

How to change your address and beneficiaries after you leave Lumen

It is very important that you keep your personal information up to date with Lumen, even after your employment ends. Please use the table below to obtain instructions on how to update your address or personal information.

Each plan must be notified of your address change separately. Notice to one is **not** notice to all.

| Benefit/Vendor | Directions to update your address and/or beneficiary |
|--|---|
| <ul style="list-style-type: none"> • If your address changes during the year of termination for W-2 purposes; • If you may have an STI payment payable the following year after you terminate; • If you are a Director & above on severance | Send an email to HRconnect-NA@centurylink.com and include your full name, date of birth, last 4 digits of your SSN or your SAP ID, your old address and your new address. |
| Pension Benefits: | Call the Lumen Health and Life Service Center at 800-729-7526 (Option 2, Option 8, Option 4) or go online to centurylinkpension.ehr.com |
| Pension Payments (State Street): | Call the Lumen Health and Life Service Center at 800-729-7526 (Option 2, Option 8, Option 5) or go online to ctl.mypenpay.com |
| Health & Welfare (COBRA or Retiree Benefits): | To change your address: Call the Lumen Health and Life Service Center at 866-935-5011 or go online to lumen.com/healthbenefits |
| Health & Welfare Retiree Life Insurance | To update or change your beneficiaries: Call the Lumen Health and Life Service Center at 866-935-5011 or go online to lumen.com/healthbenefits |
| 401(k) Retirement Savings: | To change your address or update beneficiaries: If you left the Company less than 12 months ago: Call the Lumen Health and Life Service Center at 800-729-7526 (Option 2, Option 8, Option 3) If you left the Company more than 12 months ago: Call Wells Fargo at 877-379-0118 or go online to wellsfargo.com/retirementplan |
| Prescriptions (mail order only): | Call the number on the back of your Medical ID card. Indicate that you need to update your address with OptumRx. |
| Disability Benefits/Payments: | Call The Standard at 855-290-9480 |