

Welcome

Our Corporate Travel Card Program provides travelers with a convenient and widely accepted method of payment while traveling. Corporate travel expenses are now tracked in a user-friendly web-based platform for efficient and effective expense submission, approval, and reporting.

Corporate Card Overview

Please read this document carefully as you will be required to certify that you have read and understand the policy prior to card activation.

Once a corporate card has been procured by your manager, you must submit a signed copy of the Corporate Cardholder Agreement that will be provided to you by the Treasury Team via DocuSign.

Once you have signed the Corporate Cardholder Agreement, a corporate travel card, issued in your name and sent to your home address.

Upon receipt of a Corporate Card, the cardholder should immediately review the terms and conditions and activate the Card:

Follow these simple instructions.

- a) Activate your Card online by going to www.americanexpress.com/activate
- b) Enter your Card information and validate yourself as a Card Member
- c) Register for Online Services / My Account
- d) Receive confirmation that your Card is activated and ready for use

We have partnered with American Express (AMEX) and Concur Technologies; these tools are linked to enable your corporate card expenses to automatically flow into the Concur system.

As you begin to use your new corporate card for business travel, if you have questions pertaining to your AMEX, please contact customer service at the number on your card. If you have questions regarding the corporate card program, please contact the Corporate Treasury Team.

Corporate Treasury contacts for Corporate Credit Card Administration:

Judy Emmons	802-229-7209	jemmons@nationallifegroup.com
Ben Thomas	802-229-7152	bthomas@nationallifegroup.com
Jessica Lasher	802-229-3729	jlasher@nationallifegroup.com

Concur:

The Concur expense management tool is an Internet-based application designed for electronic expense reporting.

Once approved by your manager, reports are automatically routed to Corporate Accounting for payment/reimbursement. Your login information for Concur will be emailed to you once your card has been activated.

For questions pertaining to the Concur system, please contact Corporate Accounting. If you have questions or concerns related to business travel, please contact Corporate Travel.

Corporate Accounting contacts for Concur:

Beverly Bocash	802-229-3475	BBocash@nationallifegroup.com
Justin Skoda	802-229-3088	jskoda2@nationallifegroup.com

There is a separate travel policy that sets forth all travel guidelines at <https://today.nationallife.com/travel-related-expenses/>. These guidelines must be adhered to when using your corporate credit card. All questions regarding the travel policy or Deem travel agency services should be directed to the Corporate Travel team.

Corporate Travel contacts for Travel Policy and Deem:

Sheila Cleary	802-229-3620	SCleary@nationallifegroup.com
Patti Brown	802-229-3690	PBrown@nationallifegroup.com

Corporate Card Q & A

The following section summarizes the key areas of the Corporate Credit Card policy in a Q&A format.

Can I use my personal card for Corporate travel expenses?

In accordance with our travel policy National Life Group employees are encouraged to use their American Express Corporate Card wherever American Express is accepted. If a merchant does not accept American Express Card, employees are permitted to use their personal cards.

What if I'm on a business trip and I have forgotten my corporate card?

It is understood that in certain rare instances, such as this one, you may need to use a personal credit card for business travel expenses. When this happens, you will need to manually enter

your business expenses into the Concur system. Reimbursement for these charges must first be approved by your manager.

What if I have an accidental personal expense charge (like a hotel movie or a spouse's portion of a meal) that happens to hit my corporate card account?

These types of incidental charges are understandable and can be isolated in the Concur system by marking them as personal charges. The charges must still be submitted through the Concur system. Personal charges will not be reimbursed, so you must pay American Express directly for these charges.

What happens if I do not enter my expenses on time?

If your American Express Corporate Card payment is late, you may be subject to late fees. In addition, multiple occurrences of late or no payment may result in suspension or cancellation of your account from additional charge activity.

The AMEX card will be suspended for any charges that are over 60 days past due. The AMEX card will be cancelled after charges are 90 days past due

What if I don't pay my American Express bill?

Corporate Accounting will make your reimbursement payment directly to your American Express account, toward expense reports are filed in a timely manner in the Concur system. Any personal expenses, which should be rare if they exist at all, are your responsibility and will need to be paid by the due date on your statement. If they are not paid on time, then you will incur finance charges for which you will also be responsible. Failure to keep your corporate card account current may result in deactivation of your card and/or other disciplinary action as further defined in the Cardholder Agreement.

What happens if my manager elects not to approve one of my expense items?

After reviewing, your manager can either approve it or resubmit the report back to you with suggested changes, which may include partial approval or rejection of some expense items. If approved, the report will be electronically routed to Corporate Accounting where it will be loaded into the Lawson system for accounting and reimbursement. You will always be aware of the status of your expense reports as Concur will send you an email each time the approval status changes (e.g., Pending, Approved, Resubmit, Rejected, Accounting Review) and whenever the payment status changes (e.g., authorized, pending, processed). You can also log into the Concur system at any time to view the status of your reports from your Homepage under the "View Reports" section.

How will I be reimbursed?

Approved business expenses charged to the corporate credit card will be paid directly to your credit card account at American Express. However, those payments are only made upon the receipt and processing of an approved expense report submitted by you and approved by your

manager. Approved out-of-pocket cash expenses will be reimbursed to the bank account to which your travel reimbursements are currently being sent. If you do not currently have your travel reimbursements directly deposited, you must provide Corporate Accounting with banking information for your selected deposit account in order to be reimbursed for out-of-pocket expenses. Please contact Bev Bocash at 802-229-3475 or Justin Skoda at 802-229-3088 to set this up.

Can I elect to receive a check for my reimbursement?

No, we are not offering that option. Checks are an inefficient method of payment, far costlier than electronic direct deposit. To achieve maximum process efficiency, we are requiring direct deposit for reimbursement of all corporate travel expenses. As mentioned above, reimbursable credit card expenses will be paid directly to your credit card account and approved out-of-pocket business expenses will be directly deposited into the bank account to which your travel reimbursements are currently being sent.

I am a manager who has direct reports who travel. What is my role?

As a manager, you will be responsible for approving Concur expense reports, within 5 business days or it will be sent back to the employee. The actions you can take on the submitted report include:

- Approve – by approving a report, you are certifying that the expense report is complete and accurate and that the expenses submitted for reimbursement are appropriate business expenses in accordance with company policy.
- Partially Approve – you may reject some of the expense items and approve the rest of the report.
- Resubmit – if you observe problems with the expense report, such as that you would prefer that certain corrections be made prior to your approval, you may direct the report back to your staff and request that changes be made. There are fields for you to enter notes and comments explaining your reason for resubmitting. You may also partially approve specific expense items on the report and add comments as needed. Once you press the ‘Resubmit’ button, the report will be electronically routed back to the traveler for correction and resubmission.

Upon final approval, the report will automatically be routed to Corporate Accounting for reimbursement and general ledger update.

I am an administrative assistant who prepares expense reports for a member of the senior or executive management team. Will I have access to Concur?

Yes. As an administrative assistant, you will be able to prepare and submit expense reports through the Concur system on behalf of your executive. To be granted access, an e-mail from your executive must be provided acknowledging approval of the arrangement.

When one of your staff submits an expense report in Concur, an email will be generated to alert you that there is a report awaiting your review. You must review this report within 5 business days or the report will be sent back to the employee. The actions you can take on the submitted report include:

- Approve – by approving a report, you are certifying that the expense report is complete and accurate and that the expenses submitted for reimbursement are appropriate business expenses in accordance with company policy.
- Partially Approve – you may reject some of the expense items and approve the rest of the report.
- Resubmit – if you observe problems with the expense report, such as that you would prefer that certain corrections be made prior to your approval, you may direct the report back to your staff and request that changes be made. There are fields for you to enter notes and comments explaining your reason for resubmitting. You may also partially approve specific expense items on the report and add comments as needed. Once you press the ‘Resubmit’ button, the report will be electronically routed back to the traveler for correction and resubmission.

Upon final approved the expense report for payment, it will automatically be routed to Corporate Accounting for reimbursement and general ledger update.

Does this credit card show up on my credit report? Will my credit score be affected in any way?

American Express conducts promotional credit inquiries in lieu of a corporate card application. These types of inquiries do not impact the individual cardholder’s credit history or score and are similar to receiving a promotional credit card offer in the mail. There is the possibility that the results of the promotional credit inquiry may impact the specified spending limit on the card.

Where do I find the security code on the American Express Corporate Card?

The security code is a 4 digit number on the front of the card.

Can I enroll in the American Express Membership Rewards (MR) Program?

Yes, employees can pay \$90 annually to enroll in the American Express Membership Rewards Program which enables cardholders to accrue points from Corporate Card purchases. Existing AMEX cardholders can link points from Corporate Card to other American Express points to receive the aggregate benefit. The annual American Express Membership Rewards Program fee is a non-reimbursable personal expense.

Details of the program can be found at:

<https://www.americanexpress.com/us/rewards/membership-rewards/about/>

Can I upgrade to a gold or platinum American Express Corporate Card?

Yes, cardholders who frequently travel can elect to personally pay a nominal annual fee to upgrade to a gold or platinum card. The annual gold and platinum fees are a non-reimbursable personal expense. Please contact the Corporate Treasury Team to obtain information on benefits and to request an upgrade.

When will I receive my new American Express Corporate Card statement?

Your online statement will be available for viewing within 24-48 hours after the closing date. The American Express statement closing date will be *approximately* the 25th of each month. You will receive a 'Statement Ready' email notification advising your online statement is available once you enroll in Online Services-My Account and activate the account alerts.

What is my credit limit?

Travelers have been granted credit limits based on the nature and frequency of travel. All cardholders will receive a limit of at least \$5,000. If you receive notification from American Express regarding a lower credit limit or need to obtain a higher limit for travel, please contact Michele Granitz in the People Center mgranitz@nationallife.com

What should I do if my card is lost or stolen?

Please notify American Express immediately if your Corporate Card is lost or stolen, or if you suspect your Corporate Card is being used without your permission. To report a lost or stolen Card, call 1-800-528-2122 (US) or 1-623-492-5450 (International Collect). Customer Service Representatives are available 24/7/365. Once you have contacted American Express, please also notify Treasury.

In case of emergency, a replacement Card can usually be issued and in your hands within 48 business hours. If you are in a remote area, arrangements can be made to have your Corporate Card waiting at some point along your travel itinerary.

American Express will handle deactivation and replacement of the card. There is no fee for replacement of lost or stolen cards. Use of a personal credit card during the interim period is acceptable, but you will need to enter these personal card charges into the Concur system manually when you prepare your expense report.

What should I do if there is a charge on my card that I don't recognize?

After performing your own due diligence on the item, if you still believe the charge was not authorized by you, notify contact American Express Customer Service at 1-800-528-2122 (US) or 1-623-492-5450 (International Collect). Customer Service Representatives are available 24/7/365. Within the U.S., you may also dispute online through your My Account access.

What if there is fraudulent activity on my American Express Corporate Card?

Any fraudulent activity should be reported immediately to American Express by calling the number on the back of your Corporate Card. Call 1-800-528-2122 (US) or 1-623-492-5450 (International Collect). Customer Service Representatives are available 24/7/365.

Where will my bill be mailed?

Your bill will be mailed to your home address. You can elect to change your mailing address by contacting Corporate Treasury.

Where can I use my American Express Corporate Card?

Wherever you do business! The American Express Corporate Card is accepted by millions of merchants worldwide. It provides employees with a flexible and safe method of payment for virtually all business expenses, including air travel, hotel stays, restaurants, couriers, office supplies, and more.

In addition, you can go to www.amexvicinity.com which is a convenient way to locate restaurants, hotels, etc. that have been frequented by Corporate Card Members like you.