

## **Benefits FAQs**

The [Employee Service Center](#) is your first stop to get answers to your questions regarding:

- Benefits
  - Medical
  - Dental
  - Vision
  - Life Insurance
  
- Life event changes
  - Marriage
  - Divorce
  - Death
  - Child aging out/no longer eligible for benefits
  - Change of address
  - Name change
  
- Pension benefits
  - Beginning your pension benefits
  - Electing direct deposit for your pension check
  - Changing your federal and/or state tax withholding

The Employee Service Center is located in Raleigh, North Carolina. E-mails may be sent to: [employee.service@pgnmail.com](mailto:employee.service@pgnmail.com). The toll-free telephone number is 1-800-546-5705. The Center is open Monday-Friday, 7:30 a.m. to 5:30 p.m.

## **Frequently Asked Questions**

### **Do I have to notify you when I, or my spouse, become eligible for Medicare?**

Progress Energy will automatically determine that Medicare is your primary insurer upon your, or your spouse's, 65<sup>th</sup> birthday. If you, or your spouse, become eligible for Medicare due to a disability prior to age 65, you must notify the Employee Service Center and provide a copy of your Medicare card so your coverage and premium can be changed appropriately.

### **What happens when I do elect Medicare?**

In general, Medicare will be primary and the Progress Energy, Inc.-sponsored plan will be secondary for you, or your spouse, at age 65. Additionally, Medicare will be primary for you, or your spouse, if disabled and are eligible for Medicare (regardless of your age).

You should apply for and purchase Medicare Part B when you or your dependent first become eligible for Medicare. The Progress Energy, Inc.-sponsored plan will assume you have purchased Medicare Part B and coordinate benefits accordingly, regardless of whether or not you are actually covered under Part B.

**When can I change health insurance coverage and/or covered dependents?**

In general, if you have a “qualifying event” (such as marriage, divorce, death, etc), you must contact the Employee Service Center within 31 days of the date of the event to request and submit the appropriate forms.

Each year around October, the Company will send out annual/open enrollment materials to your home for you to make changes to your coverage for the coming year.

**How do I report the death of a former employee, retiree, surviving spouse or dependent?**

Please contact the Employee Service Center as soon as possible so that we can ensure that health benefits, pension benefits and/or life insurance benefits are administered appropriately.

**As a former employee from Progress Energy, Carolina Power & Light or Florida Power/Florida Progress Corporation, I would like information about beginning my pension benefit. Who should I contact?**

Please contact the Employee Service Center for information regarding your vested pension benefit. You should plan on contacting the Center approximately 2-3 months before the date you are eligible to begin your benefit.

**Can I change my life insurance beneficiary?**

Yes, beneficiary changes may be made at any time during the year. Contact the Employee Service Center for the appropriate forms.

**I have been receiving a pension benefit (annuity) and have recently (re)married. Can my new spouse become a pension beneficiary?**

No. Our plans and federal guidelines prohibit naming a new spouse as a beneficiary under the [pension plan](#).

**Who should I contact in order to begin my Social Security benefits? How does this affect my pension benefits?**

You should contact the Social Security Administration (telephone: 1-800-772-1213; or via internet: [www.ssa.gov](http://www.ssa.gov)) approximately 3 months before you wish to begin your social security benefit.

If you elected a social security level income option for your pension benefit, you should contact the Social Security Administration approximately 3 months before your 62<sup>nd</sup> birth date to initiate the SSA benefit, should you wish to begin that benefit. Regardless, your pension option will automatically revert to the post-age 62 pension amount on the first of the month following your 62<sup>nd</sup> birthday.

Receiving benefits from the Social Security Administration have no impact on your pension benefits. The Company will process your pension benefit based on the option you elected at retirement.

**Am I eligible to participate in the Company's Flu Shot program?**

Yes. You, and your spouse, are eligible to receive company-sponsored flu shots. Information will be provided on this site (late fall) and through mailers. Questions should be directed to the Employee Service Center.

**I still have a 401(k) savings and stock ownership plan with Progress Energy. How do I get annual statements or access to my funds?**

If you retired under the CP&L and/or PGN plans, you should contact Fidelity directly at 1-866-401-5669 (or through their website at [www.401k.com](http://www.401k.com)) for assistance.

If you were a Florida Power/Florida Progress Corporation bargaining unit employee, you should contact Vanguard directly at 1-800-523-1036 (or through their website at [www.vanguard.com](http://www.vanguard.com)).

**I am a retiree from Florida Progress Corporation. Who do I contact regarding activities for the Florida Retirees Association?**

The Florida Power Retirees Association website is [www.fpcra.org](http://www.fpcra.org). The website posts all of the current activities going on, meeting dates and locations and the names and phone numbers of the officers and directors.

**I am a retiree from Progress Energy (including Carolina Power & Light). Where can I get information regarding Retiree Luncheons and other functions?**

Retiree meetings are conducted by Energy Delivery Regions based upon where the employee was located when they retired or their current city. These meetings are held annually, usually in the April / May timeframe with dates and locations determined locally. In 2007, meetings were held in the following locations: Raleigh, Southern Pines, Florence, Asheville and Wilmington. Retirees will be mailed invitations in advance of these annual meetings.

Regarding other functions, they vary by area. Some areas may have informal and formal get-togethers for retirees and employees. Where this information is available, it will be posted to the retiree website.