



## Leaving Us

### Voluntary terminations

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

**Important:** This guide addresses voluntary separations other than retirement. If your employment is ending due to retirement, see the retirement life event guide. (Retirement is generally after you reach age 55 and have five years of vesting service.)

You also may want to review the “Situations that could affect your coverage or participation” section in the applicable summary plan descriptions (SPDs) on [Your Total Rewards](#).

**Important note about passwords:** As long as you are still actively employed, you can use your intranet ID and password. After you have left the bank, use the links below and your user ID and password for each site. The exception is HR Self Service. After you leave the bank, you will need to call the U.S. Bank Employee Service Center to update your address or phone number.

### What you need to do before your last day

#### Notify your manager.

Notify your manager as soon as possible. He or she can work with Human Resources to process this change and make important staffing decisions. It’s important to provide your resignation in writing and give a minimum of two weeks’ notice.

#### Notify your HR business partner.

Notify your HR business partner of when your last day of employment will be. Your HR business partner will work with your manager during the termination process and can assist with questions you may have.

#### Update your home address and/or phone number, if necessary.

It is important that we are able to contact you after you leave U.S. Bank, particularly regarding various benefits, your final pay and your final W-2 form. Through [HR Self Service](#), you can view and update your address and phone number currently on record.

#### Update your notary status with the Secretary of State’s Office of your respective state.

#### Determine necessary action regarding stock options, if applicable.

All stock option plans have specific guidelines and deadlines for action if you are leaving the organization. For information about stock options you have been granted, refer to your stock option agreement(s). It is your responsibility to keep track of your options and the specific dates they will expire or cancel. For more information, log in to [netbenefits.com](#) or call Fidelity Stock Plan Services at 800.544.9354. For more general information, see the [Stock Option Information page](#) on HRConnection *online*.

#### Return company property to your manager on or before your last day at U.S. Bank:

- Employee ID or access card
- Corporate credit card
- Company-owned cell phone, pager, laptop or desktop computer
- Manuals, documents or files containing proprietary information
- Office, file cabinet or desk keys
- All other company property

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

Follow the normal T&E process for reimbursement. You will be reimbursed for any approved T&E expenses incurred before your last day of active employment. A check will be mailed to your home address.



### **Cancel recurring transit and parking orders in Your Spending Account.**

Log into [Your Total Rewards](#) and select the “Manage Your Transit & Parking Plans” button on the Work & Life tab. Cancel pending orders for future months and update Your Profile with current contact information for important notices.

### **Your health and welfare benefits**

After you leave the bank, you're eligible to continue certain benefits that you have at the time of termination as long as you enroll in a timely manner and pay for your coverage. The following resources can help you find out what you need to know about continuing your coverage:

#### **Medical, dental, vision, hearing, term life and healthcare flexible spending account**

Your U.S. Bank coverage will end as of the first of the month following your last day of work. A few weeks after your coverage ends, you should receive a COBRA packet, which contains information about continuing certain benefits, including medical. Note: 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 Summary Plan Description for more information.

#### **Health Savings Account (HSA)**

Your HSA continues to be yours after you leave U.S. Bank. You will no longer be able to make before-tax contributions or receive the employer contribution (if eligible). You may, however, make tax-deductible contributions if you remain eligible to do so. You may also continue to take distributions for qualified expenses and manage your investments as you have been. For more information, contact Optum Bank at 844.326.7967 or visit [optumbank.com](http://optumbank.com).

#### **Executive Life, ValuePlus and Premier Split Dollar Life Insurance**

Information will be mailed to your home within 60 days of termination.

#### **Flexible spending accounts**

If you have a Healthcare or Dependent Care Flexible Spending Account (FSA), submit all final 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 Plans via [Your Total Rewards](#).

#### **Transit Plan**

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 Plans link.

#### **Metropass**

If you reside in the Twin Cities metro area and participated in the Metropass program, return your Metropass card to Metropass Admin, EP-MN R2BN or to your manager on your last day. If you need your Metropass for your commute home on your last day, you may return it via U.S. mail it to:

U.S. Bank  
Metropass Administration EP-MN-R2BN  
4000 West Broadway  
Robbinsdale, MN 55422

#### **Purchased vacation**

Unused purchased vacation time (deducted but not used) will be added to your final pay check. Used purchased vacation time (used but not deducted) will be deducted from your final paycheck.

### **Your pay and compensation**

#### **Final pay**

Your final paycheck will be issued as soon as practical 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 pay check will be paid to you in the same method as your other pay checks (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 may be deposited.

### **Tax forms**

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.

### **Stock options**

If you have stock options, vested or unvested, terminating your employment for any reason will affect them.

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.

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.

Exercise your options before they expire or cancel. Contact Fidelity Stock Plan Services at 800.544.9354 or visit [netbenefits.com](http://netbenefits.com). Note that it may take several weeks after termination before expiration dates are reflected in the Fidelity system.

*This summary is not intended to replace information previously provided to you in the applicable plan and/or option agreement.*

## **Your retirement benefits**

### **U.S. Bank 401(k) Savings Plan**

- Employee contributions generally end with your last pay period as an active employee. If you are eligible to receive the employer matching contribution, it will be posted to your account in January of the year following your termination date.
- 15 days after your termination status is processed on the payroll and 401(k) systems, the plan administrator will mail you a Separation of Employment notice which will include information regarding your loan repayment (if any) and distribution options.
- You may continue to access Your Total Rewards at [usbank.com/benefitsandrewards](http://usbank.com/benefitsandrewards) or call the U.S. Bank Employee Service Center at 800.806.7009 for information about your account. You will need to provide your user ID and password.

### **U.S. Bank Pension Plan/U.S. Bank 2010 Cash Balance Plan**

- 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.
- If you are eligible for but do not initiate commencement of your pension benefit via [Your Total Rewards](#) or by calling the U.S. Bank Employee Service Center at 800.806.7009, information regarding your pension benefit will be mailed to your home address approximately 60 days after your employment ends.
- You may continue to access [Your Total Rewards](#) or call the U.S. Bank Employee Service Center at 800.806.7009 for information about your pension benefit. You will need to provide your user ID and password.

### **Beneficiaries**

It is important to continue to review and update your beneficiaries by visiting [Your Total Rewards](#).

### **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 percent 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 though approval of reimbursement may have previously been provided. See the [Tuition Reimbursement policy](#) for more information.

### **American Bankers Association (ABA)**

If you are 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 bank after five or more years of consecutive service and in good standing, you're considered an alumnus and eligible to continue your U.S. Bank Platinum Checking Package or Employee Checking Account. If you currently have a loan outstanding with an employee discount, the current interest rate will continue for the life of the loan. In addition, you'll continue to have access to the same discounts on new products and services offered to employees, with one exception: The Home Mortgage employee discount is not available to alumni.

To learn about all of the benefits of being a part of the U.S. Bank Alumni Network, including banking discounts, go to [alumni.usbank.com](http://alumni.usbank.com) where you'll find helpful links to discounts, specials, company news, volunteer opportunities and alumni news in your area. For more information about the alumni program, call 866.680.2586 or email [alumni@usbank.com](mailto:alumni@usbank.com).

### **Not alumni status?**

If you don't qualify for alumni status, your Employee Checking Account will be changed to an Easy Checking account. In addition, take time to review the information that will be mailed to your home about 10 days after your last day at the bank, as fees may apply to maintain your Platinum Checking Package.

If you currently have a loan outstanding with an employee discount, the current interest rate will continue for the life of the loan. Your separation from the bank will not impact the loan. However, you're no longer 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 hours a day, seven days a week to verify your U.S. Bank employment and/or salary.

If your job title, hire date and end date with the company is all that is needed, give the verifier your Social Security number, the company code of 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. You will need to enter a company code of 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 bank after five or more years of consecutive service and in good standing), you may 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. Include your legal name and contact information. A representative will contact you. They could request your employee ID and/or preferred ID as validation prior to granting access.

## Contacts and resources

Once your employment has ended, use the contacts and resources below as needed.

Benefit, program or service	Contact information
<p><b>Address and phone number updates</b></p> <p><i>For pension, 401(k), COBRA:</i></p> <p style="padding-left: 20px;">Fewer than 90 days after your employment ended</p> <p style="padding-left: 20px;">More than 90 days after your employment ended</p> <p><i>For stock options/restricted stock awards:</i></p>	<p>U.S. Bank Employee Service Center 800.806.7009, say “Human Resources and Recruitment”</p> <p>U.S. Bank Employee Service Center 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> <p>Account access (stock option/restricted stock): Fidelity Stock Plan Services 800.544.9354 <a href="http://netbenefits.com">netbenefits.com</a></p>
<p>Alumni Network (a way for former colleagues to reconnect and get updates on company news and alumni program benefits)</p>	<p>U.S. Bank Alumni Network 866.680.2586 <a href="mailto:alumni@usbank.com">alumni@usbank.com</a> <a href="http://usbank.com/alumni">usbank.com/alumni</a></p>
<p>National Notary Association (NNA)</p>	<p>General questions related to new notary commission 877.876.0827</p>
<p>The Best in Us (redeem final points)</p>	<p>MotivAction 888.333.7354 <a href="mailto:thebestinussupport@encorevalues.com">thebestinussupport@encorevalues.com</a></p>
<p>Deferred compensation</p>	<p>U.S. Bank Employee Service Center 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>
<p>U.S. Bank banking discounts</p>	<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>Health and welfare benefits</p> <ul style="list-style-type: none"> <li>• COBRA continuation coverage</li> <li>• Submit final claims for Healthcare FSA, Dependent Care FSA and Parking FSA Cash Reimbursement</li> </ul>	<p>U.S. Bank Employee Service Center 800.806.7009, say “Health and Welfare” for COBRA and say “Dependent Care or Healthcare FSA and Commuter” for Your Spending Account assistance.</p> <p>Your Total Rewards (YTR) site: <a href="http://usbank.com/benefitsandrewards">usbank.com/benefitsandrewards</a></p>
<p>Health Savings Account</p>	<p>If enrolled in a UnitedHealthcare medical plan: <a href="http://myuhc.com">myuhc.com</a> or 800.791.9361</p> <p>All others: <a href="http://optumbank.com">optumbank.com</a> or 844.326.7967</p>
<p>Incentive plans</p> <p style="padding-left: 20px;">Short-term cash incentive plans</p> <p style="padding-left: 20px;">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 Service Center 800.806.7009, say “Human Resources and Recruitment” to open a case</p> <p><i>Account access (stock option/restricted stock):</i> Fidelity Stock Plan Services</p>

Benefit, program or service	Contact information
	800.544.9354 <a href="http://netbenefits.com">netbenefits.com</a> Note that it may take several weeks after termination before expiration dates are reflected in the Fidelity system.
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 Service Center 800.806.7009, say “Savings and Retirement”  Your Total Rewards (YTR) site: <a href="http://usbank.com/benefitsandrewards">usbank.com/benefitsandrewards</a>
W-2, final pay	U.S. Bank Employee Service Center 800.806.7009, say “Payroll”
All other questions	U.S. Bank Employee Service Center 800.806.7009, say “Human Resources and Recruitment”

## FAQs

### If I receive an exit survey, why should I complete it?

As always, we value your input. It helps us identify our areas of strength as well as those areas in which we can improve. Your honest and candid response to the survey is critical in our efforts to become a preferred employer. All exit surveys are confidential and your response will be maintained according to U.S. Bank Employee Confidential policies.

### How will I get an exit survey?

You will receive an email inviting you to complete the exit survey online. If you do not get a chance to complete the exit survey online or do not have a work email address, a personalized letter will be sent to your home address after your last day of employment.

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