. If you are on direct deposit, your final pay will be by direct deposit unless prohibited by state or local law. Please notify the ACC before closing any of your accounts used for direct deposit and be sure your address is current in Workday so any final documents will reach you in a timely manner. Contact the ACC at 1-844-HR-LOWES (1-844-475-6937) if there are questions.

You will continue to have access to Workday for 13 months following your last day of employment, and may view your pay stubs, including final pay stub, in the system. To access Workday after your last day of employment, visit the Apple Store or Google Play Store to download the Workday app on your mobile device. Use the organization ID "lowes" to access to the Workday app.

Two (2) emails will be generated to the associate's home email address as reflected in Workday. The no-reply emails will contain Workday login instructions. If any additional assistance is required, please contact the Associate Care Center (ACC) at 844-475-6937 (844-HRLOWES).

Verification of Employment

Companies seeking verbal verification of your employment with Lowe's should contact The Work Number®.

The Work Number Access Options:

1. www.theworknumber.com/verifier

2. 1-800-367-2884 (interactive voice response system)
3. 1-800-996-7566 (a “live” customer service representative)

To access your information using either of these options, you'll need:

1. Employer Code for Lowe's: 11116
2. Your Social Security Number
3. PIN (Personal Identification Number)

Important Tax Documents

By January 31, W-2 and 1095-C forms are mailed to the address on file unless you opted for electronic delivery. If you opted in for electronic delivery you can view or print a copy of your W-2 form at www.mytaxform.com.

If you would like to opt in for electronic delivery or if you previously opted in and would like to receive a mailed copy of your W-2 and 1095-C, you may do so until January 5 of the following year after your termination date by visiting <https://secure.w2.talx.com>.

The below instructions will apply to both websites:

1. Login using 11116 as Employer/Name Code
2. Click the "Login" button
3. Enter a 10-digit numeric value comprised of the number “9” followed by your Social Security Number.
4. Enter your PIN number on the third screen.
 - a. If this is the first time you've logged in, you will be prompted to first re-enter the default PIN (see format below) then will be prompted to change your PIN. Please make a note of the new PIN for future reference.
 - b. The original default PIN is equal to an 8-digit number comprised of the last 4 digits of your SSN plus the 2-digit birth month (MM) and 2-digit birth year (YY). For example, if the last 4 digits of your SSN were 6789 and your birth date were 01-23-1975, your default PIN would be 67890175.
 - c. If this is not the first time you've logged in, you will need to use the PIN you changed the default to. If you do not recall your personal pin you may select 'Forgot your PIN' to be prompted to complete authentication steps necessary to regain access or entry.
5. If you have questions or problems accessing your W-2 or 1095-C form, call the Work Number Client Service Center at 1-877-325-9239.

Change of Address

In the event your address changes, please update through one of the options below:

- **Active Associates:** Make changes through Workday via myHR.
- **Terminated Associates:** Call the ACC at 1-844-HR-LOWES (1-844-475-6937) or enter the information in the Workday app. You'll need your SalesID when calling the ACC.

Store Support Center (SSC) Associates Only

Remaining Self Service Canteen Balance

To request a refund of a balance from the self-service vending store, call Canteen Vending at 1-828-328-2011.

Remaining Eurest Cafeteria Zip-Thru Balance

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

The Workshop Membership (SSC-Mooresville Associates Only)

To cancel your membership with The Workshop, call (704) 757-2612 or email lowesfitness@teamcfw.com.

Personal Cell Phone Number Transfer (Corporate to Personal Account)

If you wish to keep your corporate cell phone number and transfer it to your personal account, you must email the wireless centralized mailbox (wirelessrequest@lowes.com) within three (3) days of separation and request to transfer liability of the number. The email should include your name, SalesID, and wireless number.

Badges/Vehicle Access Tags

You should return your badge and vehicle access tag to your manager on your last day of employment. If needed, you may return these items by mail, or return to Global Security when you pick up your personal items after-hours.

SSC-Mooresville and regional locations should mail to:

Lowe's
Attn: Badge Office-2CML
1000 Lowes Blvd
 Mooresville, NC 28117

For other SSC locations, mail to the main address for your location with attention to Global Security.

Personal Item Retrieval

You may schedule an after-hours time with Global Security to retrieve any remaining personal items left on campus. Items must be retrieved no later than one week after termination. After-hours pick up times can be scheduled Monday-Friday after 6:30 p.m., and Saturday-Sunday between 9:00 a.m. and 5:00 p.m. To schedule after-hours personal item retrieval, contact Global Security.

SSC-Mooresville: 704-757-5677

SSC-Albuquerque: 505-200-8040

SSC-Indianapolis: 317-675-5677

SSC-Wilkesboro: 336-658-4100

Human Resources maintains the right to request that your personal items be mailed rather than allow after-hours retrieval.