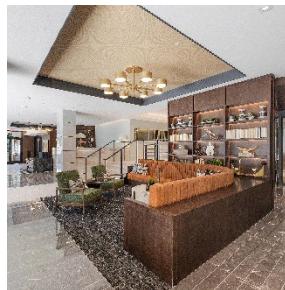


# The choice is yours.

2023



## Benefit Guide



### BENEFITS FOR A HEALTHY LIFE

Your 2023 benefit choices

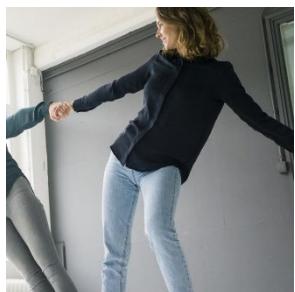
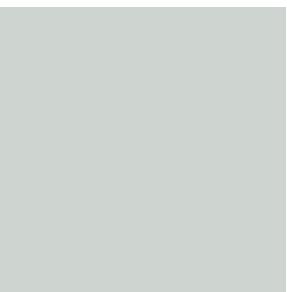
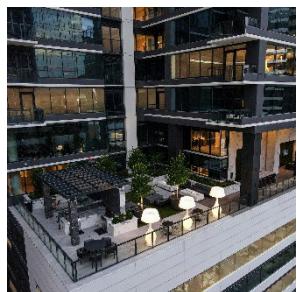


HANOVER  
COMPANY

# WELCOME TO YOUR BENEFITS ENROLLMENT

Hanover recognizes how important benefits are to you. That's why we offer many benefits to support your health, finances, and emotional well-being. It's also why we provide you with a comprehensive, highly competitive benefits package, with the flexibility to make the choices that best meet your needs.

Become a smarter health care consumer by using this guide to better understand your benefit options, so you can make the best choices for yourself and your family.



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## Important reminders

- **New employees:** Enroll within 30 days from your date of hire. If you don't enroll within this time period, you will not have benefits coverage, except for plans automatically provided by Hanover. These plans include basic life/AD&D, short and long-term disability, and employee assistance (EAP).
- **After your enrollment opportunity ends, you won't be able to change your benefits** until Open Enrollment, unless you experience a qualifying life event, such as marriage, divorce, birth, adoption, or a change in employment status for you or your spouse that affects your benefits eligibility.  
You must request enrollment and/or changes within 30 days of the qualifying life event.
- **Pay close attention to the "Important note" and the "Money-saving tips" on page 3** before filling any prescriptions or receiving medical services.

## Who can enroll?

- **Full-time employees (30+ hrs./wk.)** – Eligible on the 31<sup>st</sup> day of employment; must choose benefits within 30 days of benefit eligibility date.
- **Eligible dependents** – Includes employee's spouse and children to age 26, plus disabled dependent children of any age who meet plan criteria.

## Summary of Benefits and Coverage

The Health section of this guide provides an overview of your medical plan options. You can find detailed information about each plan, including a breakdown of costs, in each plan's Summary of Benefits and Coverage (SBC). The SBCs summarize important information about your health coverage options in a standard format to help you compare costs and features across plans. The SBCs are available on UKGPro or from Hanover's Benefits Department.

# HEALTH

Quality health coverage is one of the most valuable benefits you enjoy as a Hanover employee. Our benefits program offers plans to help keep you and your family healthy and also provides important protection in the event of illness or injury.

## Medical

For 2023, you have a choice of three medical plans provided through Blue Cross Blue Shield of Texas (BCBSTX) with a range of coverage levels and costs. This gives you the flexibility to choose what's best for your needs and budget. When you enroll in a medical plan, you are automatically enrolled in prescription drug coverage through Prime Therapeutics and vision coverage through UnitedHealthcare (UHC).

- Plan A – HDHP**, a high deductible health plan that puts you in charge of your spending through lower paycheck contributions, higher deductibles, and a tax-free Health Savings Account (HSA), which includes a contribution from Hanover.
- Plan B – PPO**, a preferred provider organization plan that reduces your out-of-pocket responsibility when you need care by offering a lower deductible and higher paycheck contributions.
- Plan C – PPO**, a preferred provider organization plan that has the lowest deductible, giving you the most protection from out-of-pocket expenses when you need care, but costs the most from your paycheck.

### Key features

All of Hanover's medical plans offer:

- Comprehensive, affordable coverage for a wide range of health care services.
- Flexibility to see any provider you want, although you'll save money when you stay in-network.
- Free in-network preventive care, with services such as annual physicals, recommended immunizations, well-woman and well-child exams, flu shots, and routine cancer screenings covered at 100%.
- Prescription drug coverage included with each medical plan.
- Financial protection through annual out-of-pocket maximums that limit the amount you'll pay each year.
- Choice of four coverage levels: Employee Only, Employee + Spouse, Employee + Child(ren), or Family.

### Which plan is right for you?

Consider which plan features are most important to you. Do you want to:	Plan A - HDHP	Plan B - PPO	Plan C - PPO
Open and contribute to a tax-free HSA, which has no "use it or lose it" rule and offers the opportunity to invest money for future medical costs?	●		
Pay the lowest premium cost, which may make it the least expensive option if you expect to have low health care usage?	●		
Balance your out-of-pocket and paycheck costs with a moderate deductible and premium cost?		●	
Pay the highest premium cost in order to keep your out-of-pocket costs as low as possible when you need care?			●

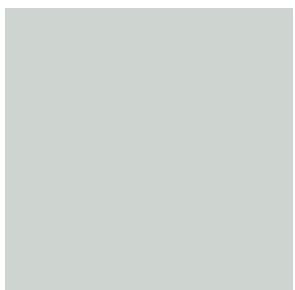
### Medical plan costs

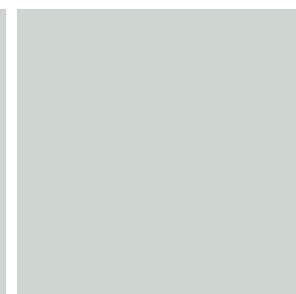
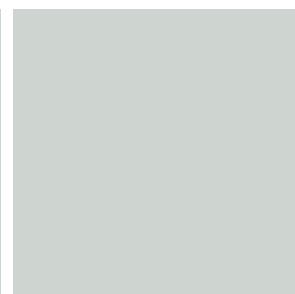
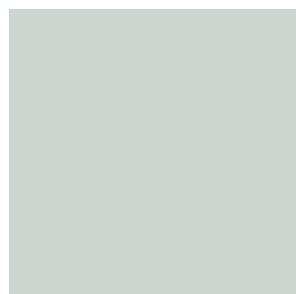
You and Hanover share the cost of your medical benefits — the company pays a generous portion of the total cost and you pay the remainder. The amount you pay is deducted from your paycheck. Your specific cost is determined by the plan you choose and the coverage level you select.



### Medical paycheck deductions per pay period (before-tax) (includes vision coverage)

Coverage Tier	Plan A – HDHP	Plan B – PPO	Plan C – PPO
Employee Only	\$0.00	\$41.34	\$95.22
Employee + Spouse	\$114.02	\$179.16	\$263.10
Employee + Children	\$76.44	\$137.82	\$215.50
Employee + Family	\$209.24	\$291.92	\$398.41





## Compare medical plans

The chart below provides a comparison of key coverage features and costs for each of Hanover's medical plans.

	Plan A – HDHP	Plan B – PPO	Plan C – PPO
<b>Annual deductible</b>			
Per person/per family	\$3,000/\$6,000	\$2,000/\$4,000	\$1,000/\$3,000
<b>Out-of-pocket maximum</b>			
Per person/per family	\$5,000/\$10,000	\$6,500/\$13,000	\$4,500/\$10,000
Coinsurance	90%	80%	90%
<b>Medical coverage</b>			
Preventive care	Covered at 100%	Covered at 100%	Covered at 100%
Office visits	90% after deductible	\$25 copay	\$20 copay
Specialist visits	90% after deductible	\$40 copay	\$30 copay
Virtual visits	90% after deductible	\$15 copay	\$15 copay
Urgent care centers	90% after deductible	\$40 copay	\$40 copay
Emergency room	90% after deductible	\$150 copay then 80%	\$150 copay then 90%
Hospital services	90% after deductible	80% after deductible	90% after deductible
<b>Retail prescription drugs (30-day supply)</b>			
Generic	90% after deductible	\$15 copay	\$5 copay
Brand formulary	90% after deductible	\$35 copay	\$15 copay
Nonformulary	90% after deductible	\$50 copay	\$35 copay
Specialty	90% after deductible	25%	25%
<b>Mail-order prescription drugs (90-day supply)</b>			
Mail order (90-day supply)	90% after deductible	2.5x retail	2.5x retail

Only in-network benefits are illustrated above. For a full listing of benefits, please review your official plan documents.

**Important note regarding network providers:** CVS is NOT included in the pharmacy benefit, so you may pay higher costs if you fill prescriptions through CVS. In addition, Quest and LabCorp ARE included as network providers.

### Money-saving tips

To stretch your health care dollars, remember to:

- **See in-network providers** – They've agreed to the plan's negotiated rates. Visit your plan website to search for in-network providers near you.
- **Use the mail-order pharmacy** – It will save you time and money when refilling long-term prescriptions.
- **Shop around** – Not all providers charge the same amount. It's smart to research costs before receiving services.
- **Schedule a virtual visit with MDLive** – See a provider using your computer or mobile device from anywhere, anytime. See page 8 for more details.
- **Use Alight healthcare concierge services** – The Health Pro consultant can help with claim and cost issues. See page 8 for more details.





## A closer look at the HDHP – Plan A

The high deductible health plan costs you less from your paycheck, so you keep more of your money. This plan rewards you for taking an active role as a health care consumer and making smart decisions about your health care spending. As a result, you could play less for your annual medical costs.

# HDHP advantages

## 1. Lower paycheck costs

Your per-paycheck costs are lower compared to Hanover's other health plans, giving you the opportunity to contribute the cost savings to a tax-free Health Savings Account (HSA). You pay for your initial medical costs until you meet your annual deductible, and then you pay a percentage of any further costs until you reach the annual out-of-pocket maximum.

## 2. Tax-advantaged savings account

To help you pay your deductible and other out-of-pocket costs, the HDHP lets you open a Health Savings Account (HSA) and make tax-free contributions directly from your paycheck. Hanover will also contribute to your account.

All withdrawals from your HSA are tax-free, as long as you use the money to pay for eligible health care expenses. In addition, all the money in the account is yours and will never be forfeited. It rolls over from year to year, and you can take it with you if you leave the company or retire.

After age 65, you can withdraw funds for any reason without a tax penalty — you pay ordinary income tax only if the withdrawal isn't for eligible health care expenses.

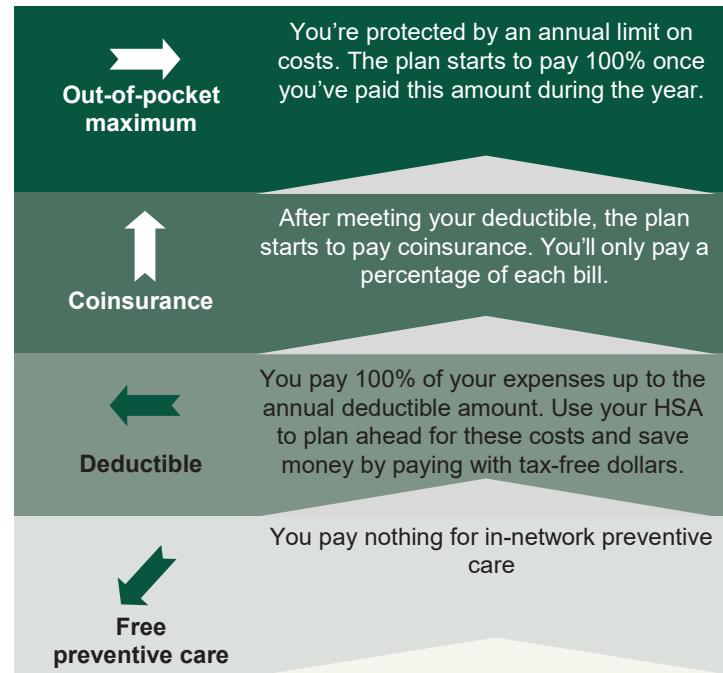
## 3. Free in-network preventive care

As with all of the company's health plans, preventive care is fully covered under the HDHP — you pay nothing toward your deductible and no copays as long as you receive care from in-network providers. Preventive care includes annual physicals, well-child and well-woman exams, immunizations, flu shots, and cancer screenings.

## 4. Extensive provider network

The HDHP uses BCBS's large network of doctors and other health care providers.

# Using an HDHP



## Money-saving tip

If you enroll in the HDHP, put the money you save through lower paycheck deductions into your tax-free HSA so you'll have money available when you need to pay out-of-pocket costs.



## Health Savings Account (HSA)

If you enroll in Plan A, the HDHP, you're eligible to open an HSA. An HSA is a tax-free savings account you can use to pay for eligible health expenses anytime, even in retirement.



## How does an HSA work?

- **Build tax-free savings for health care.** You can make before-tax deductions from your paycheck into your HSA, then use that money to pay for eligible medical, prescription, dental, and vision expenses. The HSA is administered by HSA Bank. The total amount that can be contributed to your HSA each year is limited by the IRS. The following limits for 2023 include any company contributions you receive from Hanover:
  - Up to \$3,850 (\$4,850 if 55 or older) for employee-only coverage.
  - Up to \$7,750 (\$8,750 if 55 or older) for all other coverage levels.
- **Receive company contributions.** Hanover will make the following contributions to your account in 2023:
  - \$250 for employee-only coverage.
  - \$500 for all other coverage levels.

**Important:** During new hire enrollment, you must actively select coverage in an HSA option in order to receive the company's HSA contribution to your account.

- **Keep your money.** Unlike a Flexible Spending Account (FSA), the money in your HSA is always yours to keep and can be rolled over from year to year.
- **Use it like a bank account.** Pay for eligible expenses for yourself and your family by swiping your HSA debit card, or reimburse yourself for payments you've made (up to the available balance in your account). Keep in mind that you may only access money that is actually in your HSA when making a purchase or withdrawal. There's no need to turn in receipts for every expense (but you'll need to keep them for your records).

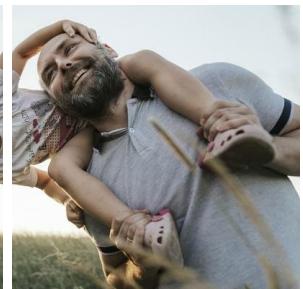
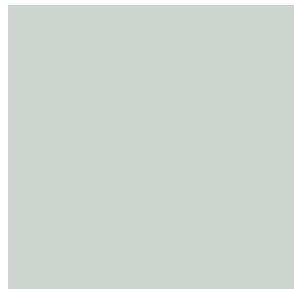
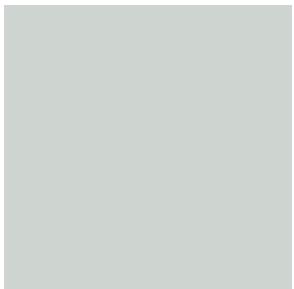
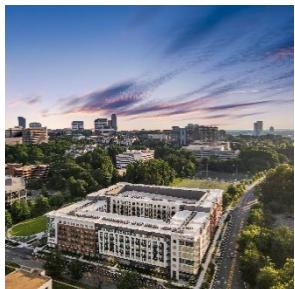
- **Earn interest and invest for the future.** You can invest your funds with a minimum account balance of \$1,000. Learn more at [www.hsabank.com](http://www.hsabank.com) or call **1-800-357-6246**.
- **Never pay taxes.** Contributions are made on a before-tax basis, and your withdrawals will never be taxed when used for eligible expenses. Any interest or earnings on your HSA balance build tax-free, too.\*

\* Money in an HSA grows tax-free and can be withdrawn tax-free if it is used to pay for qualified health care expenses (for a list of eligible expenses, see IRS Publication 502, available at [www.irs.gov](http://www.irs.gov)). If money is used for ineligible expenses, you will pay ordinary income tax on the amount withdrawn plus a 20% penalty tax if you withdraw the money for ineligible expenses before age 65. After age 65, withdrawals for ineligible expenses are only subject to ordinary income tax.

## HSA eligibility

In order to establish and contribute to an HSA, you:

- Must be enrolled in an HSA-qualified health plan, such as Hanover's Plan A – HDHP.
- Cannot be covered by any other medical plan that is not an HSA-qualified plan. This includes a spouse's medical coverage unless it's a qualified plan.
- Cannot be enrolled in a traditional Health Care FSA in 2023.
- Cannot continue to make contributions to an HSA once enrolled in Medicare, including Part A.
- Cannot be claimed as a dependent on another person's tax return.
- Cannot be a veteran who has received treatment through the Veteran's Administration other than preventive care within the past three months.





## Flexible Spending Accounts (FSAs)

Tax-advantaged FSAs are a great way to save money. The money you contribute to these accounts comes out of your paycheck without being taxed, and you withdraw it tax-free when you pay for eligible health care and dependent care expenses.

# FSA

The FSA accounts are administered by Optum Financial

### Health Care FSA

- Pay for eligible health care expenses, such as plan deductibles, copays, and coinsurance.
- Contribute up to \$3,050 in 2023.

### Dependent Care FSA

- Pay for eligible dependent care expenses, such as day care for a child or elder care so you and/or your spouse can work, look for work, or attend school full time.
- Contribute up to \$5,000 in 2023 for an individual or married couple filing jointly, or \$2,500 if you're married and filing separately.

### Estimate carefully

Keep in mind, FSAs are "use-it-or-lose-it" accounts. You will forfeit any unused amount remaining in the account at the end of the grace period of March 15, 2023 (2½ months after the end of the plan year).

## Health Savings Account vs. Health Care FSA: What's the difference?

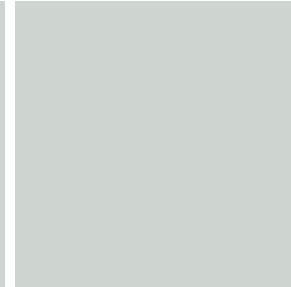
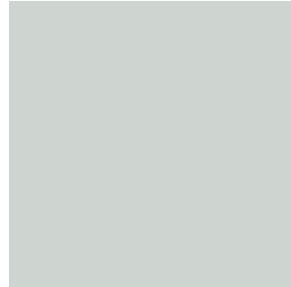
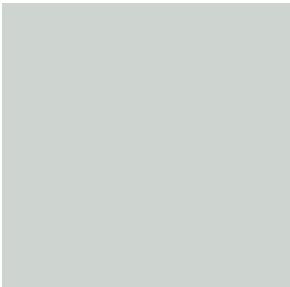
	Health Savings Account	Health Care FSA	Dep Care FSA
Available if you enroll in ...	Plan A – HDHP	Plans B & C – PPOs	Plan A, B or C
Eligible for company contributions	Yes	No	No
Change your contribution amount any time	Yes	No	No
Access your entire annual contribution amount from the beginning of the plan year	No	Yes	No
Access only funds that have been deposited	Yes	No	Yes
"Use it or lose it" at year-end	No	Yes	Yes
Money is always yours to keep	Yes	No	No

When you enroll in a Health Care FSA, you will receive a debit card to pay for eligible expenses. Depending on the transaction, you may need to submit receipts or other documentation to Optum Financial.

### What's an eligible expense?

- **Health Care FSA** – Plan deductibles, copays, coinsurance, and other health care expenses. To learn more, see IRS Publication 502 at [www.irs.gov](http://www.irs.gov).
- **Dependent Care FSA** – Child day care, babysitters, home care for dependent elders, and related expenses. To learn more, see IRS Publication 503 at [www.irs.gov](http://www.irs.gov).





## Dental

Healthy teeth and gums are important to your overall wellness. Regular dental checkups and good oral hygiene are key aspects of being a smart health care consumer. Learn about the Blue Cross Blue Shield dental plan available to help you maintain your oral health.

BCBSTX Dental Plan	
Annual deductible (individual/family)	\$50/\$150
Calendar-year benefit maximum	\$1,500 per person
Preventive/diagnostic services	Covered at 100%, no deductible
Basic services	80% after deductible
Major services	50% after deductible
Orthodontia (up to age 19)	50% (deductible waived); \$1,500 lifetime maximum

Only in-network benefits are illustrated above. Out-of-network coverage is based on reasonable and customary (R&C) charges. For a full listing of benefits, please review your official plan documents.

### Dental paycheck deductions per pay period (before-tax)

Plan	Employee Only	Employee + Spouse	Employee + Children	Employee + Family
BCBSTX Dental Plan	\$0	\$18.03	\$32.62	\$50.64

### Money-saving tip

Remember, you can use your HSA or FSA for qualified out-of-pocket dental and vision expenses.

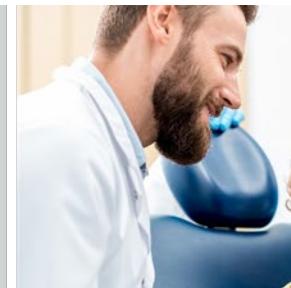
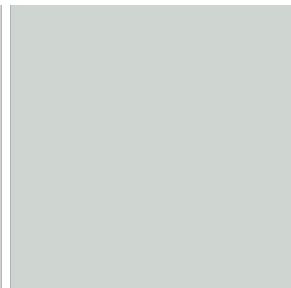
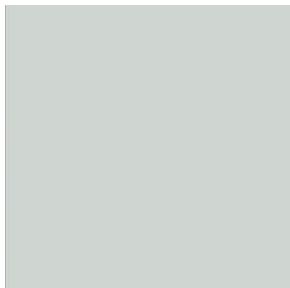
## Vision

Having vision coverage allows you to save money on eligible eye care expenses, such as periodic eye exams, eyeglasses, contact lenses, and more for yourself and your covered dependents. Hanover bundles the United Healthcare vision plan with your medical insurance. However, if you don't enroll in medical insurance, you may elect the vision plan separately. The chart below shows what you will pay for services.

UHC Vision Plan	
Exam (once per year)	\$10 copay
Lenses (once per year)	\$25 copay
Frames (once every other year)	\$130 allowance + 30% off balance
Contact lenses (instead of glasses)	\$125 allowance

### Vision paycheck deductions per pay period (before-tax) (if not enrolled in a medical plan)

Plan	Employee Only	Employee + Spouse	Employee + Children	Employee + Family
UHC Vision Plan	\$2.24	\$4.25	\$4.48	\$6.58





## Focus on wellness

Hanover is committed to helping you feel your best and live well. We offer benefits and programs that support your total well-being and make it easier to pursue your wellness goals.

## Wellness program

You play an important role in managing your health care costs by maintaining or moving toward a healthy lifestyle and making smart decisions when it comes to your care. Hanover provides programs such as telemedicine, employee assistance, and Alight Professional Health Services to help you.

### Take advantage of preventive care benefits

Good preventive care can help you stay healthy and detect any “silent” problems early, when they’re most likely to be treatable. Most in-network preventive services are covered in full, so there’s no excuse to skip it.

- **Have a routine physical exam each year.** You’ll build a relationship with your doctor and can reduce your risk for many serious conditions.
- **Get regular dental cleanings.** Numerous studies show a link between regular dental cleanings and disease prevention — including lower risks of heart disease, diabetes, and stroke.
- **See your eye doctor at least once every two years.** If you have certain health risks, such as diabetes or high blood pressure, your doctor may recommend more frequent eye exams.
- **Take steps to earn a wellness incentive.** Complete the program requirements by the designated deadlines to earn \$100 for an employee or \$150 for an employee and spouse.

The complete program details are included in the wellness program guide available on the UKGPro homepage.

### MDLive – Get care from your couch

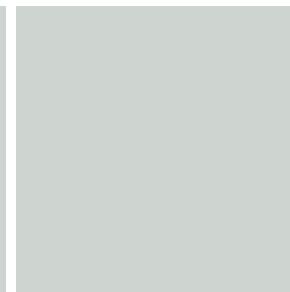
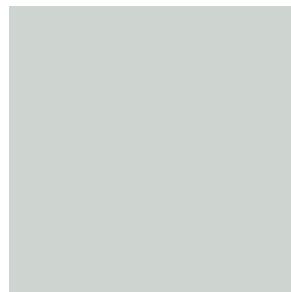
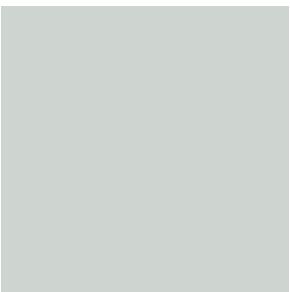
When you don’t feel well, or your child is sick, the last thing you want to do is leave the comfort of your home to sit in a crowded waiting room full of other sick people. Hanover has teamed up with BCBSTX to offer you MDLIVE, a less-costly way to receive care using virtual visits on your computer or smartphone. Available when you enroll in a medical plan, MDLIVE provides an alternative to a face-to-face doctor’s office visit. When you seek care through virtual visits, you’ll pay a \$15 copay (Plans B & C only) and \$44 (Plan A), which is less expensive than an in-person office visit. Consider a virtual visit when your doctor isn’t available, you become ill while traveling, or you’re considering visiting a hospital emergency room for a non-emergency health condition.

Go to [www.MDLIVE.com/bcbstx](http://www.MDLIVE.com/bcbstx) or call **1-888-680-8646** to learn more and to register.

### Employee assistance program

Hanover automatically provides you and your family with employee assistance (EAP) through Lifeworks — at no cost to you. The EAP is available throughout the year to assist with your everyday needs. It’s all part of our commitment to supporting your total well-being. Get help with work-life issues, referrals for clinical, legal, and financial services, and more. To begin taking advantage of this valuable benefit, visit [www.lifebalance.net](http://www.lifebalance.net) (user name: hanoverco; password: lifebalance) or call Toll-free **1-877-259-3785**.





## Alight Professional Health Services

At no cost to you, you and your family have access to Alight Professional Health Services. Alight professionals can help you with locating a physician to dealing with claims issues, Alight is there for you. The Alight staff consists of registered nurses and is backed by health care directors and administrative experts. When you call, you will be assigned to a Health Pro consultant to assist you and your immediate family with:

- Untangling insurance claims and issues.
- Answering diagnosis questions.
- Finding the best doctors and arranging appointments.
- Providing cost estimates for various providers and procedures.
- Negotiating provider fees.

All communication between you and the Health Pro consultant is confidential.

Call **1-800-513-1667** to speak with a Health Pro.

## Voluntary Benefits (LifeLock and Nationwide Pet are 100% employee paid)

### LifeLock Identity Theft Protection

Protecting your personal and financial information has become essential, especially in a growing digital world. Hanover has partnered with Norton LifeLock to bring identify theft protection, device security and more to you and your family. The LifeLock identity theft coverage provides comprehensive protection and monitoring against cyber threats with features and pricing only available to Hanover employees via payroll deduction.

When enrolled in LifeLock coverage, you have immediate access to services that will protect your identity and your devices. LifeLock's three bureau credit monitoring with LifeLock Identity Alert system will notify you of activity on credit applications, banking, credit cards, home title, social security and social media accounts and provides alerts when a potential threat is detected. Monitoring services include notification of data breaches, address changes, applications for new service and online threat protection. LifeLock's multi-layer protection also provides device security, online privacy solutions and parental controls to protect your home and family.

If you experience an identity theft event, LifeLock offers a dedicated specialist who will work with you from start to finish providing full-services identity restoration. Included is LifeLock's \$1 million dollar protection package; LifeLock will cover up to \$1 million in each of these three categories: coverage for lawyers & experts, reimbursement of stolen funds and personal expense compensation.

Identity Theft Protection	Employee Only	Employee + Family
Biweekly rates	\$5.30	\$10.14

### Nationwide Pet Insurance

You work hard to provide your family with everything they need. So whether your family includes kids with two feet or kids with four paws, you know what responsibility looks like.

My Pet Protection<sup>SM</sup> from Nationwide<sup>®</sup> helps you provide your pets with the best care possible by reimbursing you for vet bills. You can get cash back for accidents, illnesses, hereditary conditions and more. Choose 70% or 50% reimbursement for the level of coverage that fits your needs.\*

You're free to use any vet and will get additional benefits for emergency boarding, lost pet advertising and more. Plus, a 24/7 vethelpline<sup>®</sup> is available as a service to all pet insurance members (\$150 value).

Get a quote at [Petinsurance.com/hanoverco](http://Petinsurance.com/hanoverco) or by calling **1-877-738-7874**.

\* Some exclusions may apply. Certain coverages may be subject to pre-existing exclusion. See policy documents for a complete list of exclusions. Reimbursement options may not be available in all states.

# FINANCIAL

Hanover offers programs to help ensure financial security for you and your family. We also provide access to voluntary benefits designed to help you save money on valuable supplemental insurance programs.

## Basic life and accidental death & dismemberment insurance

As a Hanover employee, you automatically receive company-paid life and accident insurance and have the option to purchase additional supplemental coverage for yourself and your family.

### Employee basic life and AD&D insurance

The company provides you with basic life and accidental death and dismemberment (AD&D) insurance of one times your base salary up to \$150,000 maximum. Basic life/AD&D is designed to protect those you love from the unexpected. There is no cost to you for this coverage.

### Dependent basic AD&D insurance

The company provides your dependents with basic AD&D insurance of \$2,000 for your spouse and \$500 per child. There is no cost to you for this coverage.

## Supplemental and dependent life and AD&D insurance

If you want added protection, you can purchase supplemental life/AD&D insurance for yourself up to five times annual base earnings or \$500,000 maximum (in increments of \$10,000), whichever is less.

You can also purchase the lesser of \$500,000 or 100% of employee supplemental life amount for your spouse (in increments of \$5,000).

Supplemental child life insurance is also available: \$1,000, birth to 6 months and \$10,000, 6 months to 26 years.

Should you lose your life, sight, hearing, speech, or use of your limb(s) in an accident, AD&D provides additional benefits to help keep your family financially secure. AD&D benefits are paid as a percentage of your coverage amount — from 25% to 100% — depending on the type of loss.

Supplemental life insurance reduces to 65% at age 70 and to 50% at 75.

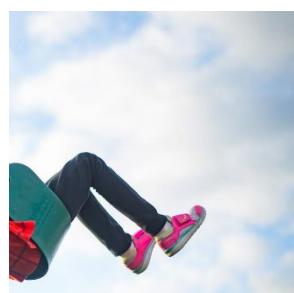
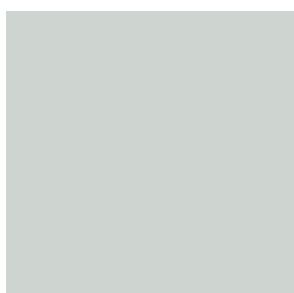
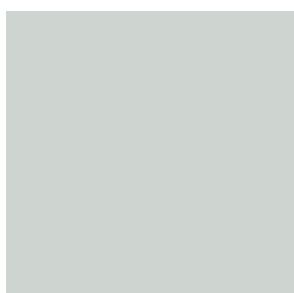
Biweekly supplemental life/AD&D insurance rates per \$1,000 of coverage (before-tax)		
Age	Employee (employee paid)	Spouse (employee paid)
Under 29	\$0.039	\$0.039
30-34	\$0.053	\$0.053
35-39	\$0.062	\$0.062
40-44	\$0.072	\$0.072
45-49	\$0.104	\$0.104
50-54	\$0.168	\$0.168
55-59	\$0.284	\$0.284
60-64	\$0.408	\$0.408
65-69	\$0.616	\$0.616
70-99	\$1.078	\$1.078

### Voluntary Employee and Spouse Life Calculation

**Example:** 43-year-old employee who chooses \$50,000 of coverage (\$50,000 of coverage x \$0.072 rate) ÷ 1,000 units = \$3.60 per pay period  
Calculation of final rates can be completed in UKGPro.

*Federal tax law requires Hanover to report the cost of company-paid life insurance in excess of \$50,000 as imputed income. AD&D benefits are paid in addition to any life insurance if you die in an accident or become seriously injured or physically disabled.*

*You may have to complete an evidence of insurability (EOI) medical questionnaire to determine whether you or your spouse is insurable for voluntary life insurance amounts. If required, one will be provided to you.*





## Disability insurance

The loss of income due to illness or disability can cause serious financial hardship for your family. Hanover's disability insurance programs work together to replace a portion of your income when you're unable to work. The disability benefits you receive allow you to continue paying your bills and meeting your financial obligations during this difficult time.

### Employer paid short-term disability

Short-term disability is provided to you by Hanover, at no cost to you. Your short-term disability coverage provides you with 60% of your base salary for up to 12 weeks (less the 7-day waiting period) while you are on extended illness or disability leave.

Please note: If you are employed in a state that has a state-mandated disability plan, your disability benefits will be subject to state law. Please contact Human Resources for more information or to file a claim.

### Employer paid long-term-disability

Long-term disability provides 60% of your base salary (after 90-day waiting period) if you are ill or disabled and can't perform your job duties. Hanover pays for this coverage that provides long-term income protection.

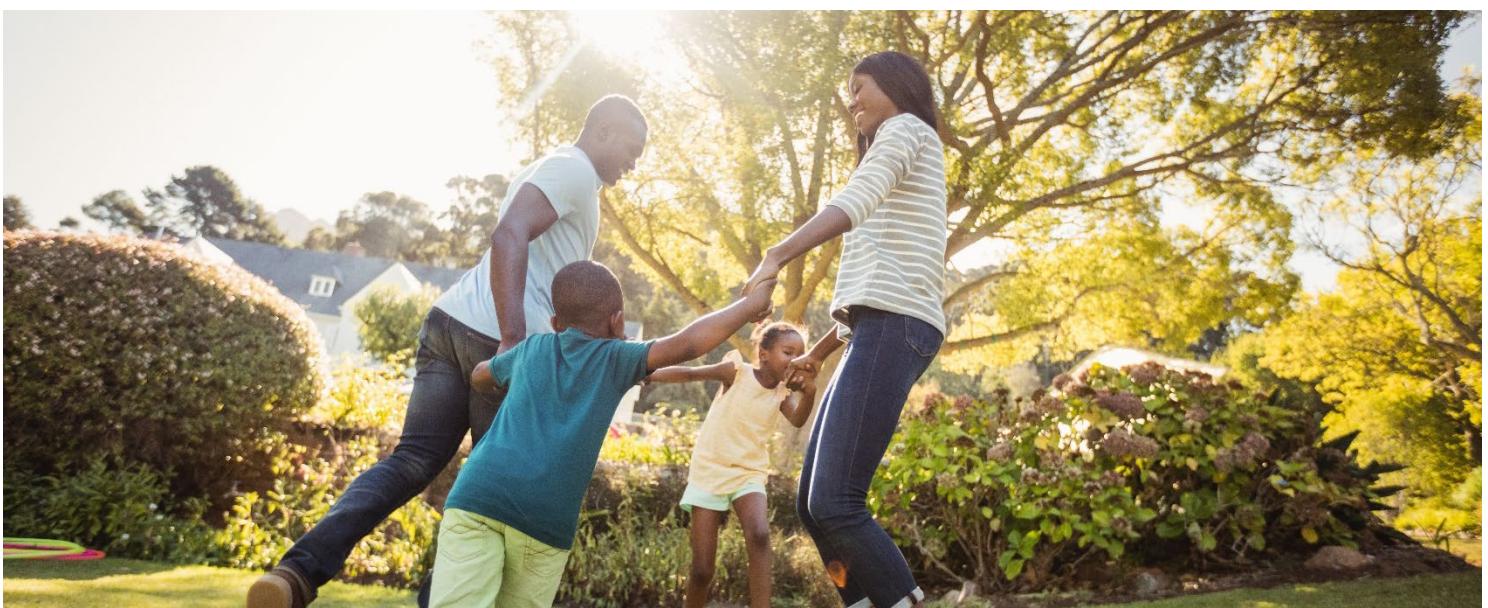
### Summary of disability benefits

	Short-Term Disability	Long-Term Disability
Who pays	Employer-paid	Employer-paid
Benefit provided	60% of base weekly salary	60% of base monthly salary
Maximum benefit payable	\$2,500 per week	\$10,000 per month
Maximum benefit duration	12 weeks	Until you're no longer considered disabled or you reach normal retirement age, whichever comes first
Waiting period	7 days	90 days

### Have you named a beneficiary?



Be sure you've selected a beneficiary for all your life and accident insurance policies. The beneficiary will receive the benefit paid by a policy in the event of the policyholder's death. It's important to designate a beneficiary during the enrollment process.





## 401(k) savings plan

Saving for retirement is important for your financial future, whether you are retiring soon or years from now.

The company's 401(k) savings plan provides advantages you may not get with other types of savings plans and helps you meet one of life's important goals — saving for a financially secure retirement.

### Eligibility

You are eligible to participate if you are at least 18 years of age and are a full-time employee who has completed at least 30 days of service with the company.

### Your contributions

You can contribute to your 401(k) with before-tax money up to the IRS maximum of \$22,500\* in 2023. You also may contribute up to 90% of your income. If you are age 50 or older, you may make additional catch-up contributions — up to \$7,500\* in 2023.

\* Projected 2023 maximum contribution levels. Final increase not yet released by IRS as of print date

### Company matching contributions

To support your retirement savings efforts, Hanover matches 50% of your contributions to the plan, up to the first 6% that you contribute. The total maximum company match is 3%. Here's how the company match works:



### Investment elections

The plan offers you a variety of investment options to choose from. It's important to carefully consider your investment goals, retirement timeframe, and risk tolerance when deciding how to invest your plan contributions. Visit <https://my.vanguardplan.com> to learn more about your investment options.

### Vesting

Vesting refers to your ownership of the money in your account. You are always 100% vested in your own contributions. You are vested in Hanover's contributions as follows: 33% after 1 year of service, 66% after 2 years, and 100% after 3 years.

### Additional benefits

Hanover provides additional benefits, which help you balance the demands of work, life, and home.

#### Sick time

Full-time employees receive 10 sick days per calendar year. Sick days will be prorated during an employee's first year of employment.

#### Vacation

Hanover understands it's important for you to have time away from the office to refresh and renew. Taking regular vacations is associated with a longer, healthier life. Full-time employees are eligible for paid vacation.

Your vacation accrual starts on your date of hire and will accrue each pay period during your anniversary year. You may carry over any unused vacation days that you are eligible to accrue from one anniversary year to another up to your maximum annual accrual.

#### Parental leave

Hanover is committed to promoting family-friendly policies and creating a work environment where employees have the flexibility to manage their family needs and career demands. Full-time employees who have been employed for 12 consecutive months are eligible for paid leave upon the birth or adoption of a child under the age of 6.

A Primary Caregiver will receive up to 8 consecutive weeks of paid leave starting from the date of birth or adoption of the child and a Secondary Caregiver will receive up to 2 weeks of paid leave that may be taken at any point during the first 3 months following the birth or adoption of the child.

# ENROLL

After you've carefully considered your benefit options and anticipated needs, it's time to make your benefit selections. Follow the instructions to enroll yourself and any eligible dependents in health and insurance benefits for 2023.

## How to enroll

Simply log in to UKGPro (<https://ew41.ulipro.com>) within 30 days of your hire date. You can enroll online at your convenience at any time of day or night.

Click on Menu > "Myself" tab and then the "Life Events" link and follow the prompts to elect each benefit. Remember to print a copy of your election summary.

## Enroll within 30 days

As a new hire, you have 30 days from your date of hire to make your benefit elections. If you don't enroll within this time period, you will not have benefits coverage, except for plans automatically provided by Hanover. These plans include basic life/AD&D, short and long-term disability, and employee assistance (EAP).

## Changes during the year

After your enrollment opportunity ends, you won't be able to change your benefits coverage during the year unless you experience a qualifying life event, such as marriage, divorce, birth, adoption, or a change in your or your spouse/domestic partner's employment status that affects your benefits eligibility.

You must request enrollment and/or changes through UKGPro – Life Events within 30 days of the qualifying life event.

## Effective date of coverage

Your benefits will begin on the 31st day of employment.

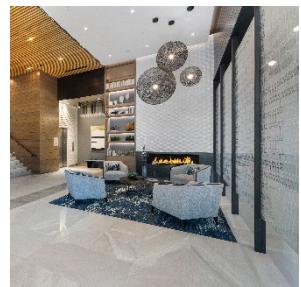
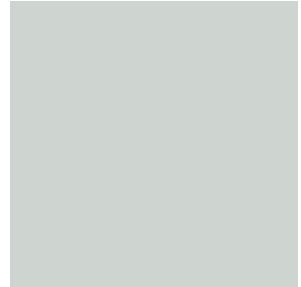
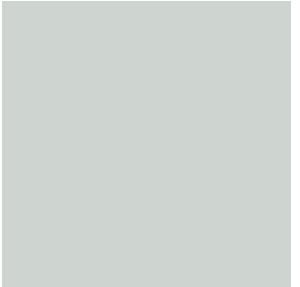
If you enrolled in a Health Savings Account, you can begin contributing on the first of the month following your eligibility date.

## Contacts

Please contact the appropriate provider listed below to learn more about a specific benefit plan.

Benefit plan	Provider	Phone number	Website
Medical & Prescription	Blue Cross Blue Shield of Texas (BCBSTX)	800-521-2227	<a href="http://www.bcbstx.com">www.bcbstx.com</a>
Virtual Visits	MDLIVE	888-680-8646	<a href="http://www.MDLIVE.com/bcbstx">www.MDLIVE.com/bcbstx</a>
Health Savings Account (HSA)	HSA Bank	800-357-6246	<a href="http://www.hsabank.com">www.hsabank.com</a>
Flexible Spending Accounts (FSAs)	Optum Financial	877-292-4040	<a href="http://www.optum.com">www.optum.com</a>
Dental	BCBSTX	800-521-2227	<a href="http://www.bcbstx.com">www.bcbstx.com</a>
Vision	UnitedHealthcare	800-638-3120	<a href="http://www.myuhcvision.com">www.myuhcvision.com</a>
Employee Assistance Program (EAP)	Lifeworks	877-259-3785	<a href="http://www.lifebalance.net">www.lifebalance.net</a> username: hanoverco Password: lifebalance
Healthcare Concierge	Alight Professional Health Services	800-513-1667	<a href="mailto:myhealthpro@alight.com">myhealthpro@alight.com</a>
Life/AD&D, STD, LTD	New York Life	888-842-4462	STD claim filing: <a href="http://Newyorklife.com/group-benefit-solutions/forms">Newyorklife.com/group-benefit-solutions/forms</a>
Pet Insurance	Nationwide	877-738-7874	<a href="http://www.petinsurance.com/hanoverco">www.petinsurance.com/hanoverco</a>
Identify Theft Protection	LifeLock	800-607-9174 Urgent after-hours 800-543-3562	<a href="http://www.my.norton.com">www.my.norton.com</a>
401(k) Savings Plan	Vanguard Investments	866-794-2145	<a href="https://my.vanguardplan.com">https://my.vanguardplan.com</a>

If you have any questions, please email [Benefits@Hanoverco.com](mailto:Benefits@Hanoverco.com).



While every effort has been made to ensure accuracy of this benefits guide, the plan documents and contracts will prevail in case of discrepancy between this guide and the plan documents and contracts. In addition, the company reserves the right to modify or terminate any benefit plans at any time.

This guide highlights the main features of the Hanover Employee Benefits Program. It does not include all plan rules, details, limitations, and exclusions that apply to Hanover benefits. The information in this booklet constitutes a Summary of Material Modifications (SMM) of the Hanover Benefits Handbook for the noted plan changes. Effective January 1, 2023, this benefits guide, along with a copy of the Summary Plan Description (SPD) in the Hanover Benefits Handbook, will comprise the SPD. Please retain this guide for reference. The Hanover Benefits Handbook is accessible from your Human Resources Department. If you have questions or need to request a hard copy of your Benefits Handbook, please contact Hanover's Benefits Department at [Benefits@Hanoverco.com](mailto:Benefits@Hanoverco.com).