Please accept our deepest sympathy and know that the University System of Georgia (USG) is here to help you. This guide will address many of the concerns you may have as a survivor or beneficiary. In addition, the OneUSG Connect - Benefits team is available to answer your questions.

WHAT TO DO

1. **Gather the deceased’s personal information**, including full name, date of birth, date of death, Social Security number and primary/secondary address. It’s also a good idea to keep a copy of the death certificate.

2. **Notify USG** of the deceased’s passing so that we can update our records and ensure benefits coverage is continued for all eligible dependents.
   - If the deceased was an active USG employee at the time of death, please contact the HR/Benefits office at their institution.
   - If the deceased was a USG retiree, please contact the OneUSG Connect - Benefits Call Center at **1-844-5-USGBEN** (1-844-587-4236).

3. **Access the deceased’s TRS or ORP benefits**, if available, by contacting the appropriate provider.

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<tr>
<th>TEACHERS RETIREMENT SYSTEM (TRS)</th>
<th>trsga.com</th>
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<tr>
<td>Teachers Retirement System of Georgia</td>
<td>1-800-352-0650</td>
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<td>(8 a.m. to 5 p.m. Eastern time, Monday through Friday)</td>
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<th>OPTIONAL RETIREMENT PLAN (ORP)</th>
<th>nb.fidelity.com/public/nb/georgiaorp/home</th>
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<tr>
<td>Fidelity Investments</td>
<td>1-800-343-0860</td>
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<td>(8 a.m. to 12 a.m. Eastern time, Monday through Friday)</td>
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<th>TIAA</th>
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<td>1-800-842-2252</td>
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<td>(8 a.m. to 10 p.m. Eastern time, Monday through Friday)</td>
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<td>1-800-448-2542</td>
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<td>(8 a.m. to 9 p.m. Eastern time, Monday through Friday)</td>
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4. If the dependent is enrolled in healthcare coverage through the Aon Retiree Health Exchange, **contact the exchange at 1-866-212-5052**, 9 a.m. to 9 p.m., Eastern time, Monday through Friday. Benefits Advisors are available to help you with your questions about coverage, as well as the deceased retiree’s Health Reimbursement Account (HRA), if applicable.

**Questions?** Contact the OneUSG Connect - Benefits Call Center at **1-844-5-USGBEN** (1-844-587-4236).
FREQUENTLY ASKED QUESTIONS

How do I notify USG of the deceased’s passing?

• If the deceased was an active USG employee at the time of death, please contact the HR/Benefits Office at their institution.

• If the deceased was a USG retiree, please contact the OneUSG Connect - Benefits Call Center at 1-844-5-USGBEN (1-844-587-4236).

Do I need to contact individual benefits providers — for example, Blue Cross Blue Shield of Georgia, Delta Dental or EyeMed?

No, you do not need to contact them. If you follow the notification process recommended in the question above, USG will notify all relevant benefits providers.

Am I eligible for my USG benefits to be continued? If so, what do I need to do?

Dependents of deceased employees and retirees may be able to continue certain USG health and life benefits. For information on your personal situation:

• Please review usg.edu/hr/manual/dependents_of_deceased_employees_disabled_employees_or_retirees

• Then contact the OneUSG Connect - Benefits Call Center at 1-844-5-USGBEN (1-844-587-4236).

How do I pay for USG benefits?

If the deceased was an active USG employee or a USG retiree who received a bill in the mail for USG benefits, you should contact the OneUSG Connect - Benefits Call Center at 1-844-5-USGBEN (1-844-587-4236) to set up direct debit payments for your USG benefits.

How do I update my mailing address?

• Please contact the OneUSG Connect - Benefits Call Center at 1-844-5-USGBEN (1-844-587-4236).

• You can also visit connect-benefits.usg.edu. Under Manage My Benefits, click the appropriate button to log on to the OneUSG Connect - Benefits website, where you can update your mailing address and other contact information.

What happens to the deceased’s TRS payments or account balance?

Please contact TRS. See page 2 for contact information.

What happens to the deceased’s ORP payments or account balance?

Please contact the appropriate provider. See page 2 for contact information.

Questions? Contact the OneUSG Connect - Benefits Call Center at 1-844-5-USGBEN (1-844-587-4236).
FREQUENTLY ASKED QUESTIONS CONTINUED

What should I do with any of the deceased’s USG property — for example, a work computer?

USG property should be returned. Please contact the HR/Benefits Office at the institution where the deceased was employed.

If the deceased was a USG employee, what happens with regard to the final paycheck, unused time off, etc.?

Contact the HR/Benefits Office at the institution where the deceased was employed.

If the deceased was a USG retiree with Aon Retiree Health Exchange coverage, how do I access the funds in their Health Reimbursement Account (HRA)?

Account ownership can be transferred to an eligible surviving dependent, and the account will remain open for at least six months to allow for submittal of last claims. To learn more about access to the account, funding and eligibility, please call the Aon Retiree Health Exchange at 1-866-212-5052, 9 a.m. to 9 p.m., Eastern time, Monday through Friday.

CONTACT US

Call the OneUSG Connect - Benefits Call Center at 1-844-5-USGBEN (1-844-587-4236).

Expert representatives are available 8 a.m. to 5 p.m. Eastern time, Monday through Friday.

Visit connect-benefits.usg.edu.

DON’T FORGET

Consider contacting your personal financial or legal adviser, Social Security, Medicare, the post office and the deceased’s bank, mortgage company, attorney and other important contacts.