

**“R” Benefits Contact Guide – Effective July 1, 2014**

If you need more information or have questions about your benefits, you have a variety of resources available.

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| <b>BENEFITS ENROLLMENT AND QUESTIONS</b>  |   |
| RUsBenefits.com<br>Get plan information, year-round resources, tips for good health and savings                                       | www.RUsBenefits.com<br>Username: RUS<br>Password: Benefits  |
| Enrollment Website:<br>ibenefitcenter.com/toysrus (web)<br>“R”Us Benefits Center (phone)  | Login to ibenefitcenter.com/toysrus:<br>First-time login: Your 7-digit Employee ID and birth date (MMDDYY)<br><br>“R”Us Benefits Center: 1-800-752-9908<br>available Monday through Friday from 8:00 a.m. to 8:00 p.m. ET at 1-800-752-9908<br>First-time login: Your 7-digit Employee ID and birth date (MMDDYYYY)   |
| <b>MEDICAL PLANS</b>  |   |
| Aetna “R”CDHP Gold<br>Aetna “R”CDHP Silver<br>Aetna “R”CDHP Bronze  | 1-800-589-4811 <a href="http://www.aetna.com">www.aetna.com</a><br>Customer Service Hours:<br>8 am to 6 pm local time<br><br>Aetna Informed Health Line:<br>1-800-556-1555<br>Nurses available 24/7   |
| Kaiser Permanente – California CDHP (Northern and Southern)   | 1-800-464-4000 <a href="http://my.kp.org/toysrus">http://my.kp.org/toysrus</a>  |
| Kaiser Permanente – Hawaii  | 1-808-432-5955<br>1-800-966-5955 (Neighbor Islands) <a href="http://my.kp.org/toysrus">http://my.kp.org/toysrus</a>   |
| Triple-S Salud–Puerto Rico  | 1-787-774-6072; 1-787-774-6060 <a href="http://www.ssspr.com">www.ssspr.com</a>   |
| <b>DENTAL PLANS</b>   |   |
| Aetna Dental PPO<br>Aetna Dental Indemnity Plan   | 1-800-589-4811 <a href="http://www.aetna.com">www.aetna.com</a><br>Customer Service Hours:<br>8 am to 6 pm local time   |
| Aetna DMO   | 1-877-238-6200 <a href="http://www.aetna.com">www.aetna.com</a>   |
| <b>PRESCRIPTION DRUG</b>  |   |
| CVS Caremark (for team members enrolled in Aetna medical coverage)  | CVS Caremark: 1-877-209-3213<br><a href="http://www.caremark.com">www.caremark.com</a>  |
| <b>VISION</b>   |   |
| VSP (Vision Service Plan)   | 1-800-877-7195 <a href="http://www.vsp.com/go/toysrus">www.vsp.com/go/toysrus</a>   |
| <b>HEALTH SAVINGS ACCOUNTS (HSA)</b>  |   |
| PayflexHSA  | 1-800-589-4811 / <a href="http://www.aetna.com">www.aetna.com</a> OR 1-888-678-8242 <a href="http://www.PayFlexDirect.com">www.PayFlexDirect.com</a>  |
| <b>FLEXIBLE SPENDING ACCOUNTS (FSA)</b>   |   |
| Limited-Purpose Health Care FSA and Dependent Care FSA  | PayFlex<br><a href="http://toysrus.healthhub.com">toysrus.healthhub.com</a><br>1-800-752-9908<br><br>For paper claim submissions<br>Fax (402) 231-4310 or Mail to:<br><br>PayFlex Systems USA, Inc.<br>Flex Dept.<br>P.O. Box 3039<br>Omaha, NE 68103-3039<br><br><u>Overnight Address</u><br><br>PayFlex Systems USA, Inc.<br>10802 Farnam Drive, Suite 100<br>Omaha, NE 68154 |
| <b>LIFE AND AD&amp;D</b>  |   |
| Life and Accidental Death and Dismemberment (AD&D)  | “R”Us Benefits Center 1-800-752-9908<br><a href="http://ibenefitcenter.com/toysrus">ibenefitcenter.com/toysrus</a><br><br>For status of life insurance claims contact at 1-800-523-5065   |
| <b>401(k) SAVINGS AND PROFIT SHARING</b>  |   |
| “R”Retirement Benefits Line   | 1-866-690-401k (4015) <a href="http://www.401k.com">www.401k.com</a>  |
| <b>STOCK PLANS</b>  |   |
| Stock plans recordkeeper and administrative services provider   | Fidelity<br><a href="http://Netbenefits.fidelity.com">Netbenefits.fidelity.com</a><br>1-800-544-9354  |
| <b>EMPLOYEE ASSISTANCE PROGRAMS</b>   |   |
| ComPsych® GuidanceResources® Program (EAP)  | 1-866-519-8360<br>TTY/TDD: 1-800-697-0353 <a href="http://www.guidanceresources.com">www.guidanceresources.com</a><br>Company ID: EAP4TRU   |
| <b>TRAVEL ASSISTANCE PROGRAM</b>  |   |
| AXA Assistance  | 1-877-935-3704 (in the US) <a href="http://www.aetnatravelassistance.com">www.aetnatravelassistance.com</a><br>1-312-935-3704 (collect—outside the US)<br>E-mail <a href="mailto:aetnatravelassistance@axa-assistance.us">aetnatravelassistance@axa-assistance.us</a>   |
| <b>DISABILITY</b>   |   |
| Leave of Absence–Toys“R”Us Benefits Helpline  | 1-800-637-1225  |
| Disability– Aetna Disability  | 1-888-807-3775 <a href="http://www.aetnadisability.com">www.aetnadisability.com</a>   |
| <b>LONG-TERM CARE</b>   |   |
| CNA   | 1-877-777-9072 <a href="http://www.ltcbenefits.com">www.ltcbenefits.com</a><br>(password: toysrus)  |
| <b>VOLUNTARY BENEFITS</b>   |   |
| 21st Century (auto insurance)   | 1-800-207-4674 <a href="http://www.21stcentins.com">http://www.21stcentins.com</a>  |
| Scholars Choice 529 College Savings Plan  | 1-888-572-4652 <a href="http://www.scholars-choice.com">www.scholars-choice.com</a>   |
| <b>COBRA CONTINUATION COVERAGE</b>  |   |
| COBRA Continuation Coverage for “R”Core medical, dental, vision and Limited Purpose Health Care FSA(through the end of the plan year) | “R”Us Benefits Center 1-800-752-9908  |
| <b>EMPLOYMENT AND INCOME VERIFICATION</b>   |   |
| CCC Verify  | <a href="http://www.cccverify.com">www.cccverify.com</a><br>For help using CCC Verify, send an email to <a href="mailto:verifications@corporatecostcontrol.com">verifications@corporatecostcontrol.com</a> , or call 1-866-903-9703 M-F 8 am-8pm ET   |