



2025 Annual Election: Employee Self Service Portal (ESS) Tutorial



Enrollment via the Employee Self-Service Portal (ESS)

- Enrollment Timeframe
- Accessing the Employee Self Service Portal (ESS)
- Enrollment Process
- Reviewing & Saving Elections
- Printing Confirmation Statements
- Voluntary Benefits

When to Utilize ESS?

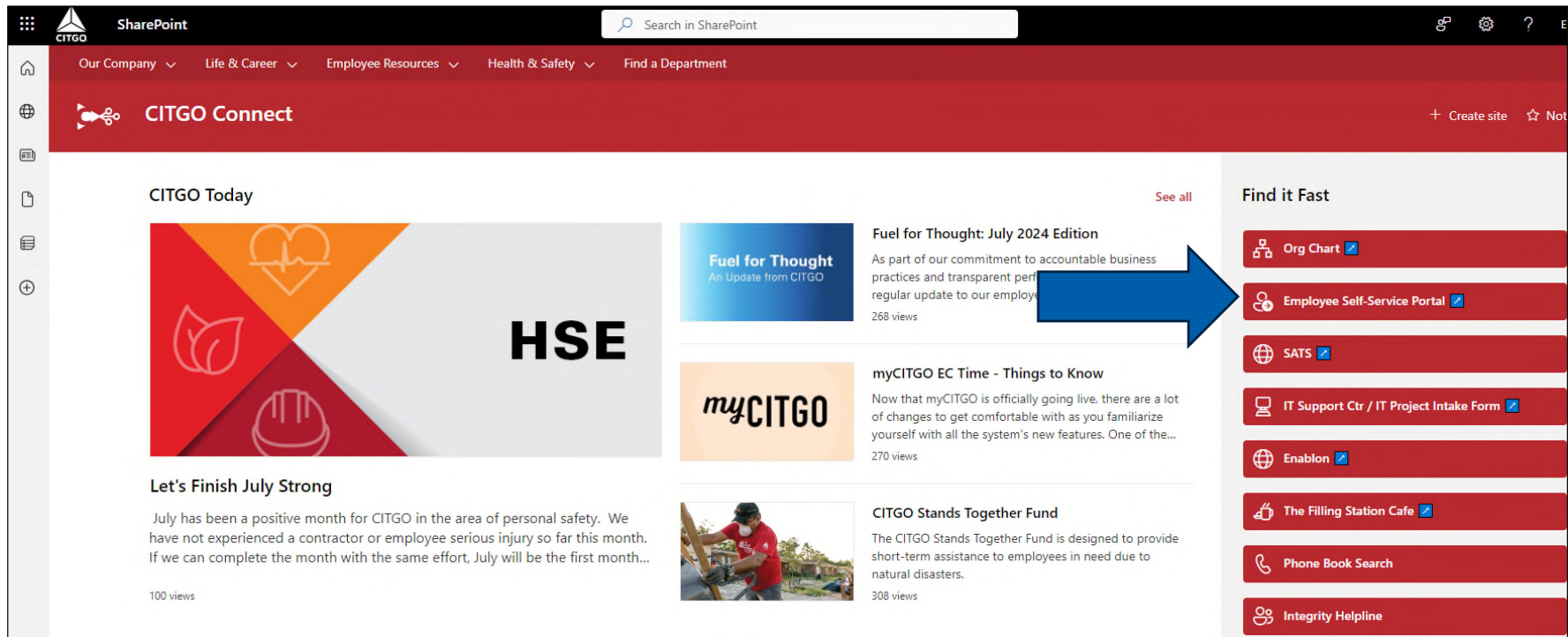
2025 Annual Benefits Election

- October 28, 2024 through November 08, 2024
- Benefits are effective January 1, 2025



How to Utilize ESS for Annual Benefits Election

- Go to the CITGO Intranet Home Page.
- Click on the Employee Self-Service Portal tile on the right side of the Home Page.

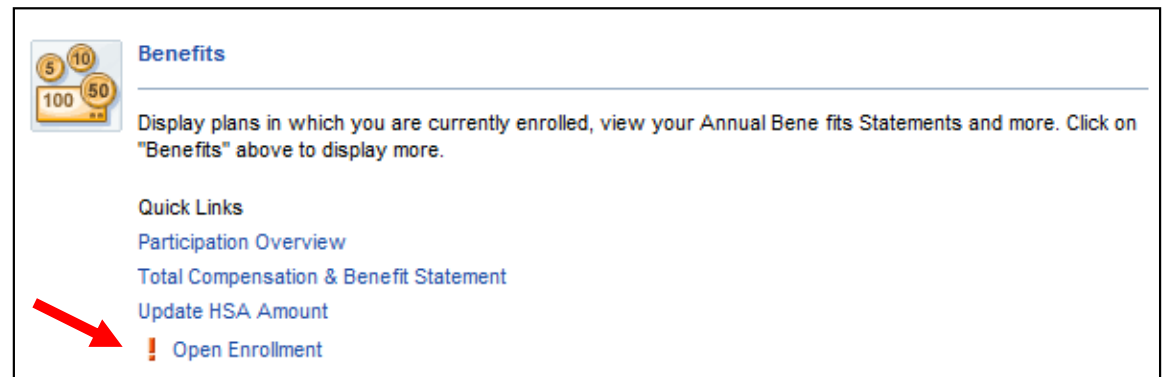


OR

- From the top menu, click on Employee Resources and select Employee Self Service Portal.

Accessing the ESS System for Annual Benefits Election

- To begin the Annual Benefits Election process:
 - Click on “Open Enrollment” under Benefits.



NOTE: You may receive a “locked” error message on the following days:

- **October 30**
- **October 31**
- **November 7**
- **November 8**

This is due to payroll processing. ***Please try to enroll at a later time.***

Navigating the Employee Self-Service Portal (ESS)

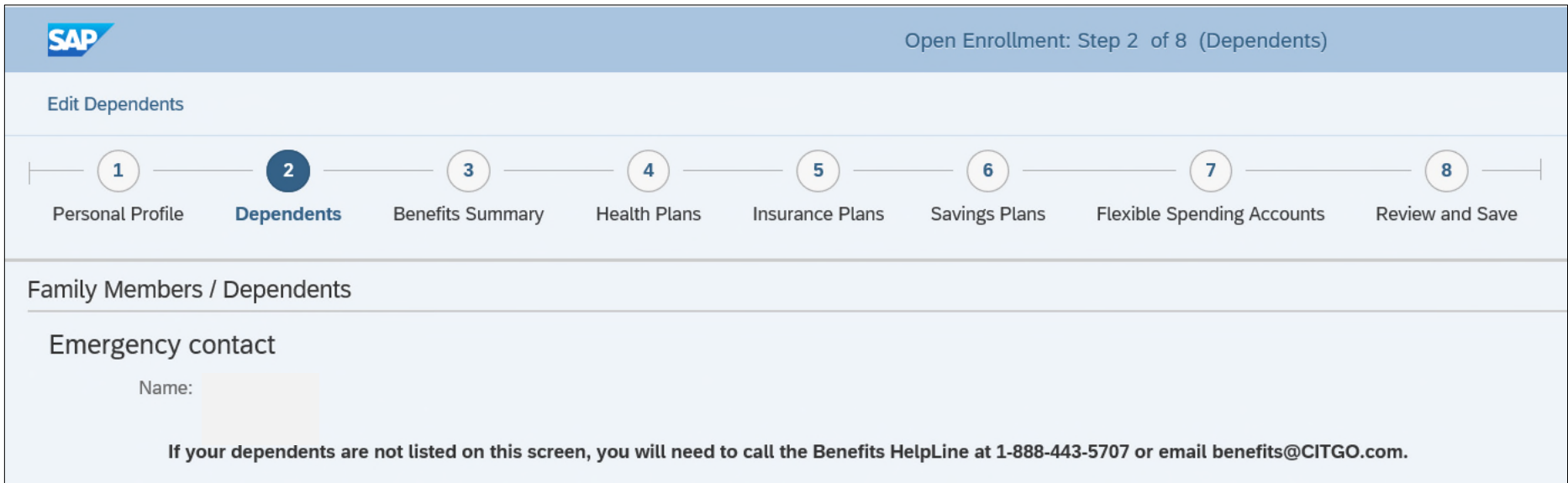
Step 1 – Personal Profile

- After accepting the Terms and Conditions, you will be at the first Open Enrollment screen.
- Here you may review your Personal Profile.
- Select “Next” to proceed to Step 2.

The screenshot shows the SAP Open Enrollment interface for Step 1 of 8, titled "Personal Profile". The interface includes a progress bar with eight steps: 1. Personal Profile (active), 2. Dependents, 3. Benefits Summary, 4. Health Plans, 5. Insurance Plans, 6. Savings Plans, 7. Flexible Spending Accounts, and 8. Review and Save. Below the progress bar, the "Personal Data" section contains a "Full name:" field. The "Addresses" section contains a "Permanent residence" section with "Street Name:", "City:", and "Telephone Number:" fields. The SAP logo is in the top left corner, and the title "Open Enrollment: Step 1 of 8 (Personal Profile)" is in the top right corner.

Step 2 – Dependents and Beneficiaries

- Your current dependents will appear. **If your dependents are not listed on this screen, you will need to call the Benefits HelpLine at 1-888-443-5707 or email Benefits@citgo.com.**
- Although there is an option to “Edit Dependents and Beneficiaries,” **you are unable to change, add or delete dependents in ESS and must email or call the Benefits HelpLine.**
- Click “Next” to go to Step 3.



SAP Open Enrollment: Step 2 of 8 (Dependents)

Edit Dependents

1 Personal Profile 2 **Dependents** 3 Benefits Summary 4 Health Plans 5 Insurance Plans 6 Savings Plans 7 Flexible Spending Accounts 8 Review and Save

Family Members / Dependents

Emergency contact

Name:


If your dependents are not listed on this screen, you will need to call the Benefits HelpLine at 1-888-443-5707 or email benefits@CITGO.com.

Step 3 – Benefit Summary

- Here you can review your current benefit elections, along with the additional plans that you are not enrolled in.
- Click “Next” to go to Step 4.

1	2	3	4	5	6	7	8			
Personal Profile	Dependents	Benefits Summary	Health Plans	Insurance Plans	Savings Plans	Flexible Spending Accounts	Review and Save			
Benefit Elections Summary										
Plan Type	Starts On	Status	Plan Name	Option	Credit Amo...	Coverage	Dependents	Primary Beneficiaries	Pre-Tax Costs	Post-Tax Costs
Medical	01/01/2025	Current	Medical	PPO		Participant & Spouse			260.00 USD Monthly	
Dental	01/01/2025	Current	Dental	Dental Plus		Participant & Spouse			32.00 USD Monthly	
Vision	01/01/2025	Current	Vision Plan	Vision Plus		Participant & Spouse			30.94 USD Monthly	
Personal Acc	01/01/2025	Current	Salaried Personal Accident	Family Coverage		750,000.00 USD			22.50 USD Monthly	
Plans not Enrolled In										
Plan Type										
Optional Life										
Dependent Life										
Dep Life Child										
Health Savings										
Health Spending										
Dep Spending										







Step 4 – Health Plans

- In this step you can review your current Health plans and edit your current elections.
- To change a plan selection, click on the “Edit” icon  next to the Plan you wish to change.

SAP Open Enrollment: Step 4 of 8 (Health Plans)

1 Personal Profile 2 Dependents 3 Benefits Summary 4 **Health Plans** 5 Insurance Plans 6 Savings Plans 7 Flexible Spending Accounts 8 Review and Save

Enroll in Health Plans

Acti...	Plan ...	Starts On	Status	Plan Highlights	Plan Name	Option	Coverage	Dependents	Pre-Tax Costs	Post-Tax Costs
 	Medical	01/01/2025	Current	Medical Plan Highlights	Medical	PPO	Participant & Spouse		260.00 USD Monthly	
 	Dental	01/01/2025	Current	Dental Plan Highlights	Dental	Dental Plus	Participant & Spouse		32.00 USD Monthly	
 	Vision	01/01/2025	Current	Vision Plan Highlights	Vision Plan	Vision Plus	Participant & Spouse		30.94 USD Monthly	

Step 4 – Health Plans – *Changing Plans*

- After clicking on the “Edit” icon, the following screen will appear which will allow you to change your plan.
- To change or add a plan, simply select the new plan desired to highlight it and click “Add.” Remember to check the box by each dependent you want on the plan.

Select a Medical Plan

Plan Name	Option	Coverage	Pre-Tax Costs	Post-Tax Costs
Medical	PPO	Participant & Spouse	260.00 USD Monthly	
Medical	EPO	Participant only	129.00 USD Monthly	
Medical	EPO	Participant & Spouse	329.00 USD Monthly	
Self Directed Health Plan	Self Directed Health Plan	Participant only	8.00 USD Monthly	
Self Directed Health Plan	Self Directed Health Plan	Participant & Spouse	23.00 USD Monthly	
Waiver of Medical Coverage	Waiver of Medical Coverage	Waived coverage		

Enroll Dependents

(Spouse)

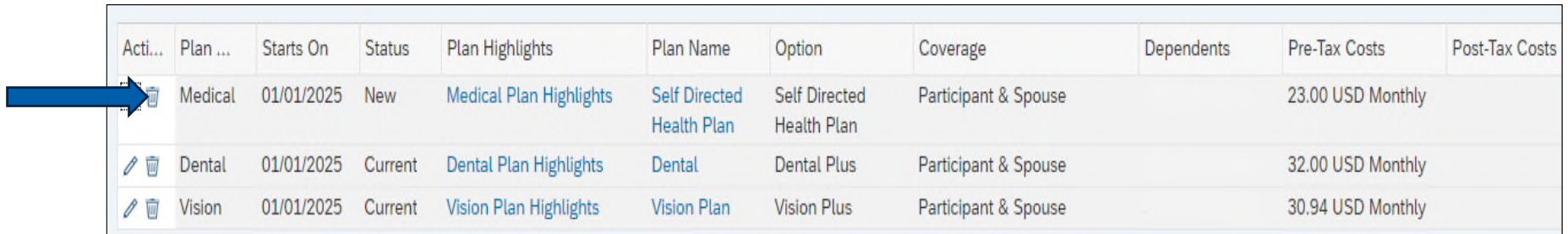
Add Cancel






- Your new selection will now show in the enrollment summary with the status of “New.”

Acti...	Plan ...	Starts On	Status	Plan Highlights	Plan Name	Option	Coverage	Dependents	Pre-Tax Costs	Post-Tax Costs
	Medical	01/01/2025	New	Medical Plan Highlights	Self Directed Health Plan	Self Directed Health Plan	Participant & Spouse		23.00 USD Monthly	
	Dental	01/01/2025	Current	Dental Plan Highlights	Dental	Dental Plus	Participant & Spouse		32.00 USD Monthly	
	Vision	01/01/2025	Current	Vision Plan Highlights	Vision Plan	Vision Plus	Participant & Spouse		30.94 USD Monthly	

Step 4 – Health Plans – Changing Plans

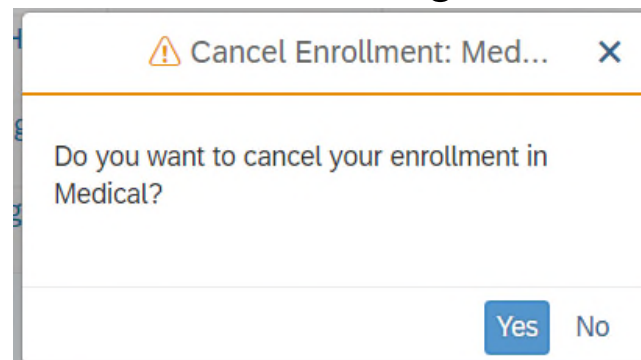
- To remove a plan, click on the trash can icon under Actions.



Acti...	Plan ...	Starts On	Status	Plan Highlights	Plan Name	Option	Coverage	Dependents	Pre-Tax Costs	Post-Tax Costs
	Medical	01/01/2025	New	Medical Plan Highlights	Self Directed Health Plan	Self Directed Health Plan	Participant & Spouse		23.00 USD Monthly	
 	Dental	01/01/2025	Current	Dental Plan Highlights	Dental	Dental Plus	Participant & Spouse		32.00 USD Monthly	
 	Vision	01/01/2025	Current	Vision Plan Highlights	Vision Plan	Vision Plus	Participant & Spouse		30.94 USD Monthly	


A dialogue box will appear asking you to confirm deletion of your plan. Click “Yes” to confirm or “No” to cancel.

If you delete a plan, the status will change to **Waived**



- Changes to your dental and vision plans will follow the same steps.
- After completing your changes, press “Next” to go to the next step.

Step 5 – Insurance Plans






- In this Step you can review your life and accident insurance plans and edit your current elections.
- Similar to the Health Plans, to change a plan selection, click on the “Edit” icon  next to the Plan you wish to change.

SAP Open Enrollment: Step 5 of 8 (Insurance Plans)

1 — 2 — 3 — 4 — **5** — 6 — 7 — 8

Personal Profile Dependents Benefits Summary Health Plans **Insurance Plans** Savings Plans Flexible Spending Accounts Review and Save

Enroll in Insurance Plans

Acti...	Plan Type	Starts On	Status	Plan Name	Option	Coverage
	Optional Life	01/01/2025				
	Dependent Life	01/01/2025				
	Dep Life Child	01/01/2025				
 	Personal Acc	01/01/2025	Current	Salaried Personal Accident	Family Coverage	750,000.00 USD

Step 5 – Insurance Plans – *Salaried Optional Life*


- If you are not currently enrolled in Salaried Optional Life, salaried employees may elect up to 8 times their annual salary and you will be subject to complete a Statement of Health – also known as Evidence of Insurability (EOI).
- If you are increasing your coverage **more than** 1 time you will be subject to complete an EOI.
- If you currently are enrolled in Optional Life 5X you are subject to complete EOI for any increase up to a maximum of 8X.
- **Your new coverage will not begin until the EOI is approved by Securian Financial.**

Select a Optional Life Plan

Plan Name	Option	Insurance Coverage	Pre-Tax Costs	Post-Tax Costs
<input type="radio"/>	Salaried Optional Life 1X Base Pay	165,000.00	327.52 USD Monthly	
<input type="radio"/>	Salaried Optional Life 2X Base Pay	330,000.00	655.05 USD Monthly	
<input type="radio"/>	Salaried Optional Life 3X Base Pay	495,000.00	982.57 USD Monthly	
<input checked="" type="radio"/>	Salaried Optional Life 4X Base Pay	660,000.00	1,310.10 USD Monthly	
<input type="radio"/>	Salaried Optional Life 5X Base Pay	825,000.00	1,637.62 USD Monthly	
<input type="radio"/>	Salaried Optional Life 6X Base Pay	990,000.00	1,965.15 USD Monthly	

Add Cancel

Details

 Evidence of insurability is required.

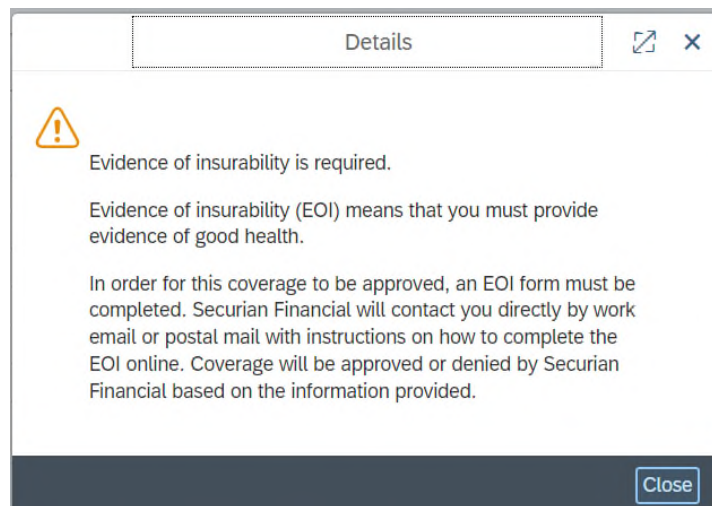
Evidence of insurability (EOI) means that you must provide evidence of good health.

In order for this coverage to be approved, an EOI form must be completed. Securian Financial will contact you directly by work email or postal mail with instructions on how to complete the EOI online. Coverage will be approved or denied by Securian Financial based on the information provided.

Close

Step 5 – Insurance Plans – *Salaried Dependent Spouse Life*

- To elect or make changes to your Dependent Spouse Life plan:
 - Click on the “Edit” or “Add” icon
 - Enter a number (0 - 24) in the highlighted “Additional Unit” space
 - Select “Add”
- EOI will be required if you previously did not have Dependent Spouse Life insurance or increase the coverage amount.
- Further, your spousal insurance cannot exceed more than 50% of the combined amount of your Basic & Optional life insurance.
- **New coverage will not begin until the SOH is approved by Securian Financial.**



Step 5 – Insurance Plans – *Salaried Dependent Child Life*


- You may elect to cover your eligible child(ren) at either:
 - \$5,000 or
 - \$10,000
- EOI may be required. You will receive additional information via email if your changes in coverage are subject to EOI.
- **New coverage will not begin until the EOI is approved by Securian Financial.**

Select a Dep Life Child Plan

	Plan Name	Option	Insurance Coverage	Pre-Tax Costs	Post-Tax Costs
<input type="radio"/>	Dependent Life Children	\$5000 Option	5,000.00		0.68 USD Monthly
<input checked="" type="radio"/>	Dependent Life Children	\$10,000 Option	10,000.00		1.36 USD Monthly

Add Cancel

Details

 Evidence of insurability is required.

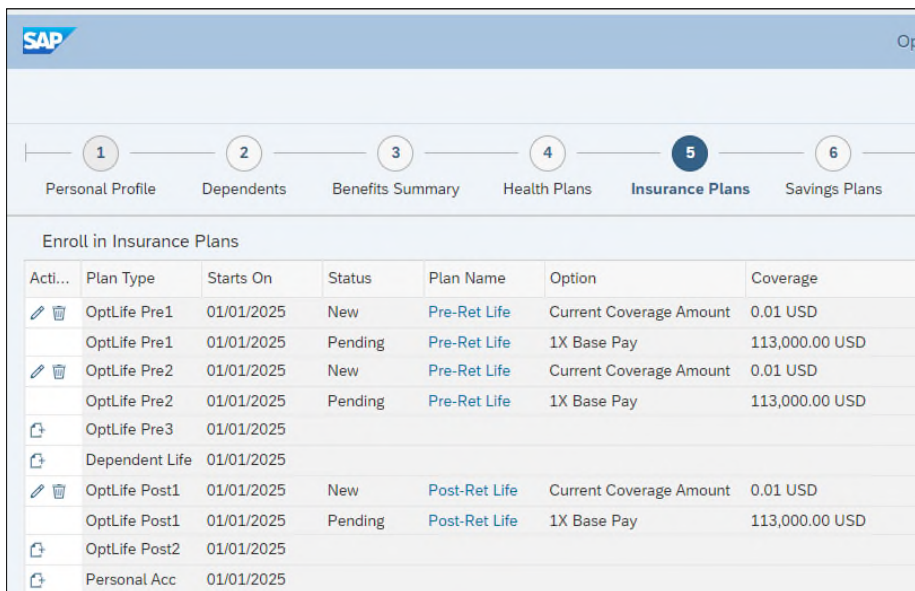
Evidence of insurability (EOI) means that you must provide evidence of good health.

In order for this coverage to be approved, an EOI form must be completed. Securian Financial will contact you directly by work email or postal mail with instructions on how to complete the EOI online. Coverage will be approved or denied by Securian Financial based on the information provided.

Close

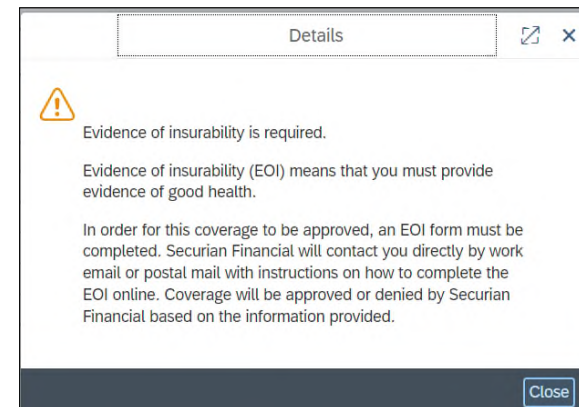
Step 5 – Insurance Plans – *Hourly Pre- and Post-Retirement Life*

- **Hourly** employees may elect a combined total of 3Xs their annual base pay under Pre- and Post-Retirement Life Insurance.
- You may only elect a maximum of 2Xs your annual base pay for the Post-Retirement Life.
- The system will allow you to choose more; **however**, once you click on “Review Enrollment,” you will receive an error message at the top of the screen “Condition for combined coverage limit 3SAL for plan LH21 not fulfilled.”
- Please adjust your elections to reflect the **3Xs** maximum coverage:



The screenshot shows the SAP 'Enroll in Insurance Plans' interface. At the top, there is a navigation bar with six steps: 1. Personal Profile, 2. Dependents, 3. Benefits Summary, 4. Health Plans, 5. Insurance Plans (highlighted), and 6. Savings Plans. Below the navigation bar is a table titled 'Enroll in Insurance Plans' with the following columns: Acti..., Plan Type, Starts On, Status, Plan Name, Option, and Coverage. The table contains several rows for Pre-Retirement Life and Post-Retirement Life plans, with options for 'Current Coverage Amount' and '1X Base Pay'.

Acti...	Plan Type	Starts On	Status	Plan Name	Option	Coverage
	OptLife Pre1	01/01/2025	New	Pre-Ret Life	Current Coverage Amount	0.01 USD
	OptLife Pre1	01/01/2025	Pending	Pre-Ret Life	1X Base Pay	113,000.00 USD
	OptLife Pre2	01/01/2025	New	Pre-Ret Life	Current Coverage Amount	0.01 USD
	OptLife Pre2	01/01/2025	Pending	Pre-Ret Life	1X Base Pay	113,000.00 USD
	OptLife Pre3	01/01/2025				
	Dependent Life	01/01/2025				
	OptLife Post1	01/01/2025	New	Post-Ret Life	Current Coverage Amount	0.01 USD
	OptLife Post1	01/01/2025	Pending	Post-Ret Life	1X Base Pay	113,000.00 USD
	OptLife Post2	01/01/2025				
	Personal Acc	01/01/2025				



The screenshot shows a 'Details' dialog box with a yellow warning icon. The text inside the dialog box reads: 'Evidence of insurability is required. Evidence of insurability (EOI) means that you must provide evidence of good health. In order for this coverage to be approved, an EOI form must be completed. Securian Financial will contact you directly by work email or postal mail with instructions on how to complete the EOI online. Coverage will be approved or denied by Securian Financial based on the information provided.' There is a 'Close' button at the bottom right of the dialog box.

Step 5 – Insurance Plans – *Hourly Dependent Life*

- If you are **not currently enrolled** in this plan, then you may elect it during Open Enrollment if you have pre- or post-retirement life insurance as well.
- EOI may be required. You will receive additional information via email if your changes in coverage are subject to EOI.
- **New coverage will not begin until the SOH is approved by Securian Financial.**


Dependent Life	01/01/2025				
Dependent Life	01/01/2025	Pending	Dependent Life Option \$7500 Active		7,500.00 USD

Select a Dependent Life Plan

Plan Name	Option	Insurance Coverage	Pre-Tax Costs	Post-Tax Costs
<input type="radio"/> Dependent Life Children Only	Option \$1500	1,500.00		2.28 USD Monthly
<input checked="" type="radio"/> Dependent Life Active	Option \$7500	7,500.00		2.28 USD Monthly

Add Cancel

Details

 Evidence of insurability is required.

Evidence of insurability (EOI) means that you must provide evidence of good health.

In order for this coverage to be approved, an EOI form must be completed. Securian Financial will contact you directly by work email or postal mail with instructions on how to complete the EOI online. Coverage will be approved or denied by Securian Financial based on the information provided.

Close

Step 5 – Insurance Plans – *Personal Accident*

- Choose an option:
 - Employee Only Coverage
 - Family Coverage
- Next, you will need to enter a number (0 – 148) in the highlighted “Additional Unit” space.
- Click “Add.”
- Minimum coverage is \$10,000 and maximum coverage is \$750,000 (Salaried) and \$500,000 (Hourly).

Select a Personal Acc Plan 🔗 ✕

Plan Name	Option	Insurance Coverage	Pre-Tax Costs	Post-Tax Costs
<input type="radio"/> Salaried Personal Accident	Employee only Coverage	10,000.00	0.14 USD Monthly	
<input checked="" type="radio"/> Salaried Personal Accident	Family Coverage	750,000.00	22.50 USD Monthly	

Additional Coverage

Additional Unit: x USD

Total Insurance Coverage:

Step 6 – Health Savings Account

- You must elect the amount to be deducted for payroll every year for your HSA. Changes to your current payroll deductions can be made at any time through the Employee Self-Service Portal (ESS).
- Health Savings Account (HSA) annual contribution maximums for 2025 are:
 - \$4,300 Employee Only
 - \$8,550 Employee + One or more
 - If you are 55 or older, “catch-up” contributions of \$1,000 per year are available above these limits.
- **When calculating your HSA contributions, it is important to include the amount of the Healthy Rewards Incentives you plan to earn in your calculations.**

For example:

Annual Max: \$4,300 Employee Only

- ❖ \$ 500 SDHP Annual Enrollment Incentive
- ❖ \$ 500 CITGO Healthy Rewards Incentive

\$3,300 Individual Annual Payroll Contribution

The “pre-tax amount” you will enter will be \$137.50 (\$3,300 divided by 24 pay periods).

Hourly employees need to divide by 26 (Lemont and Lake Charles) or 24 (Corpus only) pay periods depending on your work location.

Enter Health Savings Plan Information

Select Plan

Plan Name
<input checked="" type="radio"/> Health Savings Account

Regular Contribution

Period: Semi-monthly

Pre-Tax Amount: USD (Minimum 0.00 USD)

Step 7 – Flexible Spending Accounts

- Your last enrollment choices will be for the Flexible Spending Accounts (FSA). You must elect your FSA amounts **annually**:
 - For the Dependent Day Care elect a minimum of \$120 to a maximum of \$5,000 per year
 - For the Health Care Flexible Spending Account elect a minimum of \$120 to a maximum of \$3,300 per year
 - For the Limited Health Care Flexible Spending Account elect a minimum of \$120 to a maximum of \$3,300 per year
- Select the spending account and then enter your “Annual Contribution Amount” in the box and click “Calculate” to determine your contribution per pay period. Then click on “Add” to confirm.
- Select “Next” after completing your selections.

Enter Health Spending Plan Information

Select Plan

Plan Name	Enroll in One Plan
<input checked="" type="radio"/> Health Care Spending Account	Medical, Medical, Medical Global, Waiver of Medical Coverage
<input type="radio"/> Limited Flex Spending Account	

Details: Annual Contribution for Health Care Spending Account for period 01/01/2025 - 12/31/2025

Annual Contribution Amount: USD (Minimum 120.00 USD - Maximum 3,300.00 USD)

Amount per Paycheck: USD

Step 8 – Review and Save

- Once you have completed making all of your 2025 benefit elections, proceed to Step 8, **Review and Save**.
- This step will allow you to **review your elections** to ensure that you have completed all your desired changes for 2025.

SAP Open Enrollment: Step 8 of 8 (Review and Save)

1 2 3 4 5 6 7 8

Personal Profile Dependents Benefits Summary Health Plans Insurance Plans Savings Plans Flexible Spending Accounts **Review and Save**

Plans to be Added									
Plan Type	Starts On	Status	Plan Name	Option	Credit Amo...	Coverage	Dependents	Primary Beneficiaries	Pre-Tax Costs
Optional Life	01/01/2025	New	Salaried Optional Life	Current Coverage Amount		0.01 USD			
	01/01/2025	Pend...	Salaried Optional Life	4X Base Pay		660,000.00 USD			1,310.10 USD Monthly
Health Savings	01/01/2025	New	Health Savings Account						137.50 USD Semi-monthly
Health Spending	01/01/2025	New	Limited Flex Spending Account						127.08 USD Semi-monthly
Plans to be Changed									
Plan Type	Starts On	Status	Plan Name	Option	Credit Amo...	Coverage	Dependents	Primary Beneficiaries	Pre-Tax Costs
Medical	01/01/2025	Current	Medical	PPO		Participant & Spouse	JULIE BROWN		260.00 USD Monthly
	01/01/2025	New	Self Directed Health Plan	Self Directed Health Plan		Participant only			8.00 USD Monthly
Unchanged Plans									
Plan Type	Starts On	Status	Plan Name	Option	Credit Amo...	Coverage	Dependents	Primary Beneficiaries	Pre-Tax Costs
Dental	01/01/2025	Current	Dental	Dental Plus		Participant & Spouse	JULIE BROWN		32.00 USD Monthly
Vision	01/01/2025	Current	Vision Plan	Vision Plus		Participant & Spouse	JULIE BROWN		30.94 USD Monthly
Personal Acc	01/01/2025	Current	Salaried Personal Accident	Family Coverage		750,000.00 USD			22.50 USD Monthly
Plans not Enrolled In									
Plan Type									
Dependent Life									
Dep Life Child									
Dep Spending									

Step 8 – Review and Save

- It is **very important** that you thoroughly review your 2025 benefit elections.
- Your plan selections can **only** be saved at this time.
- You will need to:
 - Click the “Save” button located at the bottom right of the screen.

Open Enrollment: Step 8 of 8 (Review and Save)

1 Personal Profile 2 Dependents 3 Benefits Summary 4 Health Plans 5 Insurance Plans 6 Savings Plans 7 Flexible Spending Accounts 8 Review and Save

Plans to be Added										
Plan Type	Starts...	Status	Plan Name	Option	Credit Amount	Coverage	Dependents	Primary...	Pre-Tax Costs	Post-Tax Costs
Optional Life	01/01/20	New	Salaried Optional Life	Current Coverage Amount		0.01 USD				
	01/01/20	Pending	Salaried Optional Life	4X Base Pay		444,000.00 USD			39.96 USD Monthly	
Dependent Life	01/01/20	New	Dependent Life Spouse	Current Coverage Amount		0.01 USD				
	01/01/20	Pending	Dependent Life Spouse	Spouse Coverage		30,000.00 USD				3.00 USD Monthly
Health Savings	01/01/20	New	Health Savings Account						250.00 USD Semi-monthly	

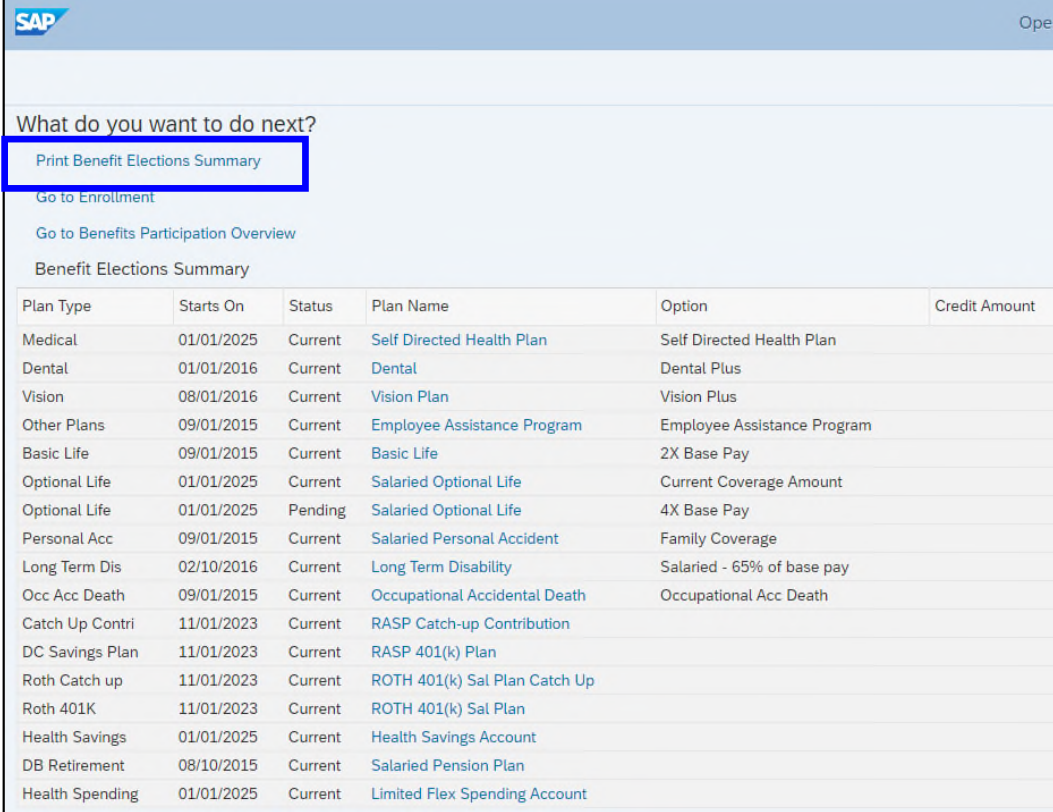
Plans to be Changed										
Plan Type	Starts...	Status	Plan Name	Option	Credit Amount	Coverage	Dependents	Primary...	Pre-Tax Costs	Post-Tax Costs
Medical	01/01/20	Current	Medical	PPO			Participant & Spouz		260.00 USD Monthly	
	01/01/20	New	Self Directed Health Plan	Self Directed Health Plan			Participant & Spouz		23.00 USD Monthly	

Unchanged Plans										
Plan Type	Starts...	Status	Plan Name	Option	Credit Amount	Coverage	Dependents	Primary...	Pre-Tax Costs	Post-Tax Costs
Dental	01/01/20	Current	Dental	Dental Plus			Participant & Spouse		30.00 USD Monthly	

Previous Next Save Cancel

Printing Confirmation Statement

- After saving your elections, you will have an opportunity to print a confirmation statement.
- Review it for accuracy and retain it for your records.
- Click on the link: “Print Benefit Elections Summary” under “What do you want to do next?” to print your Confirmation Statement.



What do you want to do next?

[Print Benefit Elections Summary](#)

[Go to Enrollment](#)

[Go to Benefits Participation Overview](#)

Benefit Elections Summary

Plan Type	Starts On	Status	Plan Name	Option	Credit Amount
Medical	01/01/2025	Current	Self Directed Health Plan	Self Directed Health Plan	
Dental	01/01/2016	Current	Dental	Dental Plus	
Vision	08/01/2016	Current	Vision Plan	Vision Plus	
Other Plans	09/01/2015	Current	Employee Assistance Program	Employee Assistance Program	
Basic Life	09/01/2015	Current	Basic Life	2X Base Pay	
Optional Life	01/01/2025	Current	Salaried Optional Life	Current Coverage Amount	
Optional Life	01/01/2025	Pending	Salaried Optional Life	4X Base Pay	
Personal Acc	09/01/2015	Current	Salaried Personal Accident	Family Coverage	
Long Term Dis	02/10/2016	Current	Long Term Disability	Salaried - 65% of base pay	
Occ Acc Death	09/01/2015	Current	Occupational Accidental Death	Occupational Acc Death	
Catch Up Contri	11/01/2023	Current	RASP Catch-up Contribution		
DC Savings Plan	11/01/2023	Current	RASP 401(k) Plan		
Roth Catch up	11/01/2023	Current	ROTH 401(k) Sal Plan Catch Up		
Roth 401K	11/01/2023	Current	ROTH 401(k) Sal Plan		
Health Savings	01/01/2025	Current	Health Savings Account		
DB Retirement	08/10/2015	Current	Salaried Pension Plan		
Health Spending	01/01/2025	Current	Limited Flex Spending Account		



Confirmation Statement

- It is important for you to review your final Confirmation Statement for any administrative errors.
- CITGO administrative errors must be reported within 31 days of the first payroll deduction or invoice issued by contacting the **Benefits Helpline at 1-888-443-5707 or by email at Benefits@CITGO.com**.
- It is highly encouraged that all employees retain a copy of the final Confirmation Statement for your records and review your first 2024 payroll benefit deductions for accuracy.



Voluntary Benefits

- CITGO employees may enroll in the following voluntary benefits which become effective January 1, 2025 with premiums to be paid in full by the employee through payroll deductions.
 - Critical Illness insurance offered by TransAmerica and managed by Mercer
 - Accident insurance offered by TransAmerica and managed by Mercer
 - Pre-paid Legal Services offered by MetLife Legal and managed by Mercer
- To enroll, visit <https://citgo.e.paylogix.com> or call 1-877-649-6624 for more details.
- **CITGO does not maintain or endorse these voluntary benefit programs.** Additional information regarding enrollment in these voluntary benefits will be sent directly from the providers and will be available at www.hr.citgo.com.
- If you are already enrolled in these voluntary benefits, your coverage will continue to 2025 and until you cancel the coverage.

Annual Benefits Election Process

Congratulations! You have now completed the **2025 Annual Benefits Election** process.

You are welcome to make additional changes to your elections during the Annual Benefits Election period of:

October 28, 2024, through November 08, 2024

All changes must be made by 11:59 pm on Friday, Nov 08, 2024.

If you have any questions regarding your benefit elections, contact:

Benefits

1-888-443-5707 *Helpline*

Benefits@CITGO.com *Email*

