

Employee Assistance Program (EAP)

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Tips for Finding Information ... Fast!

Click on the above link to see how you can use the document's search function to quickly find the information you need.

Your Coverage

Chevron Phillips Chemical Company LP (Chevron Phillips Chemical or the Company) offers an Employee Assistance Program (EAP), administered by Aetna, to all employees regardless of their participation in a Chevron Phillips Chemical medical plan. All employees are automatically enrolled in the EAP from their first day of employment. Aetna also refers to its EAP and Work/Life services as "Aetna Resources for Living."

How the Program Works

The EAP is a **Company-paid** program that offers confidential support and Work/Life services designed to help you balance the demands of work, life and personal issues. You and your household members are entitled to receive up to six counseling sessions per person, per incident in a 12-month period.

EAP counselors can provide assistance with a wide range of things that may be causing problems in your work or home life, including:

- Stress or anxiety,
- Time management,
- Conflict resolution,
- Child care,
- Parenting and child development,
- Elder care,
- Legal services,
- Adoption,
- Marital and family problems,
- Financial difficulties,
- Self-improvement,
- Education,
- Grief, or
- Violence prevention.

EAP counselors are available by phone 24 hours a day, every day of the year. They can provide you with resources and referrals or arrange face-to-face counseling with a provider in your area. In a crisis situation, they will help you to access emergency care immediately.

If you require emergency inpatient services, extended counseling sessions or other mental health treatment, the EAP can coordinate that care through Aetna Behavioral Health, which is a part of the medical plan. If you are not covered by the Behavioral Health Plan (meaning you are not enrolled in a Chevron Phillips Chemical medical plan option), the EAP can refer you to community-based resources. You will be financially responsible for any follow-up care.

Call 1-866-841-9377 to talk to an EAP counselor at any time. You also may reach the EAP by calling 1-800-446-1422 (option 8) or by logging into www.mylifevalues.com (Username: CPC, Password: member).

EXPATRIATE EMPLOYEES

EAP benefits are provided to Chevron Phillips Chemical's expatriate employees and their dependents through the Aetna International (AI) program. You can reach the International Employee Assistance Program (IEAP) online or by phone. Call the member services number located on the back of your member ID card or log on to the secure Aetna International member website at www.aetnainternational.com.

WORK/LIFE SERVICES

In partnership with LifeCare, the EAP can provide support to help you meet everyday challenges. By calling the same phone numbers as above or visiting www.mylifevalues.com (Username: CPC, Password: member), you can get assistance with:

- Child care and parenting — referrals for childcare, information on parenting, child safety and more.
- Adult care and aging — care options, referrals for caregiving, transportation, meals, retirement communities, etc.
- Academic programs — information about everything from preschool to college, financial aid, scholarships and special needs programs.
- Legal and financial assistance — you're entitled to three free 30-minute sessions with lawyers and financial counselors, on up to three new topics per year.
- Personal services — whether it's finding a pet sitter or a plumber, LifeCare can give you referrals to providers who can help you better manage your life at home.
- Well-being assistance — guidance for issues like managing stress, resolving conflict, dealing with substance abuse and more.



In addition, you may be eligible to receive one of the following LifeCare kits to assist with your parenting or adult care responsibilities:

- Prenatal kit: to help you plan for a healthy pregnancy and childbirth.
- Child safety kit: to help you protect children under three from common dangers.
- Adult care kit: to help you care for an older loved one's daily living.

The interactive website offers free guides, information and interactive tools including webinars, calculators and assessments.

Situations That Affect Your Benefits or Coverage

No benefits are payable for treatment you or a dependent receives before coverage begins or after coverage ends.

As a participant in a Chevron Phillips Chemical benefit plan, you have certain rights under the Employee Retirement Income Security Act of 1974 (ERISA). For information about your rights under ERISA and other important information, see **Your ERISA Rights** on page Q-14.

When Coverage Ends

Coverage ends for you and your dependents when your employment with the Company terminates, unless you are considered an eligible retiree.

Looking for Something? Tips for Finding Information ... Fast!

There is a wealth of important information included in this summary, but who has time to look for it? Believe it or not, you can find what you need without having to search through pages and pages of information. By taking advantage of the summary's "search" function and "bookmarks," you can find the information you need in a matter of seconds.

LOOKING FOR GENERAL, BIG PICTURE INFORMATION?

Just scroll down the table of contents — or "bookmarks" — shown at the left. Click on the applicable bookmark, and you will be taken to that section of the document.

WANT SPECIFICS?

Use the summary's "search" function. To access this function:

- Select "Search" or "Advanced Search" under the "Edit" menu (depending on your version of Adobe Acrobat or Adobe Reader). Or click the "Search" tool  in the toolbar at the top of the screen or on the far left (if available).

You can also use the "Find" feature, but you won't be able to refine your search like you can with the "Search" function.

- Type the word, words, or part of a word for which you want to search. If you want, you can refine the search by selecting one or more of the following options:
 - "Whole words only" to find only occurrences of the complete word you enter in the text box. For example, if you search for the word "doctor," the words "doctors" and "doctor's" will not be selected during the search.
 - "Case-Sensitive" to find only occurrences of the words that are in the case that you typed. For example, if you search for the word "doctor," the search would find "doctor," but wouldn't find "Doctor."
 - **Note:** For searching this summary, you do not need to select "Include Bookmarks" or "Include Comments."
- Click on "In the current document" to show that you just want to search this summary. (Searching multiple PDF documents works well for PDFs that are copied onto your hard drive, but not for searching online PDFs such as our benefit summaries.)
- Click on "Search."
- All occurrences of the text for which you are searching will be shown in the results box. Scroll through the list and click on the applicable highlighted text to be taken to that text in the document.

Click on "New search" if you want to perform another search.

(continued)

REAL -WORLD EXAMPLES ...

The following examples show you how to make the best use of the PDF search function.

- **To find out if you can enroll your domestic partner under your plan coverage:**
 - Access the search function, and search for “domestic.” The search results will be displayed in the results box. Click on the link to be taken to the exact information you need.
 - Time spent searching? **5 seconds!**
- **You are getting married, and you want to see if you can enroll your new spouse in your coverage:**
 - You can save time by searching for “married,” “marriage” and “marry” all at the same time. To do so, access the search function, and search for “marr” (the first four letters of all three search terms). Every instance of “**married**,” “**marriage**” and “**marry**” in the summary will be displayed in the results box. Click on the links to see the plan provisions that apply. **Hint:** If you typed in “marr” and no instances were found, make sure the “Whole words only” box was not checked.
 - Alternatively, you could have clicked on “When You Can Change Coverage” in the “bookmarks” shown at the left of the summary to be taken to that section of the summary. By scrolling through that section, you would have found the information you need in order to enroll your new spouse.
 - Time spent searching? **20 seconds!**
- **You need to take a military leave of absence and want to know how your benefits will be affected:**
 - Access the search function, and search for “military.” The search results will be displayed in the results box. Click on the link to be taken to the “Military Leave” section of the summary.

Hint: Do not narrow your search too much. If you had entered a very specific term, such as “military leave of absence,” the search function would not have helped you because those exact words are not used in this summary. It is better to start with a more generic search term, such as “military,” and then narrow your search later if necessary.
 - While you are reading the “Military Leave” section information, you see references to the “Uniformed Services Employment and Reemployment Rights Act (USERRA).” If you perform a follow-up search for “USERRA,” you will learn more about military leaves and your Company benefits.
 - Time spent searching? **20 seconds!**