



Everyone deserves more financial security.

Protect your family with New York Life Group Benefit Solutions.



GROUP BENEFIT
SOLUTIONS

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NYL GBS Benefits Guide



Welcome to Genesys.

Make informed decisions with New York Life Group Benefit Solutions (NYL GBS) Benefits Guide.

We know that selecting the right insurance is important to you. NYL GBS Benefits Guide is a website where you'll find tools that will help you learn more about – and enroll in – the coverage being offered to you.

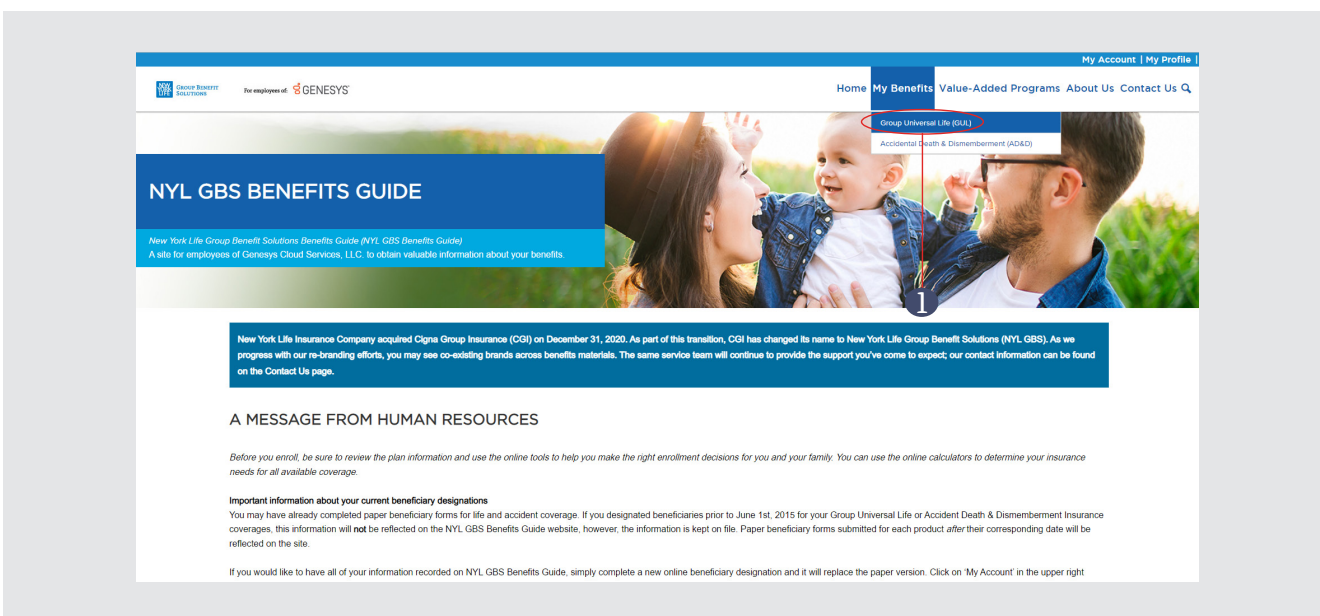
- Understand the value of your plans.
- View and enroll in available benefits.
- Get instant access to forms and more.
- Manage beneficiary designations, or view current coverage information.

Before you enroll:

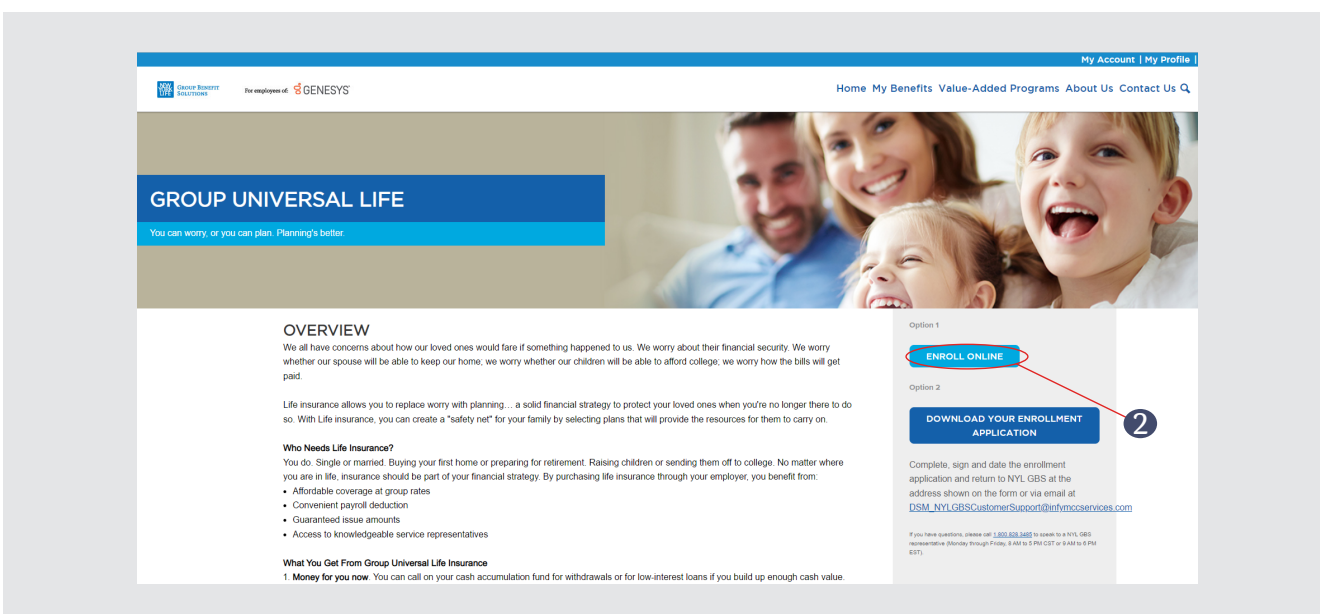
- Review your plan options.
- Determine your costs.
- Select your benefits and whom to enroll.

To enroll online for benefits and to designate your beneficiaries, go to www.mygenesysbenefits.com. Hover over “Benefits”. Click on “Life Insurance & Accidental Death & Dismemberment”. Click on the “NYL GBS Benefits Guide website” link.

- 1 Once on the NYL GBS Benefits Guide website, go to the “My Benefits” tab and select the benefit for which you wish to enroll.



- 2 Click on the “Enroll Online” button.



For illustrative purposes only.

- 3 Select "Register". Read through the site agreement and select "I Agree" and "Continue". Enter the last 5 digits of your Social Security Number (SSN) and your Date of Birth (MM/DD/YYYY) and select "Continue" to complete the registration process.

The screenshot shows the NYL GBS Benefits Guide website. At the top, there is a blue header with the NYL GBS logo and the text "GROUP BENEFIT SOLUTIONS". Below the header, there is a welcome message: "Welcome to New York Life Group Benefit Solutions Benefits Guide! The information you need to enroll online for benefits." On the left side, there is a photo of a family. The main content area has a blue bar with the text "New User? Forgot Your Password?" and "Please Register to create a new Username and Password." Below this, there are two buttons: "Register" and "Forgot Password". The "Register" button is circled in red. To the right of the "Register" button, there is a circled number 3 with a red arrow pointing to the button. Below the buttons, there is a section for "Current User" with fields for "Username:" and "Password:", and a "Login" button. At the bottom, there is a small text block with contact information and a disclaimer.

For illustrative purposes only.

- 4 Provide proof of good health for you and your spouse if applicable.
- 5 Complete the enrollment process.
- 6 Sign enrollment elections electronically.
- 7 Be sure that you have designated your desired beneficiary(ies).
- 8 Print confirmation statement.

Or enroll
using a paper
application.

You can download and print forms on the NYL GBS Benefits Guide website. Complete, sign and date the enrollment application and return to the NYL GBS Customer Service Center.¹



Mail to: P.O. Box 14577, Des Moines, IA 50306-3577



Fax to: (877) 435-7181

Please call **(800) 828-3485** if you have questions about the benefit enrollment process.

¹ NYL GBS Customer Service Center administration provided by Infosys McCamish Systems, LLC.

NYL GBS Group Universal Life insurance.



Help preserve your family's lifestyle.

Enroll now and get coverage up to the Guaranteed Issue amount.

Having adequate insurance is not only the basis for a sound financial plan, but it also helps provide the additional financial protection you need to help you feel confident that your home, family and finances can be more protected if you or your spouse should die prematurely. NYL GBS Group Universal Life insurance can help preserve your family's lifestyle.

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Plan summary



Coverage for you.

You are eligible for NYL GBS Group Universal Life insurance if you are an active full-time employee of Genesys, have met the employee's eligibility requirements, and are regularly working a minimum of 20 hours per week.

- **Coverage amounts available:** 1–5 times your base annual salary, rounded to the next higher \$1,000. The maximum coverage amount is 5 times your base annual salary or \$2,000,000, whichever is less.
- **Guaranteed Issue amount² available within 45 days of your plan start date without proof of good health:** 2 times your base annual salary, rounded to the next higher \$1,000; or \$500,000, whichever is less.

If you provide proof of good health, you can:

- Purchase more than the Guaranteed Issue amount: up to 5 times your base annual salary, rounded to the next higher \$1,000; or \$2,000,000, whichever is less.
- Increase your life insurance coverage at any time, up to the maximum allowed.

Coverage for your spouse or domestic partner.³

If you elect NYL GBS Group Universal Life for yourself, you can purchase coverage for your eligible spouse in the following amounts.⁴

- In \$10,000 units, up the maximum of \$100,000.
- Guaranteed Issue amount² available for your spouse under age 65, within 45 days of your eligibility, without proof of good health: \$20,000.
- If your spouse provides proof of good health, you can purchase coverage up to 50% of your selected coverage amount, or \$100,000, whichever is less.
- The Guaranteed Issue amount is also available for your new spouse within 45 days of your date of marriage/partnership without proof of good health.

For coverage to become effective, you must be actively at work and your spouse must not be hospitalized, confined at home under the care of a doctor, or unable to perform the normal daily activities of a person of the same age or gender.

² The face amount of coverage that an insured may purchase in certain situations without satisfying the proof of good health requirement.

³ For the purpose of this brochure, whenever the term Spouse appears it shall also include Domestic Partner. Domestic Partner is defined in the group policy.

Your domestic partner is eligible for insurance if you have not been married to any person within the last 12 months and if he or she meets specific criteria stated in the Group Policy.

⁴ Please note that in certain states, restrictions may apply and ages may vary.

Coverage for your children.

If you elect NYL GBS Group Universal Life for yourself or your spouse, you may also purchase insurance for all of your unmarried, dependent children who are at least 15 days old and younger than 19 years old; or through age 24 if the child is an unmarried full-time student who is supported by the employee; or 19 years of age or older and incapable of self-sustaining employment by reason of mental or physical handicap.⁴

For just one premium, you can cover all your dependent children. You can obtain \$5,000 or \$10,000 Guaranteed Issue amounts of term insurance coverage if you enroll your child(ren). When your child(ren) no longer qualifies as a dependent, they are eligible to enroll for NYL GBS Group Universal Life coverage as an adult.

For your dependent children's coverage to be effective, they must not be hospitalized, confined at home under the care of a doctor, or unable to perform the normal daily activities of a person of the same age and gender.



Plan features



When you enroll in NYL GBS Group Universal Life, you can plan for your retirement and secure your loved ones' lifestyle at the same time. The NYL GBS Group Universal Life insurance program provides your family with generous amounts of life insurance and also provides you with a way to save money by contributing to the optional Cash Accumulation Fund (CAF) which earns tax-deferred interest.

- **Large coverage, small price.** Depending on your age, you could receive a Guaranteed Issue amount of \$500,000 in coverage for as little as \$21.50 a month.
- **Yours for the asking.** Apply within 45 days of your eligibility date and you may not have to provide proof of good health.
- **Ease of payroll deductions.** While an active Genesys employee, your NYL GBS Group Universal Life insurance premiums and CAF contributions are deducted from your paycheck using after-tax dollars.
- **Take it with you if you change jobs.** You can keep your coverage even if you leave, retire or change employers.⁵
- **Additional protection without payments.** Money within the CAF can help you maintain your insurance coverage in the event that a covered injury or financial hardship prevents you from making your monthly premium contributions.⁶
- **Money for you now.** You can use your NYL GBS Group Universal Life CAF for withdrawals or for low-interest loans if you've built up enough cash value.⁷
- **Money for you later.** Save through the CAF, earn tax-deferred interest on your savings.

Keeping pace with the changes in your life.

How much life insurance do you need today? How much will you need in two years? Five years? What if you can't afford to continue paying your premiums due to a financial hardship? We've thought about these questions and have developed options that can help you maintain adequate insurance levels as your needs – and your circumstances – change.



⁵ Higher rates may apply.

⁶ Administrative fees and Cost of Life Insurance coverage only will be automatically withdrawn from your CAF until these funds are depleted. These costs do not include any money going into the CAF.

⁷ You have the ability to withdraw from or borrow against your CAF. Withdrawals and loans can decrease the amount of the available death benefit. The minimum withdrawal amount is \$250, and the maximum amount is the total cash value less any outstanding loans and less any future cost of insurance already billed.

Automatic increase option.

With the automatic increase option, your NYL GBS Group Universal Life coverage will increase automatically (not to exceed the maximum allowed) on each March 1st if you have qualifying salary increases. Your payroll deduction amount will also be increased to cover the higher amount of protection.

The following example illustrates how this feature works.

Ted is a 32-year-old nonsmoker and makes \$40,500 per year.

He has NYL GBS Group Universal Life coverage equal to three times his salary. He gets a salary increase of **\$5,000**. With the Automatic Increase Option, his insurance coverage would be increased to **\$136,500**, rounded up to the next **\$1,000 = \$137,000**. Accordingly, his payroll deduction amount would be automatically increased for this additional coverage.



This is a fictitious example used for illustrative purposes only. Not an actual New York Life customer experience.

Accelerated payment benefit.

If you or your covered spouse become terminally ill and the life expectancy is a year or less, you can receive a maximum of 50% of your coverage amount, potentially tax-free.⁸ The money is paid out in a lump sum directly to you or anyone you designate to use however you wish. To qualify to receive the benefit, you must provide medical certification from two unaffiliated physicians that your life expectancy or that of your spouse is 12 months or less. NYL GBS will send payment as soon as your request, medical certification and supporting evidence are reviewed and approved. This benefit is only available one time, and is not available on dependent child coverage.

Your premium obligation continues on the full amount of coverage if this benefit is exercised.

The following example illustrates how a 50% benefit would pay out on \$100,000 of coverage:

Payment of benefit

Monthly premium

\$100,000 of NYL GBS Group Universal Life coverage

\$4.30

– \$50,000 (50% potentially tax-free lump-sum payment)

\$50,000 remaining death benefit amount

\$4.30

Actual coverage and benefit amounts will vary by policy design. Coverage is subject to all terms and conditions as specified in the policy.

⁸ You may want to seek advice from your personal legal or tax advisor before exercising this option.

Cash Accumulation Fund (CAF).

Saving money isn't easy, but the secret to saving is simple – set aside a certain amount out of each paycheck before you receive it. And you can do it painlessly with your NYL GBS Group Universal Life insurance CAF. Even a small amount set aside on a regular basis can add up to significant savings over time. You can contribute through convenient payroll deductions or lump-sum payments.

What are your financial goals? Are you trying to save for retirement, college tuition or a down payment on a home? Whatever your goals, contributing to the CAF can help you reach them. The net cash value you build will earn interest that is income tax-deferred in most cases. The minimum rate will never be less than 4% – a rate of return any saver can appreciate.

4%
interest rate

Tax-deferred accumulation.

Under current tax law, the competitive interest you earn on your CAF is income tax-deferred as long as it remains in your account. And that means your interest compounds faster because it isn't eroded by taxes each year.

Easy access to your money.

The money in your CAF is yours to use as financial needs arise. You can borrow against your CAF or make an outright withdrawal. The minimum loan or withdrawal amount is \$250. You will be charged a \$25 transaction fee for each withdrawal.

- When you do decide to withdraw your money, you'll only pay taxes if the withdrawal amount exceeds the amount of your total contributions (cost of insurance plus CAF contributions).
- To make a withdrawal, you can download a withdrawal form on the NYL GBS Benefits Guide website – print, complete and mail it to the NYL GBS Customer Service Center at P.O. Box 14577, Des Moines, IA 50306-3577. Or you can call **(800) 828-3485** and ask for the appropriate form.
- If you want to take out a loan, call the NYL GBS Customer Service Center at **(800) 828-3485** and ask for the appropriate form.

You'll be assessed 8% interest annually on the outstanding loan amount, but will continue to be credited 6% on the loan account value. You should not owe any income tax on your loan unless you cancel your coverage or your coverage lapses.

You must be enrolled in NYL GBS Group Universal Life insurance to contribute to the CAF. Contributions to the CAF are optional and determined by you.

Maximums are based on the Internal Revenue Code (IRC) limits and are subject to a 2% premium charge which represents a portion of the state and federal tax imposed on contributions made to the fund. Since contributions are subject to very specific IRC guidelines, dependent upon your age, cost of insurance, and effective date of your certificate, it is recommended that you contact the NYL GBS Customer Service Center at **(800) 828-3485** and a customer service representative will calculate the maximum contribution for you.



Cash Accumulation Fund growth charts.

The charts below show how rapidly the CAF can grow at the guaranteed minimum interest rate of 4% when compared to a traditional savings account earning the same 4% interest rate. The numbers shown below are on a cumulative basis. The charts assume that the CAF contribution, cost of insurance and deposits to a traditional savings account are paid on a monthly basis.

\$50 monthly contribution scenario.

Years	CAF 4%	Traditional savings account 4%	Total cumulative tax	Amount less tax (savings - total tax)
5	\$3,253.60	\$3,241.49	\$80.50	\$3,160.99
10	\$7,212.11	\$7,009.41	\$336.47	\$6,672.94
15	\$12,028.24	\$11,389.28	\$796.43	\$10,592.85
20	\$17,887.80	\$16,480.46	\$1,493.49	\$14,986.97
25	\$25,016.85	\$22,398.50	\$2,466.17	\$19,932.33
30	\$33,690.43	\$29,277.66	\$3,759.22	\$25,518.44

\$100 monthly contribution scenario.

Years	CAF 4%	Traditional savings account 4%	Total cumulative tax	Amount less tax (savings - total tax)
5	\$6,507.21	\$6,482.97	\$160.99	\$6,321.98
10	\$14,424.23	\$14,424.23	\$672.94	\$13,345.88
15	\$24,056.48	\$22,778.55	\$1,592.85	\$21,185.70
20	\$35,775.60	\$32,960.93	\$2,986.98	\$29,973.95
25	\$50,033.70	\$44,796.99	\$4,932.33	\$39,864.66
30	\$67,380.86	\$58,555.32	\$7,518.44	\$51,036.88

The CAF contribution scenario reflects a 2% premium charge. The traditional savings account scenarios assume a 25% tax bracket. The actual CAF interest rate can adjust quarterly but will never go below 4%. Current savings account interest rates are below 4%. Actual rates can be more or less favorable than shown. Savings account interest rates are not guaranteed, fluctuate with market conditions and vary among financial institutions. A CAF is not federally insured (FDIC). As an insurance product, it must comply with each applicable state's specific insurance reserve requirements.

Monthly cost of insurance



Use the charts below to determine the monthly cost of life insurance coverage only. To determine the cost of coverage, find your age or your spouse's age in the left column of the chart below, then read across to find the monthly cost of insurance for each \$1,000 of coverage. These costs do not reflect any money going into the CAF. Rates are subject to change but will not exceed the guaranteed maximum cost of insurance shown in your certificate. If you leave, retire or change employers, higher rates may apply.

Attained age of employee or spouse*	Nonsmoker rate	Smoker rate
<30	\$0.043	\$0.060
30–34	\$0.043	\$0.068
35–39	\$0.068	\$0.085
40–44	\$0.094	\$0.136
45–49	\$0.162	\$0.238
50–54	\$0.272	\$0.408
55–59	\$0.408	\$0.578
60–64	\$0.689	\$0.918
65–69	\$1.139	\$1.496

*Attained age – Age as of previous January 1.

Your age for calculating monthly cost of insurance will be updated on each January 1.

NYL GBS Group Universal Life insurance premiums and CAF contributions are paid for with after-tax dollars.

Rates for age 70 and over are available upon request.

Dependent child coverage rates	
\$5,000 of coverage for all your dependent children	\$1.00 per month
\$10,000 of coverage for all your dependent children	\$2.00 per month

Rates are subject to change.

Information about coverage



Coverage start and end dates.

Your and your dependent's coverage will start⁹ on the date we receive the completed and signed application and payroll authorization form, if:

- You meet the eligibility requirements;
- You enroll within 45 days of your eligibility date;
- You do not apply for more than the Guaranteed Issue amount; and
- You do not need to provide proof of good health.

Otherwise, your and your dependent's coverage will take effect on the date NYL GBS agrees in writing to cover you and your dependents.

Your and/or your spouse's coverage will end on whichever comes first:

- You cancel the coverage;
- Your employer cancels the group policy¹⁰;
- You don't pay the premiums;
- On your 100th birthday (or the January following your 100th birthday); or
- You or your spouse die.

Dependent children coverage will end on whichever comes first:

- Your coverage ends (or, when your spouse's coverage ends, if the child's coverage is on the spouse's certificate);
- You surrender or cancel their coverage; or
- They are no longer eligible for coverage.

Exclusions.

If an insured commits suicide, while sane or insane, within the first two years of the effective date of the NYL GBS Group Universal Life coverage or within two years of the effective date of an increase in coverage, unless limited by applicable state law, a refund of premiums will be made, minus any outstanding loans or cash withdrawals.

⁹ This is the date your coverage actually begins. You are fully covered from this date.

¹⁰ If your employer cancels the group policy, you can continue your coverage on an individual policy. Higher rates will apply.

Words to know



- **Guaranteed Issue:** an amount of insurance you can buy during the enrollment period without having to provide proof of good health.
- **Eligible earnings:** your annual compensation. This does not include overtime, bonuses and certain additional compensation.
- **Maximum coverage:** the highest amount of NYL GBS Group Universal Life coverage NYL GBS provides to you.
- **Eligibility date:** the first date you are eligible to become covered or enroll for NYL GBS Group Universal Life insurance.
- **Proof of good health:** evidence of your good health. As an example, your responses to medical questions on an insurance application.



NYL GBS Accidental Death and Dismemberment insurance - Basic - Employer paid.



Because accidents happen.

NYL GBS has the coverage and support you need.

Accidents happen all of the time. In fact, about one in seven Americans are treated for accidents each year,¹¹ and accidents are the third leading cause of death in the United States.¹² Not only could a serious injury or death be emotionally devastating to a family, it may also be difficult from a financial standpoint – especially given the fact that over two-thirds of Americans live paycheck-to-paycheck.¹³ That's why it's important to make sure you're covered in case of an accident.

As a new Genesys employee, your employer has provided you with basic insurance (employer paid). You can increase your family's measure of financial security by buying additional coverage on a voluntary basis (employee paid). Additional insurance coverage can serve as the foundation of a well-rounded financial strategy and help to ensure that no matter what happens, your immediate and future financial needs are met.

¹¹ National Safety Council, "Injury Facts."

¹² Centers for Disease Control and Prevention, "FastStats – Leading Causes of Death." March 2021.

¹³ American Payroll Associations, "2020 Getting Paid in America Survey." 2020.

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Plan highlights



Basic AD&D insurance features.

- **Cash for you.** Basic AD&D pays you a benefit if you are injured in a covered accident, not just death benefits.
- **Coverage on or off the job.** Basic AD&D pays whether the covered accident is work-related or not, anywhere in the world.

Keep in mind that this coverage shouldn't be a replacement for life insurance or major medical insurance, as it provides accident-only coverage.

Plan summary



You can purchase the following coverage at a group rate. See your plan documents or certificate for details about any restrictions, exclusions and limitations.

Coverage for you.

You're eligible for Basic AD&D if you are an active, full-time U.S. employee of Genesys. This means you regularly work a minimum of 20 hours per week.

- Coverage amount available: 2 times your base annual salary, rounded to the next higher \$1,000, if not already a multiple thereof, subject to a maximum of \$1,500,000.



Schedule of covered losses



If, within 365 days of a covered accident, bodily injuries result in:	Group Benefit Solutions will pay this percentage of the benefit amount:
Loss of life	100%
Dismemberment	
Loss of two or more hands or feet	100%
Loss of one hand or one foot and sight in one eye	100%
Loss of one hand or foot	50%
Severance and reattachment of one hand or foot	50%
Loss of all four fingers of the same hand	25%
Loss of thumb and index finger of the same hand	25%
Loss of all the toes of the same foot	20%
Sensory loss	
Loss of sight of both eyes	100%
Loss of speech and hearing (in both ears)	100%
Loss of sight in one eye	50%
Loss of speech	50%
Loss of hearing (in both ears)	50%
Paralysis	
Quadriplegia	100% of the principal sum
Paraplegia	75% of the principal sum
Hemiplegia	50% of the principal sum
Uniplegia	25% of the principal sum
Coma	
Monthly benefit	1% of the principal sum
Number of monthly benefits	11
Lump sum benefit	100% of the principal sum
When payable	Beginning of the 12th month

Only one benefit (the largest) will be paid for losses from the same accident.

Additional benefits



It's not easy to predict how a serious accident will affect your family. Some accidents could seriously affect your finances – especially if extensive rehabilitation is needed. That's why AD&D gives you these additional benefits to help meet special needs.

Seat belt and air bag benefits.

We will automatically increase the benefit amount by 10% if you die in a motor vehicle accident while wearing a seat belt. Maximum benefit is \$25,000.

We will automatically increase the benefit amount by 5% if you die in an accident while positioned in a seat protected by an air bag that properly inflated on impact. Maximum benefit is \$12,500.

We will pay \$1,000 if it isn't clear whether the Insured had been wearing a seat belt, and/or if the air bag inflated properly on impact.

Restrictions, limitations and exclusions apply.¹⁴

Exposure and disappearance benefit.

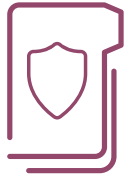
Provides the Principal Sum multiplied by the percentage applicable to the Covered Loss, as shown in the *Schedule of covered losses*.

Benefit reductions.

When the covered person reaches age 65, his or her benefits will be reduced to 65% of the benefit amount selected; and at age 70, 45%, at age 75, 30%, and at age 80, 20%.

¹⁴ Seat belt benefit applies to accidents occurring while driving or riding in a validly registered four-wheel private passenger (or employer-owned) car, station wagon, jeep, pickup truck or van-type car. Seat belt must be properly fastened, factory installed/manufacture approved. If the insured is a child, while protected by a child restraint system as defined by state law. Air bag must be factory installed/manufacture approved. No benefit will be paid if the official accident report indicates that no seat belt was worn and the air bag did not inflate at the time of the accident.

Information about coverage



Your coverage will start on the date we receive your completed and signed application, and your payroll authorization form. If you're not actively at work on your start date, we'll defer your start date until you're actively at work.

Coverage start and end dates:

Your coverage will end on whichever comes first:

- Your employer cancels the group policy.
- You are no longer actively at work.
- You are no longer an eligible employee.
- You don't pay the premiums.



Coverage exclusions.

Plan benefits are not payable if related to the following:

- An injury or a loss results, directly or indirectly, from or is caused by, self-inflicted injuries or suicide while sane or insane
- Commission or attempt to commit a felony or an assault
- Any act of war, declared or undeclared
- Any active participation in a riot, insurrection or terrorist act
- Bungee jumping
- Parachuting
- Skydiving
- Parasailing
- Hang gliding
- Sickness, disease, physical or mental impairment, or surgical or medical treatment thereof, or bacterial or viral infection, regardless of how contracted. (This does not include bacterial infection that is the natural and foreseeable result of an accidental external cut or wound or accidental food poisoning)



Benefits are also not payable if:

- The loss occurs while the covered person is voluntarily using any drug, narcotic, poison, gas or fumes except one prescribed by a licensed physician and taken as prescribed.
- Operating any type of vehicle while under the influence of alcohol (intoxicated is defined by the law of the state in which the covered accident occurred) or any drug, narcotic or other intoxicant including any prescribed drug for which the covered person has been provided a written warning against operating a vehicle while taking it.
- The covered person is engaged in the activities of active duty service in the military, navy or air force of any country or international organization (this does not include Reserve or National Guard training, unless it extends beyond 31 days).
- Traveling in an aircraft that is owned, leased or controlled by the sponsoring organization or any of its subsidiaries or affiliates (an aircraft will be deemed to be "controlled" by the sponsoring organization if the aircraft may be used as the sponsoring organization wishes for more than 10 straight days, or more than 15 days in any year).
- Flying in, boarding or alighting from an aircraft or any craft designed to fly above the earth's surface, except as a passenger on a regularly scheduled commercial airline that is:
 - An ultralight or glider, designed to be used in outer space
 - Being used by any military authority, except the Air Mobility Command or its foreign equivalent
 - Being flown by the covered person or in which the covered person is a member of the crew
 - Being used for parachuting, hang gliding, crop-dusting, spraying or seeding, giving and receiving flying instruction, firefighting, skywriting, skydiving, pipeline or power line inspection, aerial photography or exploration, racing or endurance tests, stunts or acrobatic flying, or any operation that requires a special permit from the FAA, even if it is granted (this does not apply if the permit is required only because of the territory flown over or landed on)

NYL GBS Accidental Death and Dismemberment insurance - Voluntary - Employee paid.



Because accidents happen.

NYL GBS has the coverage and support you need.

Accidents happen all of the time. In fact, about one in seven Americans are treated for accidents each year,¹⁵ and accidents are the third leading cause of death in the United States.¹⁶ Not only could a serious injury or death be emotionally devastating to a family, it may also be difficult from a financial standpoint – especially given the fact that over two-thirds of Americans live paycheck-to-paycheck.¹⁷ That's why it's important to make sure you're covered in case of an accident.

As a new Genesys employee, you have the opportunity to take advantage of NYL GBS Accidental Death and Dismemberment (AD&D) insurance, which provides additional financial protection for covered injuries that are the result of a covered serious accident. It also covers the accidental loss of life.

¹⁵ National Safety Council, "Injury Facts."

¹⁶ Centers for Disease Control and Prevention, "FastStats – Leading Causes of Death." March 2021.

¹⁷ American Payroll Associations, "2020 Getting Paid in America Survey." 2020.

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Plan highlights



AD&D insurance features.

- **Large coverage, small price.** \$1.30 a month gets you \$100,000 of coverage. You can even purchase up to \$500,000 of coverage.
- **Cash for you.** AD&D pays you a benefit if you are injured in a covered accident, not just death benefits.
- **Coverage on or off the job.** AD&D pays whether the covered accident is work-related or not, anywhere in the world.
- **Coverage if you change jobs.** If you leave Genesys, or the policy is canceled, you can continue your benefits by converting to an individual plan.¹⁸
- **Convenient payroll deductions.** While an active Genesys employee, your AD&D insurance premiums are deducted from your paycheck using after-tax dollars.

AD&D insurance
can help to pay for
unexpected costs,
such as:

- **Childcare and education**
- **Spouse job training**
- **Rehabilitation or trauma counseling**
- **Home alterations and vehicle modification**

Keep in mind that this coverage shouldn't be a replacement for life insurance or major medical insurance, as it provides accident-only coverage.

¹⁸ Refer to the section on page 35 called: Changing from group to individual coverage.

Plan summary



You can purchase the following coverage at a group rate. See your plan documents or certificate for details about any restrictions, exclusions and limitations.

Coverage for you.

You're eligible for AD&D if you are an active, full-time U.S. employee of Genesys. This means you regularly work a minimum of 20 hours per week.

- Select from \$25,000 to \$500,000 worth of coverage in \$25,000 increments.
- The maximum coverage amount is \$500,000.

Coverage for your family:

You can buy coverage for your spouse.

- Spouses can receive either 50% or 100% of the coverage amount you choose for yourself.
- The maximum coverage amount is \$500,000.

For your spouse's coverage to become effective:

- Your spouse must be under age 70.
- Your spouse must not be confined at home under the care of a doctor.
- Your spouse must not be receiving disability benefits.
- Your spouse must be able to perform the normal daily activities of a person of the same age and gender without another person's help or supervision.



If you elect AD&D for yourself, you may also buy coverage for your unmarried children and your spouse's unmarried children who are:

- Under age 19.
- Age 19 through age 24, a full-time student and primarily supported by you.
- Age 19 or older, primarily supported by you and are incapable of self-sustaining.

If the children are not biologically yours (for example, a stepchild), they must also reside with you. The coverage amount for children is 10% of your benefit amount. So if you elect \$100,000 worth of coverage for yourself, your child's coverage is \$10,000. The maximum coverage amount is \$25,000. Costs are the same, regardless of the number of children you insure.

For your dependent children's coverage to become effective:

- You must be actively at work.
- Your children must not be hospitalized or confined at home under the care of a doctor for sickness or injury or receiving disability benefits, or unable to perform the normal daily activities of the person of the same age and sex.

Each family member's coverage is a percentage of the benefit amount you select. It will depend on who your insured family members are at the time of a covered accidental loss. No one can be covered more than once under this plan. If you are covered as an employee, you cannot also be covered as a dependent.



Schedule of covered losses



If, within 365 days of a covered accident, bodily injuries result in:	Group Benefit Solutions will pay this percentage of the benefit amount:	
	You or Your Spouse	Your Children
Loss of Life	100%	100%
Dismemberment		
Loss of any two: hand, foot, or eyesight	100%	200%
Loss of one eye, hand, or foot	50%	100%
Loss of thumb and index finger of the same hand	25%	50%
Sensory Loss		
Loss of sight of both eyes	100%	200%
Loss of speech and hearing (in both ears)	100%	200%
Loss of speech	50%	100%
Loss of hearing (in both ears)	50%	100%
Paralysis		
Quadriplegia	100%	200%
Paraplegia	75%	150%
Hemiplegia	50%	100%
Uniplegia	25%	50%
Coma		
Monthly benefit	1% of the principal sum	
Number of monthly benefits	11	
Lump sum benefit	100% of the principal sum	
When payable	Beginning of the 12th month	

Additional benefits



It's not easy to predict how a serious accident will affect your family. Some accidents could seriously affect your finances – especially if extensive rehabilitation is needed. That's why AD&D gives you these additional benefits to help meet special needs.

Living benefits.

We will pay benefits if you, or an insured family member, are seriously injured in a covered accident that results in dismemberment, loss of eyesight, speech and hearing, and paralysis. If you suffer multiple covered losses¹⁹ in one covered accident, you'll receive only one benefit – the largest benefit to which you're entitled.

Child-care center benefit.

We will pay a benefit to help pay for your children's day care expenses if you, or your insured spouse, dies because of an accident. We'll pay up to 5% of your total coverage each year, but not more than \$5,000 per year for up to four continuous years, or when the child turns 13, whichever comes first. We'll send the payments to the child's surviving custodial parent or legal guardian.

There are certain limitations:

- Your surviving child must be 13 years or younger.
- Your surviving child must be enrolled in a licensed day care center at the time of your covered accident, or within one year of your accidental death.

Seat belt and air bag benefits.

We will automatically increase the benefit amount by 10% if you, or an insured family member, die in a motor vehicle accident while wearing a seat belt. Maximum benefit is \$25,000.

We will automatically increase the benefit amount by 5% if you, or an insured family member, die in an accident while positioned in a seat protected by an air bag that properly inflated on impact.

We will pay \$1,000 if it isn't clear whether the Insured had been wearing a seat belt, and/or if the air bag inflated properly on impact.

Restrictions, limitations and exclusions apply.²⁰

¹⁹ See your plan's "Schedule of Losses" for details.

²⁰ Seat belt benefit applies to accidents occurring while driving or riding in a validly registered four-wheel private passenger (or employer-owned) car, station wagon, jeep, pickup truck or van-type car. Seat belt must be properly fastened, factory installed/manufacture approved. If the insured is a child, while protected by a child restraint system as defined by state law. Air bag must be factory installed/manufacture approved. No benefit will be paid if the official accident report indicates that no seat belt was worn and the air bag did not inflate at the time of the accident.

Exposure and disappearance benefit.

Benefits are payable if you suffer a covered loss due to unavoidable exposure to the elements as a result of a covered accident. If your body is not found within one year of the disappearance, wrecking or sinking of the conveyance in which you were riding, on a trip otherwise covered, it will be presumed that you sustained loss of life as a result of a covered accident.

Coma benefit.

If you, your spouse or your children have been in a coma for one full month as a result of a covered accident, we will pay a coma benefit, as shown in the Schedule of Covered Losses. We will make 11 monthly payments, provided the person remains in a coma during this period. If the person recovers, the payments will stop.

If the insured person dies while the monthly coma benefit payments are being made, or if the insured person remains in a coma after the 11 monthly payments have been made, he or she will be entitled to a lump-sum payment equal to the full benefit amount.

The benefit for children requiring special care

AD&D insurance helps parents with children who survive severe accidents. If an insured child suffers a covered accidental injury, we will double the benefit amount, up to \$50,000. If your child subsequently dies within 90 days as a result of the accident, then we will pay only the death benefit payable under the plan.

This additional benefit can help parents cope with the ongoing financial obligations associated with caring for children who require continued medical attention, rehabilitation services and a specialized educational environment.

For dual accidents

If you have elected coverage for yourself, your spouse and your children and, as a result of the same accident or separate Covered Accidents that occur within the same 24-hour period, you and your spouse die within one year of the Covered Accident, we will increase your spouse's benefit amount to 100% of yours. Both benefits combined cannot be more than \$1,000,000.

For victims of crime

AD&D insurance pays an additional benefit for employees who are victims of crime. If you die as the result of a felonious assault, robbery, holdup or kidnapping during a holdup, while at work or while traveling on business, we will increase your benefit amount by 25% to a maximum of \$50,000. We will not pay if you are assaulted by a fellow employee or household or family member.

The education benefit

If you are the primary source of income for your family, the loss of that income could be devastating to your family, especially if a college education for your children is one of your long-term goals. AD&D insurance provides benefits for training or education, as follows:

- For your children. If you or your insured spouse dies in a Covered Accident, we will pay an extra benefit for each insured child who is enrolled in college or is in the 12th grade and enrolls in college within one year of the accident. To help pay college expenses, we will increase your benefit amount by 5% or \$5,000, whichever is less, for each qualifying child. This benefit is payable each year for four consecutive years as long as your child continues his/her college education.

If you don't have a qualifying dependent child, we will pay an additional \$1,000 to your beneficiary.

Waiver of premium

If you have elected coverage for yourself and your family members, and you lose your life in a covered accident, your insured family members will continue to be covered under the plan—without making premium payments—for 12 months. At that time, their coverage will end unless they convert to an individual policy.

Use this chart to help you figure out the monthly cost of AD&D coverage.

Monthly cost of insurance	Employee only	\$0.013 per \$1,000 of coverage
	Spouse coverage	\$0.013 per \$1,000 of coverage
	Child coverage	\$0.013 per \$1,000 of coverage

Note: AD&D is paid for with after-tax dollars. Rates are subject to change.

Example: Employee only coverage: if you elect coverage of \$150,000, your cost for AD&D would be $\$150,000 \div 1,000 \times \$0.013 = \$1.95$ per month.

Benefit reductions.

When the covered person reaches age 65, his or her benefits will be reduced to 65% of the benefit amount selected; and at age 70, 45%, at age 75, 30%, and at age 80, 20%. Coverage for your spouse ends when he or she reaches age 70.

Information about coverage



Your coverage will start on the date we receive your completed and signed application, and your payroll authorization form. If you're not actively at work on your start date, we'll defer your start date until you're actively at work.

Coverage start and end dates:

Your coverage will end on whichever comes first:

- Your employer cancels the group policy.
- You are no longer an eligible employee.
- You are no longer actively at work.
- You don't pay the premiums.

Spouse or dependent children coverage will end on whichever comes first:

- Your coverage ends.
- Their premiums are not paid.
- They're no longer eligible.

Changing from group to individual coverage.

If your coverage ends before you reach age 70 for any reason except nonpayment of premium, you can convert to an individual policy. Proof of good health is not required. To continue your coverage, you must apply for the conversion policy and pay the first premium within 31 days after your group coverage ends. Family members may convert their coverage as long as they have not reached the maximum age limitation. Converted policies are subject to certain benefits and limits as outlined in your policy.



Coverage exclusions.

Plan benefits are not payable if related to the following:

- An injury or a loss results, directly or indirectly, from or is caused by, self-inflicted injuries or suicide while sane or insane
- Commission or attempt to commit a felony or an assault
- Any act of war, declared or undeclared
- Any active participation in a riot, insurrection or terrorist act
- Bungee jumping
- Parachuting
- Skydiving
- Parasailing
- Hang gliding
- Sickness, disease, physical or mental impairment, or surgical or medical treatment thereof, or bacterial or viral infection, regardless of how contracted. (This does not include bacterial infection that is the natural and foreseeable result of an accidental external cut or wound or accidental food poisoning)



Benefits are also not payable if:

- The loss occurs while the covered person is voluntarily using any drug, narcotic, poison, gas or fumes except one prescribed by a licensed physician and taken as prescribed.
- Operating any type of vehicle while under the influence of alcohol (intoxicated is defined by the law of the state in which the covered accident occurred) or any drug, narcotic or other intoxicant including any prescribed drug for which the covered person has been provided a written warning against operating a vehicle while taking it.
- The covered person is engaged in the activities of active duty service in the military, navy or air force of any country or international organization (this does not include Reserve or National Guard training, unless it extends beyond 31 days).
- Traveling in an aircraft that is owned, leased or controlled by the sponsoring organization or any of its subsidiaries or affiliates (an aircraft will be deemed to be "controlled" by the sponsoring organization if the aircraft may be used as the sponsoring organization wishes for more than 10 straight days, or more than 15 days in any year).
- Flying in, boarding or alighting from an aircraft or any craft designed to fly above the earth's surface, except as a passenger on a regularly scheduled commercial airline that is:
 - An ultralight or glider, designed to be used in outer space
 - Being used by any military authority, except the Air Mobility Command or its foreign equivalent
 - Being flown by the covered person or in which the covered person is a member of the crew
 - Being used for parachuting, hang gliding, crop-dusting, spraying or seeding, giving and receiving flying instruction, firefighting, skywriting, skydiving, pipeline or power line inspection, aerial photography or exploration, racing or endurance tests, stunts or acrobatic flying, or any operation that requires a special permit from the FAA, even if it is granted (this does not apply if the permit is required only because of the territory flown over or landed on)

Words to know



- **Coma** means a profound state of unconsciousness which resulted directly and independently from all other causes from a covered accident, and from which the insured is not likely to be aroused through powerful stimulation. This condition must be diagnosed and treated regularly by a physician. Coma does not mean any state of unconsciousness intentionally induced during the course of treatment of a covered injury unless the state of unconsciousness results from the administration of anesthesia in preparation for surgical treatment of that covered accident.
- **Loss of a hand or foot** means complete severance through or above the wrist or ankle joint.
- **Loss of sight** means the total, permanent loss of all vision in the eye.
- **Loss of speech** means total, permanent and irrecoverable loss of audible communication.
- **Loss of hearing** means total and permanent loss of the ability to hear any sound in both ears.
- **Loss of a thumb and index finger or four fingers** means complete severance through or above the metatarsophalangeal joints (the joints between the fingers and the hand).
- **Paralysis** means total loss of use, without severance, of a limb. This loss must be determined by a doctor to be complete and not reversible.
- **Loss of a toe** means complete severance through the metatarsophalangeal joint.
- **Severance** means complete and permanent separation and dismemberment of the limb from the body.
- **Quadriplegia** means total Paralysis of both upper and both lower limbs.
- **Hemiplegia** means total Paralysis of the upper and lower limbs on one side of the body.
- **Paraplegia** means total Paralysis of both upper limbs or both lower limbs.
- **Uniplegia** means total Paralysis of one upper or one lower limb.





Questions?



Call **(800) 828-3485** to speak with a customer service representative.

Group accidental death and dismemberment insurance pays limited benefits only. It does not constitute comprehensive health insurance coverage and is not intended to cover all medical expenses. This coverage does not satisfy the "minimum essential coverage" or individual mandate requirements of the affordable care act (ACA). Lack of major medical coverage (or other minimum essential coverage) may result in an additional payment with your taxes. This coverage is not medicaid or medicare supplement insurance.

This information is a brief description of the principal provisions of the insurance coverage. It is not a contract. The group policy is subject to the laws of the state in which it is issued. The coverage outlined in this brochure may vary by state. Policy forms: GUL - GM6000 et al.; Accident - GA-00-1000.00 et al.

Universal life insurance is issued by Connecticut General Life Insurance Company, which is not affiliated with New York Life Insurance Company. Accidental death and dismemberment insurance and long-term disability insurance are issued by Life Insurance Company of North America and New York Life Group Insurance Company of NY.

New York Life Group Benefit Solutions products and services are provided by Life Insurance Company of North America and New York Life Group Insurance Company of NY, subsidiaries of New York Life Insurance Company.

New York Life Insurance Company

51 Madison Avenue
New York, NY 10010

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