

New benefits enrollment portal FAQ's

On May 1, we are changing our benefits
administration system to Empyrean.

Q Why are we moving from myBenefits to Empyrean?

- A** As part of our goals to optimize operations at HF Sinclair, we are moving to Empyrean on **May 1**. With Empyrean's world class technology and easy to use App, you'll get a range of enhanced benefits services including:
- A user-friendly technology platform to help manage your benefits
 - Cloud-based access so you're not tied to the network for benefit information and enrollment
 - The EmpyreanGO mobile app for quick access anytime, anywhere
 - Benefits call center to help you and your spouse with questions, information and annual enrollment support

To help you with the registration process we have created an infographic which can be printed or added to presentations

Q When will the new Empyrean system be live?

- A** Empyrean will be available to all employees **May 1**. Ahead of the launch there will be a blackout period of our existing platform myBenefits.

Q What is the blackout period?

- A** A blackout means that you will be unable to access myBenefits for transactions such as reviewing your benefits information or electing your benefits if you're a new hire. It also means you will be unable to update your benefit elections if you experience a qualifying life event, or need to change your beneficiaries or covered dependents. This period allows HF Sinclair to work with Empyrean to securely transfer employees' benefit information to the new platform.

Q When is the blackout period scheduled?

- A** From **April 21 through April 30, 2024** any benefit election changes will need to go through our Total Rewards Benefits team at Benefits@hfsinclair.com.

Q How can I access Empyrean from my desktop?

A If you are on the HF Sinclair network, you will need to:

1. Go to myDINO
2. Select SuccessFactors followed by 'myBenefits'
3. Read the terms of use agreement and select 'I agree'

If you are not on the HF Sinclair network, you will need to:

1. Go to hfsinclairbenefits.com
2. Click 'Register' and complete the registration form
3. Add a new User ID which is your work email address
4. Create a password which is at least 8 characters and contains one letter, number and symbol (i.e. * & + !)
5. Set your security question (answer must have at least six characters)
6. Read the terms of use agreement and select 'I agree'

Q How do I download the EmpyreanGO mobile app and log in?

- A**
1. Go to empyreango.com for direct links to Android or Apple app. Alternatively, you can type 'EmpyreanGo' directly into your phone store.
 2. Type in 'HF Sinclair'
 3. Click 'Register' and complete the registration form
 4. Add a new User ID which is your work email address
 5. Create a password which is at least 8 characters and contains one letter, number and symbol (i.e. * & + !)
 6. Set your security question (answer must have at least six characters)
 7. Read the terms of use agreement and select 'I agree'

Q How long is my password valid for?

A If you have manually registered for Empyrean (ie need to log in with a User ID and password) your password is valid for 3 months. After 3 months, when you try to log in you will be asked to reset your password.

Q How do I reset my password?

A To reset your password you will need to:

1. Go to hfsinclairbenefits.com
2. Click 'Did you forget your Password?'
3. Confirm your User ID, Date of Birth and Social Security Number and press 'Next'
4. Answer the security question you selected during registration

Q What is my User ID?

A Your User ID will be your work email address. If you forget your User ID you will need to:

1. Go to hfsinclairbenefits.com
2. Click 'Did you forget your User ID?'
3. Confirm your Last Name, Date of Birth and Social Security Number and press 'Next'
4. Answer the security question you selected during registration

Q Is there an incentive for accessing Empyrean right away?

A Yes. If you log in and access Empyrean by **May 31**, you will be entered into our drawing. Two employees from each site will win Fueling Our Culture recognition points that can be redeemed for a variety of products including gift cards at major retailers.

Q Do I need to do anything once I've registered?

A Once you have created your account we recommend you check your personal information is correct. We also suggest that you familiarize yourself with the site in case you experience a Qualifying Life Event, or wish to complete a Go-to-Doctor Attestation, and are ready to use it for this year's Annual Enrollment.

With the new site you'll also be able to directly access your Blue Cross Blue Shield of Texas, Prudential, Bank of America and VSP accounts, complete Evidence Of Insurability (for new requests), upload your dependent documents and access your benefit Summary Plan Descriptions.

Q Who should I contact if I'm unable to register or log in?

A If you're unable to log in or have questions about Empyrean contact the benefits service center at **833-443-7236** (833 4 HFS BEN) **Mon - Fri 10 am - 7 pm CST**. You can also email benefits@hfsinclair.com.

Q How do I show attestation for the Go-to-Doctor health incentive?

A To complete attestation you will need to:

1. Log in to Empyrean
2. Select 'Change your current benefits' on the home page
3. Select the 'Go-to-Doctor update (annual physical)' event
4. Add the date of when the physical took place
5. Confirm your attestation

Q What is a Qualifying Life Event (QLE)?

A A change in life that can impact benefits is called a Qualifying Life Event. It might be marriage, divorce, birth of a child, loss of a spouse's employment, update to wellness attestation, etc. If you experience a QLE, you must submit your information through Empyrean within 30 days of the event. For more information email benefits@hfsinclair.com.

Q How do I submit a Qualifying Life Event through Empyrean?

A If you need to change your benefits elections or add/remove dependents as a result of a Qualifying Life Event, once logged in you will need to:

1. Select 'Change your current benefits' from the home screen
2. Select the life event type from the options available and click 'Save and Continue'
3. Enter the date the life event occurred

Q I'm a new hire, how do I elect my benefits?

A When you log in for the first time you'll see a pending event screen. Begin on 'My Information' and follow the prompts for each step as follows.

1. My information – This is automatically populated
2. Dependents information – To add a spouse or child(ren) click 'Add new'
3. Selecting your benefits –
 - Select the dependents you wish to cover and the plan you want
 - Review your selected plan. Click 'View cost breakdown' if available to see the cost details
 - Click 'Change' to another benefit tile to select or update a plan
 - Select 'I'm done selecting benefits' when you're finished

Read our enrollment guide on rewards.hfsinclair.com/empyrean (available May 1) to view the step-by-step process and information on Evidence of Insurability (EOI) and Beneficiary Allocation.

Q Will new hires use Empyrean to enroll in their benefits?

A Yes, new hires will need to enroll within 30 days of their date of hire.

Q How do I access my health care ID cards?

A To access your health care ID cards log in to Empyrean and go to the resources page. From here you will be taken directly into Blue Cross Blue Shield of Texas, Bank of America, Prudential and VSP to access your ID cards.

Q Where should I go for benefits information or help?

A Benefits and Well-being Information

Our dedicated rewards and benefits website will still provide the most comprehensive information relating to benefits and well-being. For everything you need to know about general benefits, pay and rewards including how the plans, programs and tools can help save time and money, visit rewards.hfsinclair.com.

Benefits Elections, Changes and Personal Information

Empyrean is where you can see, elect and amend your current benefit elections, and dependent and beneficiary information.

Help and Support

Call Empyrean **833-443-7236** (833 4 HFS BEN) **Mon - Fri 10 am - 7 pm CST** for questions about your benefits and enrollment support requests. The benefits@hfsinclair.com inbox is also an available resource for questions such as benefit eligibility.

