

# XEROX BENEFITS CENTER MENU

1-888-979-9961

OPTIONS MAY VARY BASED UPON ELIGIBILITY

A SALARIED EMPLOYEE REFERENCE

\*\*\* SALARIED EMPLOYEE VERSION \*\*\*

**Touch Tone** Phone: Press 1 then enter Social Security number. Touch tone selections may be entered without menu prompting. **Other** Phone: The caller will be asked to speak their responses.

## 1 XEROX CORPORATION SAVINGS PLAN, ESOP OR RETIREMENT INCOME GUARANTEE PLAN \*\*

(PASSWORD/PIN REQUIRED)

- \*0 To Speak to a Xerox Benefit Center Representative (Available 8 am – 8 pm CT)
- 1 To Hear a Quick Summary of Balances in All Plans
- 2 To Request a Statement of Your Account
- 3 To Hear How to Access Your Benefit Resources web site
- 4 Xerox Corporation Savings Plan 401k Information
  - 1 Balances, Amounts Available and Investment Fund Information
  - 2 Contribution Rates
  - 3 Investment Options
  - 4 Loans
  - 5 Withdrawals or Distributions
  - 6 To Request a Form or Document
  - \*3 Return to the Previous Menu
  - \*4 Repeat this Menu
- 5 Xerox Employee Stock Ownership Plan ESOP Information
  - 1 Account Balances
  - 2 Request a Distribution
  - \*3 Return to the Previous Menu
  - \*4 Repeat this Menu
- 6 Xerox Retirement Guarantee Plan or RIGP Information
  - 1 Accrued Benefit Information and RIGP Account Balances
  - 2 Benefit Estimate
  - 3 To Request a Distribution of Pension Benefits
  - 4 General Information RIGP Plan Benefits
  - \*3 Return to the Previous Menu
  - \*4 Repeat this Menu
  - \*0 Speak to a Benefits Center Representative
- 7 Matter of Choice Information
- 8 Verification of Employment
- 9 Forms Request

On-line Information  
"Your Benefits Resource™"  
<http://resources.hewitt.com/xerox>  
(SSN and Password/PIN required.)

### \*\*Helpful Keys Savings Plan, ESOP and RIGP Menu ONLY:

- \*1 Tips & Time-savers
- \*2 Return to first menu
- \*0 To speak to a Xerox Benefit Center Representative
- \*3 Return to previous menu
- \*4 Repeat what you just heard

## 2 MEDICAL, DENTAL, VISION, INSURANCE, DISABILITY & SALARY REDIRECTION

- 1 Matter of Choice Enrollment, Election Changes or General Questions

(PASSWORD/PIN REQUIRED)

- 1 Review Coverage 2002
- 2 Change Coverage 2002
- 3 Request a Form or Document
- 4 To Hear How to Access Your Benefit Web Site
- \*4 Repeat this Menu

On-line Information  
Salaried Employees  
<http://resources.hewitt.com/xerox>  
(Password/PIN Required)

- \*0 Speak to a Customer Service Representative (Available 8am – 8pm CT)

### MENU OPTIONS VARY BASED UPON PERSONAL PLAN ENROLLMENT

- 2 If you are thinking about retirement and want to learn about benefit choices.
- 3 To transfer to Current Medical Provider
- 4 To transfer to Current Dental Provider
- 5 For Disability, Accident or Life Insurance Carriers
- 6 Salary Redirection Reimbursement
- 8 Return to Main Menu
- 9 Repeat this Menu

## 3 STOCK OPTIONS TRANSACTIONS OR QUESTIONS

(SOCIAL SECURITY + SALOMON SMITH BARNEY PIN REQUIRED)

Available 7am – 5pm CT.

## 4 WORK LIFE PROGRAMS & RESOURCES

- 1 LifeCycle Assistance Program
- 2 Child Care Resources & Referrals, General Parenting, Adoptions, Educational Assistance, Financial Aid Questions and Self-Help
- 3 Elder Care Questions
- 4 ConSern Educational Loan Program
- 5 TeenTalk
- 6 Confidential help from Xerox Employee Assistance Program (XEAP)
- 8 Return to Main Menu
- 9 Repeat this Menu

## 5 EMPLOYMENT VERIFICATION, PAYROLL DIRECT DEPOSIT, W2 REPRINTS, NET PAY INQUIRIES OR VACATION DEFERRAL

- 1 Employment Verification (PASSWORD/BENEFITS PIN FOLLOWED BY # KEY REQUIRED)
  - 1 Information About the Employment Verification Service
  - 2 Request Authorization Code
- 2 Payroll Direct Deposit, W2 Reprints, Net Pay Inquiries or Vacation Deferrals (SOCIAL SECURITY + PAYROLL PIN REQUIRED)
  - 1 Payroll Earnings
  - 2 Bank Savings Deductions
  - 3 Direct Deposit of Your Pay Check
  - 4 Reprints of W-2 Form
  - 5 Vacation Deferrals
  - 9 Change PIN # or Cancel Access by Telephone
  - ? Any other number will cause the menu to be repeated
- 8 Return to Main Menu
- 9 Repeat this Menu

## 9 REPEAT MENU

**REMINDER:** It is always important to be prepared when utilizing a touch tone system. Be sure to have required details on hand, such as social security and PIN number references as well as appropriate dependent information; account numbers and bank codes etc. when placing your call.

It is also important to listen to instructions provided to assure your transactions are completed and processed as desired.

Other Resources:

"You and Xerox" is your source for information about the "You and Xerox" relationship. It includes "HealthWise" and "WealthWise" benefit references.

[http://dev1.xpn.xerox.com/hrworld/you\\_xerox/employee/initial.html](http://dev1.xpn.xerox.com/hrworld/you_xerox/employee/initial.html)

Active Salaried Employee 10/22/2002

As noted above the menu options may vary based on employee eligibility. When this occurs the available choices are resequenced (for example, if ineligible for "Stock Options" then "Work & Family" becomes prompt 3). In addition, the menu may periodically offer "shortcuts", in the beginning, for direct access to a time relevant option.