

## **FR Clothing Questions & Answers**

### **Q: Why is AEP switching its Fire Resistant clothing vendor?**

A: An employee team studied the overall value of the current leased FR clothing program versus a direct purchase program. It was found that a direct purchase program provides employees more flexibility in how FR clothing dollars are spent.

### **Q: When does the new program start?**

A: Employees have access to their 2005 direct purchase flexible accounts now.

### **Q: Who is the new vendor?**

A: Unico is the new vendor for FR clothing. A number of vendors were interviewed, and Unico was the overall best candidate to assure high-quality garments, excellent customer service and high value for AEP.

In addition, with the Unico program, employees will have accounts set up and a menu of garments that they can purchase from.

### **Q: How much does each employee receive as a yearly FR allowance?**

A: Employees will be given a \$200 allowance in 2005. The expected allowance in 2006 will be \$150. However, new and transferred employees will receive an initial start-up allowance of \$300 to help purchase FR clothing.

### **Q: Is the \$200 in the account my money?**

A: No, while the dollars are set up for your use, if the company gave you the money, this would be considered compensation, and you would be taxed.

### **Q: What will happen to the any unspent dollars still in my account at the end of 2005?**

A: Employees will be able to carry over unused dollars into subsequent years.

### **Q: Can I buy non-FR garments with these funds?**

A: The account dollars are specifically set-up to assist employees with FR clothing requirements, and the dollars are to be used exclusively for that purpose.

### **Q: Can I use the \$200 to buy FR clothing from another vendor?**

A: No, the accounts are set-up with Unico and are not transferable to other vendors. The clothing in the AEP program was selected to assure employees access to high quality FR garments.

**Q: What shirts options are available under this program?**

A: Your 2005 direct purchase flexible accounts may be used to purchase long sleeved shirts. Short sleeved shirts are not offered under the new AEP program.

**Q: How do I order garments?**

A: Orders can be placed either online at [www.Unico.com/AEP](http://www.Unico.com/AEP); by fax @ 1-888-329-5055, or via the toll free phone number at 1- 866-886-4367.

**Q: Will I be charged for shipping?**

A: Yes. The shipping charges are part of the \$200 allowance.

**Q: What shipping address should I give?**

A: AEP prefers that you use your home address as the shipping address.

**Q: What information do I need prior to placing my order?**

A: Prior to ordering, you will need the following information:

- Your full name
- Your employee identification number
- Department cost center number
- A shipping address
- Sizing information, garment type and style.

**Q: What if I go over the \$200 amount?**

A: Employees will be responsible for covering any additional dollars above \$200 with their personal credit cards.

**Q: What if I have a problem with my order?**

The first step is to contact Unico at the toll free number 1- 866-886-4367, or send an e-mail to either Joan Rice ([jrice@unico.com](mailto:jrice@unico.com)) or Kerry Johnson ([kjohnson@unico.com](mailto:kjohnson@unico.com)), and they will work out a resolution.

If your not satisfied with that resolution, you should contact your supervisor.

**Q: Do I have to turn in my leased FR clothing from Cintas?**

A: No. You will be allowed to keep any previously leased clothing.