

Tuition Reimbursement Program
Frequently Asked Questions (FAQ'S)

Eligibility

Q: I was employed as a regular, full-time employee on 5/14/10. When am I eligible to participate in the Tuition Reimbursement Program?

A: As a regular, full time employee, you are eligible for participation in the program after one year, or after 5/13/11, as long as you are in active status.

Q: I was hired as a part-time employee 9 months ago. I recently transferred to regular, full time status. When will I be eligible for participation the Tuition Reimbursement Program?

A: You will be eligible for participation after a total of one year as a Lowe's employee. So, you will be eligible for participation in the Tuition Reimbursement Program in approximately 3 months. You must also be in active status.

Q: I was recently rehired as a regular, full-time employee at Lowe's. I had previously worked for Lowe's for 3 ½ years. When will I be eligible for participation in the Tuition Reimbursement Program?

A: You will be eligible for participation after one year as a regular, full-time, active employee from your latest rehire date. If you were rehired in June 2010, you will be eligible in June 2011

Q. I transferred from part-time to full-time employment while taking what could be an approved course for reimbursement. Will I be considered a full-time employee or part-time employee for purposes of reimbursement?

A. If you transfer from part-time to full-time employment status during a fiscal year, you could receive reimbursement of your tuition expenses. Please apply for program consideration, following the Policy's normal application process.

Q: What courses are eligible for reimbursement?

A: Courses eligible for reimbursement include core curriculum and electives required to attain an associate, bachelor, masters or doctoral degree from an accredited school. Any associate or bachelor degree will be approved regardless of the major. However, a masters or doctoral degree must assist the employee in the performance of his/her current position or prepare him/her for advancement to other positions within Lowe's.

Q: I am pursuing a bachelor's degree in pharmacy. Will Lowe's Tuition Reimbursement Program reimburse me for this?

A: Yes, Lowe's Tuition Reimbursement Program will reimburse you for the bachelor's degree. However, if you are pursuing a masters or doctoral degree in pharmacy, this would not be approved as in this case, the degree must assist the employee in the performance of his/her current position, or prepare the employee for another position within Lowe's. Lowe's does not currently offer any positions in pharmacy management.

Q: My spouse is pursuing a degree in education. Will Lowe's Tuition Reimbursement Program reimburse me for her expenses?

A: No. This program is designed for regular, full-time, active employees of Lowe's and not spouses or dependents.

Q: I am taking a class which will end after I've been an employee of Lowe's for one year. Will I be eligible for reimbursement for this class under Lowe's Tuition Reimbursement Program?

A: Yes, as long as the class ends after your eligibility for the program has been fulfilled.

Benefit

Q: What is the maximum benefit under Lowe's Tuition Reimbursement Program?

A: \$2,500 per fiscal year for covered expenses for full-time, active employees

Q: What qualifies as "covered expenses?"

A: Covered expenses are on-campus and/or on-line tuition and lab fees, paid at 100%, and books paid at 50%. These are expenses which are not reimbursed through grants, scholarships, or other means (excluding student loans).

Q: What fees are not covered?

A: Parking, activity, library fees, technology fees, personal materials and study aids are examples of expenses not covered by the Tuition Reimbursement Program

Q: I'd like to take a course in public speaking. Can I receive reimbursement for this course through Lowe's Tuition Reimbursement Program?

A: Individual courses for personal development, such as public speaking, license accreditation, etc., are not reimbursable through Lowe's Tuition Reimbursement Program. This type of course would be the responsibility of the individual employee, or the sponsoring department or location. See your supervisor or HR manager for details regarding this. However, if the course is part of a degree program, it would be eligible for reimbursement following the guidelines noted above

Process

Q: Where can I find additional information on Lowe's Tuition Reimbursement Program?

A: Call a TuitionHelp™ Student Aid Advisor at 1.877.447.0584 for more information or visit the TuitionHelp website available on www.myloweslife.com (My Lowes Life>My Work/Life>Work Life Related Quick Links>Tuition Reimbursement Program)

Q: When should I call TuitionHelp™ to start the tuition reimbursement process?

A: You can call TuitionHelp™ at any point to answer questions and start the tuition reimbursement process; however, your application and supporting documents must be submitted within three months of course completion.

Q: I work in a store location. Who should approve by Tuition Reimbursement Program Application?

A: At the store locations, you can request approval from the local HR manager.
At the RDC locations, you can request approval from the HR Coach or Manager
At the CSC locations, you can request approval from you supervisor or manager

Q: What is the HR manager/coach or Supervisor's responsibility regarding Lowe's Tuition Reimbursement Program?

A: The HR Manager, HR Coach or your supervisor is responsible for: 1) verifying employee eligibility for the program and 2) For classes leading to a Master's or Doctoral degree, determining that the degree will assist the employee in the performance of his/her current position or help prepare the employee for advancement to other positions and opportunities within Lowe's,

Q: What should I do with the Tuition Reimbursement Program Application? Do I need to keep this?

A: **Yes – You'll need this form. The following documents are required to fulfill processing a Tuition Reimbursement Expense Report and must be submitted within three months of course completion:**

- Tuition Reimbursement Application
- Grade transcript
- Copy of the financial aid award letter
- Itemized bill from the school (detail of any Federal or State student aid received)
- Book receipts (with courses names indicated)

Q: When do I receive reimbursement for my tuition and education expenses which have been approved? What is the process?

A: Once you've received your grade, and within three months of completing the course, you must submit the following information to the T & E Expense system:

- Tuition Reimbursement Application
- Grade transcript
- Copy of the financial aid award letter
- Itemized bill from the school (detail of any Federal or State student aid received)
- Book receipts (with courses names indicated)

After you submit your application to the T & E Expense system, it can take up to 21 business days for approval. Payment will be made within 5 business days of receiving approval.

Q: What is the process for receiving reimbursement through the T & E Expense system?

A: Detailed information regarding the process is available on MyLowe'sLife. You must be active or on an approved leave of absence to receive reimbursement.

Q: What grade do I need to receive to be reimbursed?

A: To receive reimbursement from Lowe's Tuition Reimbursement Program you will need to receive a "C" or better, or a "pass" in pass/fail courses.

Q: How long will it take to receive my reimbursement?

A: If your payroll check is direct deposited, you should expect a deposit within five business days from the date your submitted documents are approved. Employees receiving paper payroll checks or using payroll cards will receive reimbursement on a payroll check based on a normal payroll schedule. During peak times, approval may take up to 21 business days.

Q: If I have further questions, who can I ask?

A: All questions before submitting to the T & E system should be directed a TuitionHelp™ Student Aid Advisor at 1.877.447.0584. All questions AFTER submitting to the T & E system should be directed to the Tuition Reimbursement mailbox. Your questions will be responded to within 2 business days.