Travelers would like to hear from you regarding your organization’s policy on Education Reimbursement. Please take a moment to respond to the following:

- Do your employees need approval prior to registering for the class, or prior to the class start date? Y/N
  - Whose approval is required?
- What expenses are covered, other than tuition? (i.e. Program fees, activity fees, books, etc.)
- Do you have a waiting period? Y/N
  - If yes, what is it and how is the eligible start date determined? (i.e. 6 months prior to class begin date, end date, etc.)
  - Do you waive the waiting period for new hires that are currently enrolled in an ongoing program?
- Do you have a requirement that the course must be job or business related in order for it to be eligible for reimbursement?
- If someone is in a degree program, do you cover all required courses for the degree or only job/business related courses?

If possible, please share a copy of your policy.

Wendy Roy, Travelers, March 7, 2017

<table>
<thead>
<tr>
<th>COMPANY, CONTACT NAME</th>
<th>COMMENT</th>
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<tbody>
<tr>
<td><strong>American Express</strong></td>
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<tr>
<td>Nicole Austin</td>
<td></td>
</tr>
</tbody>
</table>
| Nicole.J.Austin@aexp.com | - Do your employees need approval prior to registering for the class, or prior to the class start date? Yes
  - Whose approval is required? The employee’s leader. Funding comes out of the business units budget
- What expenses are covered, other than tuition? (i.e. Program fees, activity fees, books, etc.)
  - course tuition
  - registration fees
  - lab fees
  - test fees, if required for completion of the course and assignment of a grade |
- Do you have a waiting period? No
- Do you have a requirement that the course must be job or business related in order for it to be eligible for reimbursement? Yes, depends on the type of degree program the employee is enrolling in:
  - **Company-related degree program**: an associate's or bachelor's undergraduate program administered by an accredited college or university
  - **Job-related degree program**: a master's or doctoral graduate program administered by an accredited college or university
- If someone is in a degree program, do you cover all required courses for the degree or only job/business related courses? We cover all within the degree program.

<table>
<thead>
<tr>
<th>Capital One</th>
<th>For Capital One, we reimburse up to $5k per year, regardless if undergrad or grad.</th>
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<tbody>
<tr>
<td>Amanda Wetherington</td>
<td>Do your employees need approval prior to registering for the class, or prior to the class start date? No</td>
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<tr>
<td><a href="mailto:Amanda.Wetherington@capitalone.com">Amanda.Wetherington@capitalone.com</a></td>
<td>What expenses are covered, other than tuition?</td>
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<td></td>
<td>- Eligible fees:</td>
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<td>- Must be course-specific (i.e., directly related to an educational cost of an eligible course which is submitted for reimbursement)</td>
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<td>- Are limited to:</td>
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<td>- Tuition</td>
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<td>- Graduation Fees</td>
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<td>- Lab Fees</td>
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<td>- Library Fee</td>
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<td>- Registration Fees</td>
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<td>- Technology Fees</td>
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<td>- Fees for testing out of an otherwise eligible course (provided college credit is granted for the equivalent course). Examples include CLEP, DSST, UExcel, and Challenge Exams.</td>
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<td>- Course materials, as defined in IRS publication 15-B, are eligible provided they are not tools or supplies which are kept by the associate after the course is completed</td>
</tr>
<tr>
<td></td>
<td>Do you have a waiting period? No. However we will not cover any classes that started prior to date of hire.</td>
</tr>
</tbody>
</table>
• Do you have a requirement that the course must be job or business related in order for it to be eligible for reimbursement? No.
• If someone is in a degree program, do you cover all required courses for the degree or only job/business related courses? We cover all required courses.

Chubb
Julie Flores
julieflores@chubb.com

• Do your employees need approval prior to registering for the class, or prior to the class start date? Application must be completed and approved prior to commencement of education.
• What expenses are covered, other than tuition? Covered expenses include:
  o Required Textbooks and materials
  o Registration, application, lab and all other mandatory fees, excluding late fees
  o Graduation Fee
• Do you have a waiting period? Yes
  o If yes, what is it and how is the eligible start date determined? All degree levels and individual non-degree courses require six months of continuous employment.
• Do you have a requirement that the course must be job or business related in order for it to be eligible for reimbursement? The Chubb Investment in Education Program will financially support reimbursement for expenses incurred for approved college courses and degree programs that meet the following requirements:
  o Business degrees and courses including those in Business Administration, Risk Management, Finance, Accounting, Actuarial, Human Resources and other business related programs;
  o Business degrees and courses that are job related but may not be business courses. Courses such as science, technology, medical, and other courses that relate to the individual’s current position within the Company will be considered. Employees must provide business rationale to support that the course or program is job related.
  o Graduate level programs will be considered on a case by case basis but must also be business related and/or specifically job related. Law degrees and Executive MBAs specifically require
<table>
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<tr>
<th>Deere &amp; Company</th>
<th>FM Global</th>
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<tbody>
<tr>
<td>Gail Henderson</td>
<td>Madeline Ives</td>
</tr>
<tr>
<td><a href="mailto:HendersonGailW@johndeere.com">HendersonGailW@johndeere.com</a></td>
<td><a href="mailto:madeline.ives@fmglobal.com">madeline.ives@fmglobal.com</a></td>
</tr>
</tbody>
</table>

- If someone is in a degree program, do you cover all required courses for the degree or only job/business related courses? Covered expenses include:
  - Required Textbooks and materials
  - Registration, application, lab and all other mandatory fees, excluding late fees
  - Graduation Fee

- Do your employees need approval prior to registering for the class, or prior to the class start date? Yes
  - Whose approval is required? Immediate manager/supervisor

- What expenses are covered, other than tuition?
  - Tuition, technology and laboratory fees are covered. We don’t reimburse for registration, application, testing, textbooks, online course materials/resources, office supplies, parking, travel, transportation, lodging, printing, shipping, athletic, activity or health fees.

- Do you have a waiting period? Yes
  - Employees are eligible to participate for approved courses starting on or after 6 months of continuous employment.
  - Do you waive the waiting period for new hires that are currently enrolled in an ongoing program? No

- Do you have a requirement that the course must be job or business related in order for it to be eligible for reimbursement? Yes
  - The classes must have a direct relationship to building skills or competencies that can be applied on a current job or potential future job the employee can reasonably expect to achieve within the Company.

- If someone is in a degree program, do you cover all required courses for the degree or only job/business related courses? We cover all courses required for the degree.

- Do your employees need approval prior to registering for the class, or prior to the class start date? Yes
  - Whose approval is required? The immediate
manager, unless a graduate degree which requires department head approval (EVP)

- What expenses are covered, other than tuition? All course related fees are covered. We do not cover things like parking or late fees. The following school fees are covered:
  - tuition
  - required books, software and supplies
  - entrance exams: e.g., GRE, GMAT, etc.
  - college challenge exams: e.g., CLEP, DANTES, UExcel, etc.
  - all fees with the exception of:
    - athletic, recreation and student center fees
    - finance, late/delinquency fees, fines
    - graduation fees
    - insurance and or health services
    - meals
    - parking and/or transportation
    - postage, shipping and handling
    - drop/add fees
    - deferred payment fees

- Do you have a waiting period? Yes
  - If yes, what is it and how is the eligible start date determined? Six months from date of hire.
  - Do you waive the waiting period for new hires that are currently enrolled in an ongoing program? Not for all new hires, only for highly desirable candidates where it is part of the negotiated agreement

- Do you have a requirement that the course must be job or business related in order for it to be eligible for reimbursement? Yes. To be approved, a graduate degree program must be directly related to the employee’s present position or a position identified as a short-range (two-year) career development goal.

- If someone is in a degree program, do you cover all required courses for the degree or only job/business related courses? All courses in the program.

Follow up question: We cap our reimbursement at $8000 per year regardless of educational program. Do other companies have a separate reimbursement limit for graduate programs, and if so what amount?

Capital One: We reimburse up to $5k per year, regardless if
The information for Harvard appears below. The Tuition guide is also accessible on our public HR site - http://hr.harvard.edu/files/humanresources/files/tap_booklet.pdf. There you will see the full complexity of how this is managed for different employee groups.

Our benefits person who manages this is happy to answer any other questions you may have.

- **Do your employees need approval prior to registering for the class, or prior to the class start date?**
  - **Whose approval is required?**
    - For non-Harvard courses – no
    - For Harvard courses at Extension School, eligibility files are sent to school. Registration and payment is done online. EE applies TAP on payment screen
    - For other Harvard schools that participate, EE needs to complete TAP form and have it signed by supervisor or HR

- **What expenses are covered, other than tuition?** (i.e. Program fees, activity fees, books, etc)
  - **Tuition only.**

- **Do you have a waiting period?** Y/N
  - **If yes, what is it and how is the eligible start date determined?**
    - For HUCTW union members, the wait period is 90 days. The first day of class must be on or after the 90th

For all other employees:

**Harvard Courses:**

<table>
<thead>
<tr>
<th>Date of Hire</th>
<th>Eligible For</th>
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<tbody>
<tr>
<td>On or before July 1st</td>
<td>Fall Semester</td>
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<tr>
<td>On or before November 1st</td>
<td>Spring Semester</td>
</tr>
<tr>
<td>On or before April 1st</td>
<td>Summer Semester</td>
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</table>

**Non-Harvard Courses:**

Date of hire must be 180 days before the class begins. The first day of class must be on or after your 180th day of employment.

- **Do you waive the waiting period for new hires that are currently enrolled in an ongoing program?** No

- **Do you have a requirement that the course must be job or**
business related in order for it to be eligible for reimbursement?

TAP (Harvard Courses) Eligible Courses
- Harvard courses at participating schools (see Harvard Schools Participating in TAP starting on page 11)
- Harvard audited courses taken for no grade and no credit are eligible
- Harvard courses taken Pass/Fail for credit
- Harvard conferences, seminars, executive education, and certificate programs are eligible only if the program offering the course within the specific Harvard School participates in TAP. You will need to contact the program directly to confirm their participation in TAP.
- Online distance education courses are eligible subject to the above provisions.

TRP (Non-Harvard) Eligible Courses
- Graduate courses that are job-related, taken for credit and a letter grade at an accredited* school
- Undergraduate courses that apply to a degree, taken for credit and a letter grade at an accredited* school
- Online distance education courses are eligible subject to the above provisions.

Exceptions
Graduate Certificate in Research Administration at Emmanuel College is exempt from above requirement.
Non-Harvard graduate courses are not required to be job-related for employees covered under HUCTW.

• If someone is in a degree program, do you cover all required courses for the degree or only job/business related courses? Follow eligibility guidelines listed above.

Herman Miller, Inc.
Heather Brazee
Heather_Brazee@hermanmiller.com

• Do your employees need approval prior to registering for the class, or prior to the class start date? YES
  o Whose approval is required? We are in the process of changing our program; we previously required each class be approved, now we will be requiring only that the program be approved. The approval also was required by the WTL because it was in their budgets. Now the budget is centralized, so an educational review committee is being
formed whom will review each request and involve the WTL, and HR manager, but the final decision will be approved/denied by the committee.

- **What expenses are covered, other than tuition?**
  - **Costs included**
    - The cost of tuition and textbooks for any class (classroom or otherwise) within the above guidelines and offered by an approved institution. Approved institutions include adult basic education, English as a Second Language, high school diploma, technical trade schools, vocational education or G.E.D programs, undergraduate or graduate programs, and college credit classes. (Classes offered by companies where college credit is offered for successful completion will also be considered.)
    - Administrative and registration fees.
    - Accelerated and correspondence courses.
    - The College Level Examination Program (CLEP) test, provided that it helps the employee toward receipt of a degree and that the cost of the test is less than the cost of the class.
    - Laboratory fees.
    - Classes required for admission to, or completion of, an approved degree or certificate (i.e., refresher or remedial course receiving no credit).
  - **Costs not eligible for reimbursement**
    - Parking, mileage, meals, and transportation
    - Shipping and handling on mail order books
    - Costs associated with preparation for, and taking of, college entrance exams
    - Supplies (calculators, art supplies, pens, paper, software, etc.)
    - Student activity fees, unless the activity has a direct link to the employee’s development plan
    - Late-registration fees, graduation fees, finance charges, or other expenses not directly related to the class
    - Continuing education units (CEUs)
    - Courses related to games, hobbies, or other activities unrelated to current or future job skills unless chosen as required
electives in a business related degree program that has been officially declared the student’s major course of study and has been approved by the work team leader
  ▪ Classes for which the grade received is a C- or below (2.0 GPA or below if a letter grade is not used)
  ▪ Classes that are withdrawn or graded

• Do you have a waiting period? YES
  o If yes, what is it and how is the eligible start date determined? 6 months after hire, the class needs to be completed after 6 months. It’d okay if it starts before 6 months.
  o Do you waive the waiting period for new hires that are currently enrolled in an ongoing program? Not usually, unless an agreement as part of the negotiations before hire.

• Do you have a requirement that the course must be job or business related in order for it to be eligible for reimbursement? Yes

• If someone is in a degree program, do you cover all required courses for the degree or only job/business related courses? We pay for all the classes in the degree.

• If possible, please share a copy of your policy. We are in the midst of updating our policy, limits are changing, etc.

<table>
<thead>
<tr>
<th>Kohl's</th>
<th>Megan Donovan</th>
<th><a href="mailto:megan.x.donovan@kohls.com">megan.x.donovan@kohls.com</a></th>
</tr>
</thead>
</table>

• Do your employees need approval prior to registering for the class, or prior to the class start date? No
  o Whose approval is required? Our approval process happens at the time of submission following the class taken. We have a set of eligibility requirements at that time.

• What expenses are covered, other than tuition?
  o Tuition fees and applicable lab fees are eligible for reimbursement

• Do you have a waiting period? Yes
  o If yes, what is it and how is the eligible start date determined? Associate must have completed 12 months of continued service before eligible.

• Do you waive the waiting period for new hires that are currently enrolled in an ongoing program? No

• Do you have a requirement that the course must be job or business related in order for it to be eligible for reimbursement? Yes, the courses must be reasonably related to the current employment. If there are courses that do not directly relate, but are required, we will make an exception with proper documentation.

• If someone is in a degree program, do you cover all required courses for the degree or only job/business
related courses? We will cover the courses non-related if they are required for the degree. Proper documentation is required in this instance.

See attachment on p. 12 for details

| MetLife       | Do your employees need approval prior to registering for the class, or prior to the class start date? Yes
| Michelle Birnbaum | Whose approval is required? Manager pre-approval is required
| mlbirnbaum@metlife.com | What expenses are covered, other than tuition? Application fees, graduation fees, lab fees, tuition, required registration fees
|                 | Do you have a waiting period? Yes
|                 | If yes, what is it and how is the eligible start date determined? There is a required length of continuous service with MetLife prior to application approval for Tuition Assistance.
|                 | Full-Time associates must have completed a minimum of six months of continuous service
|                 | Regular Part-Time associates must have completed a minimum of two years of continuous service
|                 | Do you waive the waiting period for new hires that are currently enrolled in an ongoing program? No
|                 | Do you have a requirement that the course must be job or business related in order for it to be eligible for reimbursement? Yes
|                 | If someone is in a degree program, do you cover all required courses for the degree or only job/business related courses?
|                 | o most courses of study that lead to an associates or bachelor’s degree
|                 | o a course of study that leads to a graduate or postgraduate degree in a work-related discipline
|                 | o a course of study that leads to a non-degree certificate in a discipline directly related to an associate’s current job
|                 | o individual courses that are directly related to an associate’s current job
|                 | o on-line courses and programs of study are covered, provided that all other eligibility requirements are met
|                 | o life experience credits and proficiency examinations if you are matriculated in an approved degree program

| PIMCO          | Do your employees need approval prior to registering for the class, or prior to the class start date? Y/N - Yes
| Sapna Shah     |
• Whose approval is required? Prior to registering, submit the Pre-Approval Form signed by the requestor, their manager, and their department head, to Talent & Organizational Development. This is required once and will cover all levels and attempts of a given certification Talent & Organizational Development will provide you with the final approval to register for the exam.

• What expenses are covered, other than tuition? (i.e. Program fees, activity fees, books, etc.)
  - GMAT/GRE: Exam preparation courses & Standard graduate entrance exams
  - Tuition: Required textbooks
  - CFA: Levels I, II, and III exam registration costs, eBook, Print book, Study materials/classes, Annual CFA Institute membership dues, Annual CFA Society membership dues
  - CAIA: Levels I and II exam registration costs, Level I program enrollment fee, Study materials/classes, Annual one year membership dues
  - CIMA: Qualification exam fee, Certification exam fee, Initial licensing fee and associated renewal fees, Annual IMCA dues (membership is required prior to enrolling in the CIMA process), Travel to and from the program (through the standard PIMCO Travel Policy)

• Do you have a waiting period? Y/N – Yes. For tuition, you must have been employed by the company for a minimum of six (6) months at the time you register for a course. Additionally, PIMCO will cover all CFA reimbursement costs (outlined in this policy) that are initiated after the full-time offer has been accepted in writing and returned to PIMCO Human Resources. We cannot reimburse expenses that were incurred or initiated prior to your written acceptance being received by Human Resources. Actual reimbursement will occur after you commence full-time employment. This pertains only to the incoming campus full time hire class and is specific to the CFA only.
  - If yes, what is it and how is the eligible start date determined? Full time employment for a min of 6 months at the time you register for a course
  - Do you waive the waiting period for new hires that are currently enrolled in an ongoing program? Yes

• Do you have a requirement that the course must be job or business related in order for it to be eligible for reimbursement? Yes

• If someone is in a degree program, do you cover all required courses for the degree or only job/business related courses? Reimbursement applies to required
| courses for your degree |  |
Q. What is the Tuition Reimbursement Program?
A. The Tuition Reimbursement Program provides eligible associates with the opportunity to obtain, maintain or improve their professional and/or job-related capabilities through participation in eligible courses of study within degree seeking programs.

Q. Who is eligible to participate in the Tuition Reimbursement Program?
A. All regular full-time associates are eligible to participate upon satisfying the following eligibility:
   - Regular Full-Time Associate
   - 12 months of active service at the time the course starts
   - Annual Performance Review is at a minimum of “fully meets”

Q. Do I need my manager’s pre-approval before I apply for Tuition Reimbursement?
A. No, you will not need your Manager’s approval prior to applying for Tuition Reimbursement.

Q. What types of courses are eligible?
A. Any coursework that is required as part of a degree-granting program is eligible, which includes Associates, Bachelors, Masters and Doctorate degrees. The degree must be reasonably related to your current position or other positions within Kohl’s. Individual courses and certificate programs are not reimbursable at this time.

Q. What expenses are eligible for reimbursement?
A. Eligible expenses as listed below are subject to the calendar year maximum amount:
   - Tuition fees
   - Applicable lab fees

Q. Will the program reimburse for the cost of books and supplies?
A. Cost of books, supplies, drop fees, tools, memberships, parking, activity tickets, meals, lodging, transportation or other charges for items or services other than actual instructions are not eligible expenses.

Q. Do courses have to be classroom based?
A. Eligible methods of learning include classroom, online and/or self-study.

Q. Can I complete online coursework during work hours?
A. Courses cannot be performed during work hours. Coursework must not interfere with your job responsibilities and must be taken on your own time.

Q. Are CEUs eligible for reimbursement?
A. No, Continuing Education Units are not eligible for reimbursement under this Plan.
Q. Do certifications or training courses qualify for tuition reimbursement?
A. Courses must be part of a course of study leading to an Associate, Undergraduate or Graduate degree – certifications and training courses do not qualify.

Q. I have my professional certification. Does my re-certification qualify for reimbursement?
A. No, re-certifications are not eligible for reimbursement under this Plan.

Q. Is a professional license eligible for reimbursement?
A. No, a professional license is not eligible for reimbursement under this Plan.

Q. Are workshops and seminars eligible for reimbursement?
A. Workshops, seminars, conferences, symposiums and/or professional meetings are not eligible for reimbursement under this Plan.

Q. Is there a limit as to how many courses I can take at one time?
A. There is no limit to the number of courses you may take at one time.

Q. What is the maximum amount of reimbursement I am eligible for?
A. The maximum reimbursement amount paid to an associate in any calendar year is as follows:
   - Regular full-time associates: $3,000

Q. Is there a grade requirement to receive reimbursement?
A. Yes, the approved course must be successfully completed with a “B-” or better in a course where a grade is provided, or official documentation from the institution or agency that the course was “Passed” on a Pass/Fail grade. An “Incomplete” is not eligible for reimbursement until a final grade is issued.

Q. Will a scholarship or grant impact the amount of reimbursement I am eligible for?
A. Yes, any financial assistance that you receive that does not have to be repaid will reduce the amount eligible for reimbursement. Any financial assistance must be disclosed when you submit your application.

Q. Am I eligible if I am on a Leave of Absence?
A. If you take an approved Leave of Absence, you will maintain eligibility only for pre-approved coursework already in progress; however, you must be employed with Kohl’s Department Stores and actively at work on the date the reimbursement is processed by the Payroll Department in order to be eligible for reimbursement.

Q. What is my username and password?
A. To log into the website, first time users will use employee ID as the username and last name as the password. The first letter of your last name must be capitalized. You will be required to change your password upon log in.

Q. How can I reset my password?
A. There is a Forgot Password link on the login page. When you click on this link you will be directed to enter your email address and link will be sent to you to reset your password.

Q. What is the process to apply?
A. The process is completed online by accessing the tuition reimbursement page at www.kohlsknowandgrow.scholarsapply.org:
   - Associate submits application for pre-approval via the tuition reimbursement page on www.kohlsknowandgrow.scholarsapply.org
   - Tuition Administrator reviews course work, approves/denies application and email is sent to associate generally within 2 business days;
   - If course work is approved, the Associate takes the course and when it’s completed, the associate submits a reimbursement request by submitting final course grades via the tuition reimbursement page on
www.kohlsknowandgrow.scholarapply.org and uploading a PDF of the required supporting
documentation provided by the college or university
- If all final documentation is accepted, reimbursement information is sent to Kohl’s Department Stores
  Payroll;
- Reimbursement is processed on a regular paycheck, generally within 30 days.

Q. **What is the timeline for submitting the pre-approval application?**
A. An associate must submit the pre-approval application for a course within the 30 day window before the course
  start date. Once an application has been approved by the program administrator, Associates are no longer able
to edit the application. If an Associate needs to make changes to an existing application, they can contact
kohltuition@scholarshipamerica.org for assistance.

Q. **How do I access the tuition reimbursement program website for the first time?**
A. If the system recognizes you as meeting eligibility (12 months and a full-time associate) you can process a first-
time website registration by entering your 8 digit Employee ID# as the User ID and your last name (first letter
must be capitalized) as the password. You will then be prompted to update your password upon log in.

Q. **How long do I have after completion of the course to submit my grades and documentation?**
A. Final grades and documentation must be submitted within 90 days following completion of the course.
  *Please note:* The end of year process may require a shorter time frame in order to submit final program
documentation. Due the end of year payroll cycle, Associates will be required to upload final course
documentation by a designated date (to be communicated in October/November of each year) in order to receive
a reimbursement payment on their final paycheck of the calendar year. Please see section 10 of the program
guidelines more information on the End of Year Process.

Q. **How do I submit my final grades?**
A. Final grades are submitted online by visiting the tuition reimbursement page on
www.kohlsknowandgrow.scholarapply.org. Once your grades are entered and any additional information is
completed, the Associate will need to upload a PDF of the final grades statement for the appropriate course (or
courses) along with the final tuition statement provided by the college or university.

Q. **Will receiving the reimbursement on my paycheck impact my taxes?**
A. The Plan is intended to be a qualified educational assistance program under Section 127 of the Internal Revenue
  Code of 1986, as amended, under which reimbursement benefits paid are exempt from Federal taxation.
  However, you may be subject to state taxation. Kohl’s Department Stores will comply with all required Federal
taxation rules, including applicable withholding requirements.

Q. **What if my employment with Kohl’s Department Stores ends before I receive my grades or my reimbursement?**
A. You must remain employed with Kohl’s Department Stores through the date your reimbursement is processed
by the Kohl’s Department Stores Payroll Department, except:
  - If you are terminated from employment as a result of job elimination, location closing or other business
    condition over which you have no control - you will maintain eligibility for reimbursement at the
    completion of the course as long as the course began prior to the termination of employment and that all
    other provisions of the Plan are met.
  - If an associate terminates his or her employment with Kohl’s Department Stores within one (1) year of
    receiving tuition reimbursement, he or she will be required to repay the Company for all tuition
    reimbursements received during the year (12 months) prior to termination. Monies not repaid to the
    Company may be deducted from the associate’s final pay to the extent allowable by law.

Q. **Who do I call if I have any questions?**
A. Contact AskHR at 844.564.5747 or email kohltuition@scholarshipamerica.org.

January 2016

Tuition Reimbursement FAQs

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