



FREQUENTLY ASKED QUESTIONS

What is changing? 1

Why are we making this change?..... 1

Who is Empower?..... 2

What are some of the benefits of the new website? 2

Do I need to do anything to transfer my money to Empower? 2

What is the blackout period? 2

What are the key dates I need to be aware of? 3

Are the investment choices changing?..... 3

What are the advisory services available, and what is My Total Retirement™? 3

When will I be able to make changes again to my account? 4

What happens to my loan(s)? 4

Can I take a withdrawal or loan if I need one?..... 4

What other important information should I know about the transition? 4

Is there an app (smart phone application) I can use? 4

How will I access my account through Empower? 5

What are the browser requirements for this new website?..... 5

What is changing?

Your Rite Aid 401(k) retirement plan account is moving from Alight to Empower Retirement effective September 3, 2019.

[BACK](#)

Why are we making this change?

At Rite Aid we’re committed to helping you persue your retirement goals. This change is designed to give you more ways to access your account, improve your overall retirement planning experience and empower you to make the journey to retirement as rewarding as everyday after.

[BACK](#)

Who is Empower?

Empower is a retirement plan recordkeeping company that is part of Great-West Life & Annuity Insurance Company. Administering \$638 billion in plan assets,¹ Empower helps 9.1 million people save for retirement.² Empower is well positioned — with a suite of retirement services, innovative financial tools and more ways to access your account — to help you manage your retirement savings for financial success. To learn more, visit empower-retirement.com.

1. As of March 31, 2019. Information refers to the business of Great-West Life & Annuity Insurance Company and its subsidiaries, including Great-West Life & Annuity Insurance Company of New York. GWL&A's consolidated total assets under administration (AUA) are \$638B. AUA is a non-GAAP measure and does not reflect the financial stability or strength of a company. GWL&A's statutory assets total \$57.1B and liabilities total \$55.7B. GWL&A of NY statutory assets total \$2.2B and liabilities total \$2.1B.

2. As of March 31, 2019. Information refers to all retirement businesses of Great-West Life & Annuity Insurance Company and its subsidiaries and affiliates, including Great-West Life & Annuity Insurance Company of New York, marketed under the Empower Retirement brand.

[BACK](#)

What are some of the benefits of the new website?

The new website has more resources, including enhanced tools that estimate your monthly income in retirement. Using the tools, you can easily see how saving more may affect your outcome and make changes with a single click. You also can quickly view the percentage of income you're estimated to replace in retirement.

Additionally, because healthcare budgeting plays a major part in retirement planning, the site allows you to receive an estimate of what your healthcare costs may be in retirement. You also can see how your savings compare with other Empower participants in your age group and salary range, and you can access online educational articles and calculators (in the Me & My Money section) to help you sharpen your focus on your financial well-being. Take a tour of the new site [here](#).

[BACK](#)

Do I need to do anything to transfer my money to Empower?

You do not need to take any action in order for your account to transfer. Your account balance and future investment and deferral elections will transfer according to your current elections on file.

[BACK](#)

What is the blackout period?

The blackout period is the time during which you will not be able to access your account as it transitions from Alight to Empower. The blackout period is needed to effectively transfer your account information to the new Empower system. The blackout period will run from 4 p.m. Eastern time on August 28, 2019, through the week of September 2, 2019. You are encouraged to review your plan account and request any changes before the blackout period begins by contacting Alight at 855-594-6214 or accessing your account online at ybr.com/riteaid. Once the blackout period begins, you will not be able to access your account or make any investment allocation changes until after the blackout ends the week of September 2, 2019.

[BACK](#)

What are the key dates I need to be aware of?

Late July	Transition brochure with details and required disclosures mailed to homes
August 15, 2019	Last day to request paperwork for certain loan, withdrawal and distribution transactions with Alight (hardship withdrawal, residential loan)
August 22, 2019	Last day to submit paperwork for certain loan, withdrawal and distribution transactions with Alight Last day to submit a rollover check or loan repayment check to Alight Checks received by Alight after this date will be returned to you
August 28, 2019	Last day to perform automated transactions (investment changes, deferral changes) on your account with Alight Alight: ybr.com/riteaid or 855-594-6214
Week of September 2, 2019	Access granted to your account with Empower Retirement Web: riteaid401k.com Phone: 833-300-401K (4015)
Week of September 8, 2019	On-demand presentations available to get you familiar with the new site and features.

[BACK](#)

Are the investment choices changing?

No, the investment options are remaining the same. Your account balance and future investment allocations will transfer automatically. For a list of all the available investment options in your plan, as well as access to fund fact sheets, investment returns and prospectuses, click on your plan name below:

- [Rite Aid 401\(k\) Plan](#)
- [Rite Aid Corporation 401\(k\) Plan for Collectively Bargained Employees](#)
- [Thrifty Payless, Inc. 401\(k\) Retirement Savings Plan for Collective Bargaining Pharmacists](#)

[BACK](#)

What are the advisory services available, and what is My Total Retirement™?

You can get investment help with Online Advice or My Total Retirement™. Online Advice is available at no additional cost to you and provides unbiased and personal investment recommendations that you can choose to implement on your own.

To receive a personalized plan that is put into action for you, consider enrolling in My Total Retirement (fees apply). This service may be of interest to you if:

- You don't have the time, desire or knowledge to invest on your own.
- You are interested in the value and convenience this service can provide.
- You don't mind paying a fee to have professionals manage your account for you.

With My Total Retirement, experienced investment professionals create a strategy just for you. This service goes beyond the typical "age-based" investment strategy and takes into account your lifestyle, situation and goals to create a strategy that is tailored to you. And because we understand that your investment needs evolve over

time, we will periodically review your strategy and can work with you to make the appropriate adjustments for your situation.

There is no guarantee provided by any party that participation in any of the advisory services will result in a profit.

Online Advice and My Total Retirement™ are part of the Empower Retirement Advisory Services suite of services offered by Advised Assets Group, LLC, a registered investment adviser.

[BACK](#)

When will I be able to make changes again to my account?

You can continue to make changes up to the blackout period, which starts on August 28, 2019, at 4 p.m. Eastern time. When the blackout period is lifted (the week of September 2, 2019), access to your account in the Empower Retirement system begins. You will be notified once access is available.

[BACK](#)

What happens to my loan(s)?

Your loan(s) will automatically transfer from Alight to Empower Retirement. Note that outstanding loan balances will not be reflected in the total account balance shown on the website. If you have a loan balance, your final statement from Alight will appear to be higher because it will include your loan balance in your total account balance. However, you can see the details of your loan balance under *Loans and Withdrawals* within *My Accounts*. For example, if you have \$10,000 in your plan and a \$2,000 loan outstanding, your ending account balance at Alight would be shown as \$10,000. At Empower your beginning balance would be shown as \$8,000, and the additional \$2,000 would be tracked in your loan balance.

[BACK](#)

Can I take a withdrawal or loan if I need one?

You may request a withdrawal or loan until the blackout period, which starts on August 28, 2019, at 4 p.m. Eastern time (August 15, 2019, if paperwork is required). You will not be able to request any types of withdrawals or loans during the blackout period. Once the blackout period ends, if you have a loan or withdrawal amount available, you can request either by contacting Empower at **833-300-401K (4015)** or logging on to **riteaid401k.com**.

[BACK](#)

What other important information should I know about the transition?

Please note that your beneficiary election will automatically transfer over. If you do not have a beneficiary election on file, or would like to update your beneficiary, you are encouraged to provide this information once the transition is complete.

[BACK](#)

Is there an app (smart phone application) I can use?

Yes. You can download the free iPhone® Empower app in the App Store® or the Android™ Empower app on Google Play. Simply search for *Empower Retirement*. You may also access the **riteaid401k.com** website from your smartphone or tablet to take advantage of the mobile-friendly website.

[BACK](#)

How will I access my account through Empower?

1. Visit **riteaid401k.com**

- Click the *Register* button.
- You will arrive on the *I do not have a PIN* tab.
- Follow the prompts to create a username and password. You will be provided with requirements for each. These will be specific to the website only.

The next time you access your account, simply choose *Sign in*.

2. Once the plan is live on the new website, you will be able to access your account through the Rite Aid Portal, rNation. This access will provide seamless entry to the site without the need to use your username and password.

3. Call **833-300-401K (4015)**. For initial access, select the *I do not have a PIN* option. Follow the prompts to obtain a temporary PIN and then establish a new PIN that will be unique to the Voice Response System. You can speak with a representative at any time. Retirement representatives are available weekdays from 8 a.m. to 10 p.m. Eastern time (excluding most financial market holidays) and Saturdays from 9 a.m. to 5:30 p.m. Eastern time.

[BACK](#)


What are the browser requirements for this new website?

For an optimal website experience, the minimum browser requirements are:

- Internet Explorer 11
- Chrome version 48
- Firefox version 43
- Safari version 9.0

If you are using an outdated browser, a link will be provided to download a more recent version.

To find out what browser you are using:

- For Chrome: Click on the three dots in the top right corner of your screen: . Then click *Help > About Google Chrome*.
- For IE, Firefox or Safari: Go to *Help > About (Internet Explorer / Firefox / Safari)*

[BACK](#)

Carefully consider the investment option's objectives, risks, fees and expenses. Contact us for a prospectus, summary prospectus or disclosure document containing this information. Read each carefully before investing.

Securities offered by GWFS Equities, Inc., Member FINRA/SIPC, marketed under the Empower brand. GWFS is affiliated with Great-West Funds, Inc.; Great-West Trust Company, LLC; and registered investment advisers Advised Assets Group, LLC and Great-West Capital Management, LLC, marketed under the Great-West Investments™ brand. This material has been prepared for informational and educational purposes only and is not intended to provide investment, legal or tax advice.

IMPORTANT: The projections, or other information generated on the website by the investment analysis tool regarding the likelihood of various investment outcomes, are hypothetical in nature, do not reflect actual investment results and are not guarantees of future results. The results may vary with each use and over time. Healthcare costs and projections, if applicable, are provided by HealthView Services. HealthView Services is not affiliated with GWFS Equities, Inc. Empower Retirement does not provide healthcare advice. A top peer is defined as an individual who is at the 90th percentile of the selected age band, salary range and gender.

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