



In the event that your loved one (a current or former Union Pacific Railroad employee) passes away, this document provides key information that will ease the process of claiming any benefits that may be owed.

My loved one has passed, what do I do?

You need to contact Union Pacific Human Resources in the event of the death of a former or active employee. Please contact us by following these steps:

1. Email: survivorbenefits@up.com - Fill out the body of the email with the information for the deceased, the informant (yourself), and the surviving spouse (if applicable).
or
2. Submit an external TRM Ticket via our system: www.up.com – Click “Employees” then “Retirees and Families Site” and lastly “Report the Death of a Union Pacific Employee or Beneficiary”. Fill out the ticket with the information for the deceased, the informant (yourself), and the surviving spouse (if applicable) and submit it to Human Resources.

What happens after I contact Human Resources?

Union Pacific Human Resources is here to help you in any way that we can. We understand that you are going through a hard time and there are few words we can express to make this time easier, but we want you to know that many of us at Union Pacific are thinking about you during your bereavement. After contacting Union Pacific Human Resources via email or a ticket:

1. You can expect a response within 24 – 48 hours from the time of submission.
2. Our survivor benefits team will reach out to gather any follow up information.
3. Once we receive the requested information, an email update will be sent within 10 business days to update you on the status of any continuing benefits. If there are no continuing benefits from Union Pacific, no further communication will be sent, and the file will be closed.

What should I do in the meantime?

We encourage you to use the contact list included in this document to contact applicable parties and find out what your different options would be.

Other Parties to Contact (as applicable)

Benefit	Contact
Medical	<p><u>National Plan</u> United Health Care: 1-800-842-5252 Aetna: 1-800-842-4044 Highmark Blue Cross Blue Shield: 1-866-267-3320 <u>Iron Road Healthcare</u> Hospital Association: 1-800-547-0421 <i>If family members have coverage under the employee's plan, medical, dental, and vision (if eligible) coverage will continue for four (4) months following the month in which death occurred. Thereafter, a qualified beneficiary can elect COBRA coverage for medical, dental, and vision benefits. A letter will be sent from the National Plan (Railroad Enrollment Services) will provide rate and payment information.</i></p>
Dental	Aetna Dental Plan: 1-877-277-3368
Vision	EyeMed Vision Care: 1-855-212-6003
Life Insurance	<p><u>National Plans</u> Met Life: 1-800-310-7770, Option 1 <u>UP Voluntary Plan (if applicable)</u> Met Life: 1-866-659-1377 <i>Information can be found on paycheck stub as to whether an employee has been paying into MetLife for the Optional/Voluntary Life plan. Required information: date of birth, Social Security number, date of death, death certificate</i></p>
401(k) [if applicable]	401(k) funds must be transitioned out of the Union Pacific plan(s). Please contact Vanguard Participant Services at (800) 523-1188 for the distribution of the remaining balance from the Plan.
Stock Awards/Employee Stock Purchase Program (if applicable)	<p>E*TRADE: 1-800-838-0908 <i>Union Pacific's equity compensation team will receive notification of the employee's passing and send a separate communication of required tasks to claim any stock awards issued to the employee.</i></p>
Railroad Retirement Board	<p>Spouses, minor children, and other dependents may be eligible for survivor and/or burial benefits. Contact your local RRB office for assistance. This number can be found in the phonebook under Government Listing, online at www.rrb.gov, or call 1-877-772-5772. <i>Required information: copies of birth certificate for employee and all survivors*, certificate of marriage*, death certificate*, and Social Security card. (*Must be raised seal original copy – RRB will return original documents).</i></p>
Vacation and Payroll	<p>Verification of employee's death and estate beneficiary are required by Banking Operations before any unpaid compensation, remaining vacation for current year or vacation credit for subsequent year, if earned, will be paid to anyone. Beneficiary verification forms will be sent out to the beneficiary. These forms must be completed, notarized, and returned to Banking operations before funds will be released. For questions please contact: uprrpayroll@up.com and ubanking@up.com</p>
Employee Assistance Program	<p>1-800-779-1212 - Available to spouses and dependents Website: https://www.up.com/employee/retirees/eap-family/index.htm</p>
Friend-to-Friend Network	<p>Online applications, https://www.up.com/employee/upec/friends/index.htm, for assistance can be submitted for any Union Pacific employee, retiree, or family (spouse or child) who has suffered a medical or dwelling related emergency</p>
Personal Effects	Contact the employee's supervisor to get personal items from a locker, desk, etc.

This guide is intended for reference only and may not be an all-inclusive list in every situation

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