

# Leaving Us: Involuntary terminations

Thank you for your service to U.S. Bank. Use this information to make your departure as smooth as possible.

This guide addresses involuntary separations other than those receiving severance. If you're receiving severance benefits, consult your manager or talent consultant.

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## Important information

After you leave the company, you will no longer be able to use your intranet ID and password. Use the links in the [chart](#) and your user ID and password for each site. You will not have access to Workday after your employment ends; call U.S. Bank Employee Services at 800.806.7009 to update your address, personal email or phone number.

Removing any customer data, business data, materials or intellectual property created or obtained while employed at U.S. Bank violates the [U.S. Bank Code of Ethics policy](#) and will be reported to the Law Division.

## When you leave

Complete the following steps as soon as you are able:

### **Update your home address, personal email and/or phone number, if necessary**

We must be able to contact you after you leave U.S. Bank, particularly regarding various benefits, your final pay and your final W-2 form. If your address changes after your last day of work, notify U.S. Bank Employee Services at 800.806.7009 as soon as possible.

### **Return company property to (or as directed by) your manager:**

- Employee ID or access card
- Corporate credit card
- Company-owned electronic equipment like cell phone, laptop, monitor or desktop computer
- Manuals, documents or files containing proprietary information

- Office, file cabinet or desk keys
- All other company property

**Cancel recurring transit and parking orders in your spending account.**

Log in to [Your Total Rewards](#) and select the “Manage Your Transit and Parking Plan” tile on the Work & Life page. Cancel pending orders for future months and update your profile with current contact information for important notices. Please keep the cancellation confirmation for your records.

**Submit any outstanding travel and entertainment (T&E) expenses**

Contact your former manager to submit outstanding T&E expenses. You’ll be reimbursed for any approved T&E expenses incurred before your last day of active employment. For out of pocket transactions, you’ll be reimbursed in the manner you receive your normal pay (direct deposit or check). Corporate credit card charges will be paid directly back to the card. Any delay in submitting outstanding T&E expenses could result in additional charges (e.g., late fees) for which you’ll be personally responsible.

**If applicable, update your notary status with the Secretary of State’s Office of your respective state.**

**Your health, welfare and retirement benefits**

After you leave the company, you’re eligible to continue certain benefits you have at the time of termination if you enroll in a timely manner and pay for your coverage. Review the “Situations that could affect your coverage or participation” section in the applicable summary plan descriptions (SPDs) on [Your Total Rewards](#) for more information.

Coverage benefits can include:

- Medical, dental, vision, Health Savings Account (HSA), 401(k), etc.
- Transit plans or Metropass
- Flexible spending accounts

You must continue to review and update your beneficiaries by visiting Your Total Rewards.

**What to know about continuing your coverage**

Coverage	Details
<b>Medical, dental, vision, term life and healthcare flexible spending account</b>	<p>Your U.S. Bank coverage will end on the first of the month following your last day of work. A few weeks after your coverage ends you should receive a COBRA packet that contains information about continuing certain benefits, including medical.</p> <p>If you or any of your dependents are eligible for Medicare, you may not receive a benefit from the medical plan if you continue coverage through COBRA. See the Medical and Wellness</p>

	Summary Plan Description in Your Total Rewards for more information.
<b>Health Savings Account (HSA)</b>	<p>Your HSA continues to be yours after you leave U.S. Bank. You can no longer make before-tax contributions or receive the employer contribution (if eligible). You can, however, make tax-deductible contributions if you remain eligible to do so. You also can continue to take distributions for qualified expenses and manage your investments as you have been.</p> <p>For more information, contact Optum Bank at 844.326.7967 or visit <a href="http://optumbank.com">optumbank.com</a>.</p>
<b>U.S. Bank 401(k) Savings Plan</b>	<ul style="list-style-type: none"> <li>Your employee contributions generally end within your last two pay periods as an employee. If eligible, your employer matching contribution will be posted to your account the January after your employment ends.</li> <li>You can request a distribution of your 401(k) account 15 or more days after your termination is processed on the payroll and 401(k) systems. The plan administrator will mail you a Separation of Employment notice including loan repayment information (if applicable) and your distribution options. You can request a distribution by check (allow two business days for processing and seven to 10 days for mail delivery) or deposit to your checking or savings account (allow three to five business days for processing).</li> <li>You can continue to access Your Total Rewards or call U.S. Bank Employee Services at 800.806.7009 for information about your account. You will need your user ID and password.</li> </ul>
<b>U.S. Bank Pension Plan/U.S. Bank 2010 Cash Balance Plan</b>	<ul style="list-style-type: none"> <li>You will be entitled to a pension benefit if you have attained at least five years of vesting service for benefits earned in the U.S. Bank Pension Plan or at least three years of vesting service for benefits earned in the U.S. Bank 2010 Cash Balance Plan.</li> <li>If you are eligible for but do not initiate commencement of your pension benefit via Your Total Rewards or by calling U.S. Bank Employee Services at 800.806.7009, information regarding your pension benefit will be mailed to the address we have on file for you approximately 60 days after your employment ends.</li> <li>You can continue to access Your Total Rewards or call U.S. Bank Employee Services at 800.806.7009 for information about your pension benefit. You will need to provide your user ID and password.</li> </ul>
<b>Transit Plan</b>	If you participate in the Transit Plan, you can't place additional transit orders after your employment ends due to Internal Revenue Service (IRS) regulations. Transit debit cards are also deactivated after your employment ends.

	For detailed account information, visit Your Total Rewards and click the “Manage Your Transit and Parking Plan” tile on the Work & Life page.
<b>Metropass</b>	If you reside in the Twin Cities metro area and participated in the Metropass program, return your Metropass card via U.S. mail to:  U.S. Bank Metropass Administration EP-MN-R2BN 4000 West Broadway Robbinsdale, MN 55422
<b>Flexible spending accounts</b>	If you have a Healthcare or Dependent Care Flexible Spending Account (FSA), submit all claims incurred prior to your termination before March 31 of the year following the plan year. If you have Parking Cash Reimbursement claims, submit all final claims within 180 days of the date of the expense. Unclaimed FSA balances, funds or credits cannot be refunded after employment ends due to Internal Revenue Service (IRS) regulations.  For detailed account information for these plans, link to the “Manage Your Transit and Parking Plan” tile on the Work & Life page on Your Total Rewards.
<b>Executive Life, ValuePlus and Premier Split Dollar Life Insurance</b>	Information will be mailed to your home within 60 days of termination.

## Your pay and compensation

Before leaving the company, review the details below on how you’ll receive specific funds or forms and what you’re responsible for to ensure proper processing.

<b>Topics</b>	<b>Details</b>
<b>Final pay</b>	Your final paycheck will be issued as soon as possible when your last day is reported to Payroll. That check will include all exception time such as additional straight time, overtime, lost time and vacation payout, if applicable.  Your final paycheck will be paid to you by the same method as your previous paychecks (direct deposit, paper check or the payroll card). If you have direct deposit or the payroll card, keep your accounts open so your final pay can be deposited.
<b>Tax forms</b>	Your W-2s and any other applicable tax forms will be mailed to you by Jan. 31 of next year to the address we have on file. Make sure your address is up to date to ensure timely receipt of these forms.
<b>Stock options</b>	If you have stock options, vested or unvested, terminating your employment for any reason will affect them.

	<p>In many situations, your termination will cause options to expire or cancel, possibly within a short period of time after your last day of active employment (last day worked). Any expiration or cancellation of stock option rights will be subject to all conditions and restrictions outlined in the applicable plan and/or option agreement.</p> <p>As always, you're responsible for monitoring the expiration date of your options. Neither U.S. Bancorp nor the administrator will notify you of any pending expiration or cancellation of options, vested or unvested.</p> <p>Exercise your options before they expire or cancel. Contact Fidelity Stock Plan Services at 800.544.9354 or visit <a href="https://netbenefits.com">netbenefits.com</a>. Note that it may take several weeks after termination before expiration dates are reflected in the Fidelity system.</p> <p><i>This summary is not intended to replace information previously provided to you in the applicable plan and/or option agreement.</i></p>
<p><b>Purchased vacation</b></p>	<p>Unused purchased vacation time (deducted but not used) will be added to your final paycheck. Used purchased vacation time (used but not deducted) will be deducted from your final paycheck.</p>

## Other benefits

### Tuition reimbursement

If you leave U.S. Bank within one year of receiving tuition reimbursement, you will be required to repay U.S. Bank the amount of the reimbursement. In addition, you must repay 50% of any tuition received within two years of your termination date for courses applied to graduate degree programs. No reimbursement will be made to former employees or to employees who have given notice of resignation, even if the reimbursement was previously approved.

### American Bankers Association (ABA)

If you're enrolled in an ABA course on the effective date of your termination you will be required to repay the cost of tuition.

## Your banking

We hope you will continue to bank with us and enjoy the products and services we offer.

### Alumni status

If you're leaving the company after five or more years of consecutive service and in good standing (rehireable), you're considered an alumnus and eligible to continue your U.S. Bank Platinum Checking Package Account. If you have an outstanding loan that was processed with an employee discount, the current interest rate will continue for the life of the loan. You'll also continue to have

access to the same discounts on new products and services we offer employees, not including our Home Mortgage or Automated Investor employee offers.

To learn more about the benefits of being a part of our U.S. Bank Alumni Network, visit [alumni.usbank.com](http://alumni.usbank.com). You'll find information on discounts, specials, company and alumni news and volunteer opportunities in your area. For more information about the alumni program, email [alumni@usbank.com](mailto:alumni@usbank.com).

### **If you don't qualify for alumni status**

We'll mail additional information to your home address about 10 days after your last day at the company. Review the materials, as fees may apply to maintain your Platinum Checking Package.

If you have an outstanding loan processed with an employee discount, the current interest rate will continue for the life of the loan; your separation from the company will not impact it. However, you will no longer be eligible to access the same discounted services offered to employees.

## **Your career**

### **Employment verification**

"The Work Number" is a fully automated telephone and web-enabled system available 24/7 to verify your U.S. Bank employment and/or salary.

If you only need verification of your job title, hire date and end date with the company, give the verifier your Social Security number, company code 10360 and the telephone number 800.367.5690.

If the verifier also needs salary information, contact 800.367.2884 to obtain a "salary key" to give to your verifier as well. When prompted, enter company code 10360 and an eight-digit PIN number, which is the year of your birth followed by the last four digits of your Social Security number.

## **Your life**

### **U.S. Bank Discount Program (Abenity)**

Your access to the U.S. Bank Discount Program website for employees will end shortly after your employment ends. If you're considered an alumnus (if you're leaving the company after five or more years of consecutive service and in good standing), you can access certain discounts on the alumni site at [usbankalumni.hrdiscounts.com/perks/](http://usbankalumni.hrdiscounts.com/perks/). If you are currently taking advantage of a cell phone discount, the provider may remove the discount. Contact your service provider directly with questions or for more information.

### **The Best in Us points**

You have 30 days from your last day of employment to redeem any unused The Best in Us points. Call MotivAction at 888.333.7354 7:30 a.m. to 5:30 p.m. CT Monday

through Friday, or email [thebestinussupport@encorevalues.com](mailto:thebestinussupport@encorevalues.com) to request access to the site, including your legal name and contact information. A representative will contact you and may request your employee ID and/or preferred ID as validation prior to granting access.

## Contact information

Benefit, program or service	Contact information
Address, email address and/or phone number updates	U.S. Bank Employee Services 800.806.7009, say “Paycheck, HR and recruitment”
W-2 forms or final pay	U.S. Bank Employee Services 800.806.7009, say “Paycheck, HR and recruitment”
Health and welfare benefits: <ul style="list-style-type: none"> <li>• COBRA continuation coverage</li> <li>• Submit final claims for:               <ul style="list-style-type: none"> <li>○ Healthcare FSA</li> <li>○ Dependent Care FSA</li> <li>○ Parking FSA Cash Reimbursement</li> </ul> </li> </ul>	U.S. Bank Employee Services 800.806.7009, say “Health and insurance coverage” (for COBRA) or “Flexible spending accounts and commuter”  Your Total Rewards (YTR) site: <a href="https://usbank.com/benefitsandrewards">usbank.com/benefitsandrewards</a>
Health Savings Account	If enrolled in a UnitedHealthcare medical plan: 800.791.9361 or <a href="https://myuhc.com">myuhc.com</a>  All other plans: 844.326.7967 or <a href="https://optumbank.com">optumbank.com</a>
Pension and 401(k) benefits: <ul style="list-style-type: none"> <li>• Request a pension estimate</li> <li>• Initiate your benefit payments</li> <li>• Pay off a loan</li> <li>• Update your beneficiaries</li> <li>• Questions</li> </ul>	U.S. Bank Employee Services 800.806.7009, say “Savings and retirement”  Your Total Rewards (YTR) site: <a href="https://usbank.com/benefitsandrewards">usbank.com/benefitsandrewards</a>
Alumni Network (a way for former colleagues to reconnect and get updates on company news and alumni program benefits)	U.S. Bank Alumni Network 866.680.2586 or <a href="mailto:alumni@usbank.com">alumni@usbank.com</a>
National Notary Association (NNA)	General questions related to new notary commission 877.876.0827
The Best in Us (redeem final points)	MotivAction 888.333.7354  <a href="mailto:thebestinussupport@encorevalues.com">thebestinussupport@encorevalues.com</a>

Deferred compensation	<p>U.S. Bank Employee Services 800.806.7009, say “Savings and retirement”</p> <p>Your Total Rewards (YTR) site: <a href="http://usbank.com/benefitsandrewards">usbank.com/benefitsandrewards</a></p>
U.S. Bank banking discounts	<p>Your personal banker at your local <a href="#">U.S. Bank branch</a> or <a href="#">24-Hour Banking</a> at 800.872.2657</p>
<p>Incentive plans</p> <p>Short-term cash incentive plans</p> <p>Long-term incentive plans (long-term cash, stock options, restricted stock awards)</p>	<p>Your manager</p> <p><i>Questions:</i> U.S. Bank Employee Services 800.806.7009, say “Paycheck, HR and recruitment” to open a case</p> <p><i>Account access (stock option/restricted stock):</i> Fidelity Stock Plan Services 800.544.9354 or <a href="http://netbenefits.com">netbenefits.com</a></p> <p>It may take several weeks after termination before expiration dates are reflected in the Fidelity system.</p>
All other questions	<p>U.S. Bank Employee Services 800.806.7009, say “Paycheck, HR and recruitment”</p>

*If there are differences between the information contained on this site and the official plan/program documents, the official plan/program documents will govern.*