

Answering your Qs: Where can I find . . . ?

As the company continues to take broad and wide-ranging steps to support our teammates, we want to reinforce the many benefits, tools and resources for you and your family to use.

Here's a summary of the key contact information to keep at your fingertips. You can find this same information, along with a [fact sheet](#) of our company's overall efforts, on Flagscape and Employee Resources at Home.

If you have one of these needs, please take the step shown. Thank you.

Potential employee needs	Where to find information
<p>You've been DIAGNOSED WITH, EXPOSED TO, OR ARE EXPERIENCING SYMPTOMS of the coronavirus</p>	<p>Contact your healthcare provider and do not come into the office. Then contact SOACC at 800.222.7511 or 704.388.4685 and a member of our Life Events Services team will follow up to provide personal assistance.</p>
<p>You have HIGH RISK FACTORS</p>	<p>If you have high risk factors and currently work in the office, contact your HR Service center.</p> <p>United States: Contact the Global HR Service Center at 800.556.6044 (and say "assistance" when prompted).</p> <p>Outside the United States: Review the HR Service Center found on HR Connect to identify the contact number for your country.</p>
<p>TRAVELING AND REQUIRED QUARANTINES</p>	<p>If you are planning to travel, please consider any guidance or restrictions in place at your destination. You should also consider and follow local ordinances that could restrict your activities when you return home (note: some governments are requiring residents to quarantine after traveling out of the state/region/country).</p> <p>For the U.S., the CDC maintains a list of state health departments. If you are required to quarantine after personal travel and are unable to work from home, you must take that quarantine period as paid or unpaid vacation. Make sure your manager is aware of your travel plans. At any point, if you believe you have been exposed or are experiencing symptoms, notify SOACC at 800.222.7511 or 704.388.4685 immediately.</p>

Potential employee needs	Where to find information
<p>PERSONAL FINANCIAL HARDSHIP</p>	<p>Contact an Employee Relief Fund specialist at 855.823.6588.</p>
<p>EMOTIONAL SUPPORT</p>	<p>If you or someone in your household is feeling stressed or anxious, our employee assistance programs (EAPs), which provide confidential counseling and are available 24/7, can help. Contact EAP by calling 866.327.2725. U.S. employees who participate in a health care plan through the bank can also request a mental health consult through Teladoc.</p>
<p>CHILD CARE PLUS</p>	<p>For U.S. employees whose Performance Year Cash Compensation is less than \$100,000 we offer an ongoing child care reimbursement program, Child Care Plus[®], to help offset child care expenses when you are working. Through this program, you may be able to receive reimbursement of up to \$275 per month per child for eligible childcare expenses. You can enroll anytime throughout the year. .</p>
<p>MEDICAL care or guidance</p>	<p>United States: Contact Teladoc — consultations are available at no cost through Dec. 31, 2021 to those in a bank Comprehensive PPO or Consumer Directed or Consumer Directed High Deductible medical plan with Aetna, Anthem or UnitedHealthcare.</p> <p>Outside the United States: Many regions and countries offer the opportunity for general medical consults with board-certified medical professional or general practitioner by phone or online. More information on each region is found on HR Connect.</p>
<p>No-cost coronavirus testing</p>	<p>For U.S. team members enrolled in a bank medical plan with Aetna, Anthem, UnitedHealthcare or Kaiser, coronavirus testing is covered at 100% — at zero cost to you — with no deductible or coinsurance.</p> <p>This waiver also now includes any costs associated with office visits, urgent care center or emergency room visits, but not the treatment of a medical condition. If you feel sick, contact your health care provider to determine next steps.</p>

Potential employee needs	Where to find information
REMOTE ACCESS	Visit the centralized page for working remotely tips .
LATEST INFO – including FAQs, updates from experts and more	Read the fact sheet of our company’s overall efforts.
CONTACT INFORMATION	Keep your information updated in Workday .