



Don't wait for the unexpected. Update your beneficiary info today!

The Lumen Health and Life Service Center is the recordkeeper of beneficiary designations. If you do not have a beneficiary on file or your beneficiary information is incomplete, MetLife will process payment as follows:

1. To your Spouse/Domestic Partner; or
2. If no Spouse/Domestic Partner, to your child(ren) in equal percentages; or
3. If there is no Spouse/Domestic Partner, child(ren), to your parents in equal percentages; or
4. If there is no Spouse/Domestic Partner, child(ren), parents, to your brothers and sisters in equal percentages.

Please note that if you have not updated your life insurance beneficiaries since Jan. 2022, your beneficiary contact information may not be accurate as the information was not transferred from Lumen's previous Health and Life benefits administrator.

To add, review or update your beneficiary information, follow the steps below:

- Select the **Change My Benefits** tile from the home page
- Click on **Basic Info, Change of Beneficiary**
- Today's date will appear, select **Continue**
- Select **Start Change**
- Sofia will appear, select **Start Enrollment**
- If you have dependents, they will appear first which may differ from your Beneficiaries, select **Looks Good**, if you don't have dependents, select **No** and **Next**
- View your current beneficiary information, select **Edit** by each name
- To add a new beneficiary, scroll to the bottom and select **Add New Beneficiary** (enter the information in all fields)

Note: Enter the information not only in the required fields but all fields to ensure a claim is processed accurately and timely.

The information in this article is intended to provide guidance about the retiree benefit plans presently sponsored by Lumen Technologies, Inc. and doesn't waive any reserved rights the company has with regard to the plans or their benefits, nor does this affect the terms of the written agreement specific to Legacy Qwest Pe-1991 and Legacy Qwest ERO'92 retirees. If there is any difference between the information in this article and the terms of the official plan documents, the terms of the official plan documents will govern. If you have questions regarding your benefits, please consult the Annual Enrollment Summary of Material Modifications (SMM), the Summary Plan Description, and prior SMMs or call the claims administrator for the plan or the Lumen Health and Life Service Center directly.