

KeyBank National Emergency Dependent Care Reimbursement Program

Objective

KeyBank supports our employees through the COVID-19 pandemic by offering the ability of eligible employees to be reimbursed for up to \$1,500 of qualifying dependent care expenses during the program term through the KeyBank Employee Hardship Relief Fund.

Expenses Eligible for Reimbursement

For purposes of this program, “qualifying dependent care expenses” include the reasonable amount of any unplanned out-of-pocket expenses incurred by an eligible employee for child, dependent or elder care due to a government mandated closure of caregiver facilities where the employee works or resides and when the employee reports to work.

A qualifying dependent care expense does not include expenses incurred because of an eligible employee’s disinclination to use such facilities.

In order to be reimbursable, the expense must be incurred during the program term.

The maximum amount of qualifying dependent care expenses that may be reimbursed under this program is \$1,500 per employee.

Eligibility

“Eligible employees” include any Key* employee who meets all of the following criteria:

1. The employee is an active employee on the date the unplanned expense is incurred;
2. The employee was required to be present at a physical Key location under their line of business’ business continuity plan at the time the expense was incurred; and
3. The employee is regular full time or part time employee scheduled for 20 or more hours per week.

Eligible employees do not include any on-call or seasonal employees.

**Key” includes KeyCorp, KeyBank National Association, and their participating affiliates and subsidiaries. A list of participating subsidiaries is available upon request from the program administrator.*

Program Term

Expenses eligible for reimbursement must be incurred during the “program term” which began on March 13, 2020 and will end on June 13, 2020, subject to earlier termination or extension at KeyBank’s sole and absolute discretion.

Procedure to Obtain Reimbursement; Timing and Frequency of Reimbursement

The program is being administered by Gifts of Kindness, LLC on behalf of The Columbus Foundation, which administers the KeyBank Employee Hardship Relief Fund.

In order to receive reimbursement of a qualifying dependent care expense, an eligible employee must complete an online attestation form providing (1) employee's name, employee identification number and contact information; (2) the dates on which expenses were incurred; and (3) the amount of reimbursement requested. The attestation form is available at <https://columbusfoundation.org/keybank-dependent-care-reimbursement-program>

An employee may submit an attestation form no more frequently than once per week.

The Columbus Foundation will review the attestation forms and, if the eligibility requirements are satisfied and the attestation form has been correctly completed, will process reimbursement – up to the maximum amount permitted – which will be sent in the form of a check payable to the employee through U.S. mail. An incomplete or incorrectly completed attestation form may be rejected by The Columbus Foundation or sent to KeyBank for further review. In that case, the reimbursement request may be rejected as well.

Employees must complete all fields in the attestation form in order to receive the reimbursement.

Employees must request reimbursement by no later than 30 days following the end of the program term.

Coordination with Hardship Relief

The reimbursement of qualifying dependent care expenses described in this program does not apply to the KeyBank Hardship Relief Program which offers a maximum of \$3,000 total in financial assistance in a rolling 12-month period for qualified events and expenses.

Reservation of Rights

Key reserves its rights to modify or terminate this program at any time and for any reason with or without prior notice. The Columbus Foundation has the sole discretion to approve reimbursement of qualified dependent care expenses under this program. Any determination made by The Columbus Foundation under the terms of this program is final.