

Separation Guide

YOUR PAY, BENEFITS & MORE

2025 U.S. Hawaii Associates

We understand that you probably have many questions about what your employment separation means for you and your family. This document will provide you with important information about what will happen to your benefits as you separate employment with TrueBlue and affiliated companies. We will also cover other essential items including your final pay information to make the transition as smooth as possible.

Topics included in this guide:

Your Pay

Your Benefits

Unemployment

Employment Verification

ComplianceAlert

Return of Company Property

Update Contact Information

Contact Directory

This guide applies to Hawaii Associates.

Your Pay

Final Pay

You will be paid in accordance with your current payroll payment election method. If you would like to change your payment method, please contact Payroll Services. The final paycheck will include compensation for time worked through your date of termination. Final pay will be offset by any Paid Time Off (PTO) that was taken but not earned as well as any outstanding money that is owed to TrueBlue. If you have questions about your final paycheck, please contact payrollquestions@trueblue.com.

- Only a few states require PTO payout. Contact payroll for further information.
- Unearned PTO: Unearned or advanced PTO time that has been taken, but not accrued will be deducted from your final pay.
- Health Benefits: The full or remaining current monthly health benefit deduction, including premium payment in arrears if applicable, will be deducted from your final pay.
- Operation Advance: If responsible for the operation advance of a branch it must be at a zero balance on your last day. Any balance left from the operation advance will be deducted from your final pay.
- Please note that some forms of final payment, such as severance pay, will be taxed at the current IRS supplemental withholding rate, which is currently 22% for federal withholding. State withholding, if applicable, may also have a supplemental rate.

Pay Slip Statements

Your final pay slip will be sent to the personal email on file within one week of the final payment. If there is no email on file, or to request copies of pay slips, email payrollquestions@trueblue.com.

How to Get your W-2

Make sure to update your mailing address with any changes to HR by December 10th by emailing employeeservices@trueblue.com. W-2's will be available to access online by January 31st for the prior year. To access W-2's online after this date, sign on to the ADP service website, <https://myadp.com>

- Login with your credentials or Select Create Account if you have never logged in before.
- Select Find Me or I Have a Registration code: **TrueB-W2**
- Once logged in, you can access your prior year W-2.

If you need further assistance, please email If you still need help accessing your W-2, please call our W-2 Call Center at (800) 722-5840, between 7a.m. and 5p.m. (PST), Monday through Friday.

Updated 9.24.2024

Your Benefits: Medical, Dental & Vision

During your employment at TrueBlue or our family of companies, you were eligible to participate in our benefit programs. Below is an outline of what happens to your benefits as your employment ends. This information pertains to the 2025 benefit offerings.

COBRA Continuation

If you were enrolled in our medical plan from Kaiser, your benefits will end as of the last day of the month of termination. You can expect to receive a COBRA notification from our partner, United Healthcare. Look for this letter to be mailed to your home address approximately 2+ weeks after your termination date. You may elect to continue coverage under COBRA at the premiums outlined in the notification. Please wait for the letter to arrive, if you do not receive it within 3 weeks after your last day worked, please call United Healthcare at 866.747.0048.

- The COBRA election window will be available for 60 days after loss of active coverage. After this time, you will no longer be able to select COBRA coverage.
- Once elected and payment is remitted to United Healthcare, COBRA coverage will become effective retroactive to your last day of active coverage.
- If you do not elect COBRA coverage within 60 days, you forfeit your rights to COBRA coverage for all plans.

If health care or emergency services are needed during the transition to COBRA coverage, you can discuss the transition with your healthcare provider who may have special arrangements for these situations. Alternatively, you can make payment for services and submit receipts for reimbursement to the appropriate insurance carrier after COBRA coverage is activated. More costly services can be resubmitted by the provider at a later date for payment.

COBRA Continuation & Medicare Considerations

If you have Medicare, are eligible for Medicare or are approaching age 65, here are some things to consider before enrolling in COBRA:

- If you have Medicare first then become eligible for COBRA, you can have both Medicare and COBRA. It is important to remember that Medicare is the primary payer and COBRA is the secondary payer. You can enroll in COBRA and keep your Medicare coverage, but you will be responsible for paying both your Medicare and COBRA premiums. Your other option is to turn down COBRA and only have Medicare coverage.
- If you are Medicare eligible at the time COBRA is offered, even if you have not yet enrolled, COBRA coverage will still follow secondary payer rules. COBRA coverage will assume you have enrolled in Medicare Part B and reduce your payment accordingly. For this reason, most people who are Medicare eligible at the time COBRA is offered will enroll in Medicare rather than COBRA. Ultimately, however, you should decide what is best based on your individual circumstances.
- If you become Medicare eligible *after* you are enrolled in COBRA, COBRA coverage terminates the month in which you become Medicare eligible. To avoid gaps in your medical plan coverage, it is critical you enroll into Medicare immediately.

For more information, you can contact Medicare at 800.633.4227 or visit www.medicare.gov.

Your Benefits: Medical, Dental & Vision Cont.

Shop for Health Plans via GoHealth

TrueBlue has also partnered with GoHealth to provide former employees with access to health insurance plans offered by health insurance providers at the best rate. You can compare the plans and rates available via GoHealth to the COBRA rates to determine which option best meets your needs. You can contact GoHealth at 855.644.8900 or www.gohealth.com/states.

Shop for Health Plans via Healthcare Insurance Marketplace

You can also shop on the Health Insurance Marketplace for coverage. This is a service that helps people shop for and enroll in affordable health insurance. The federal government operates the Marketplace, available at www.healthcare.gov.

Your Benefits: Life & Disability Insurance

Basic Life Insurance and AD&D

Your coverage under this plan terminated on your last day worked (or your date of termination if you were on a leave of absence). If you wish to continue your coverage and minimum conditions set by Aflac are met, there are features which allow you to keep life insurance at a cost set by the insurance carrier. You must apply for portability and pay the first premium within the 30 days, or your policy will be canceled. Payments would be submitted directly to Aflac going forward. You may contact Aflac at 800.433.3036 for further information.

Short-Term Disability (STD)

Your coverage in this plan is terminated on your last day worked (or your date of termination if you were on a leave of absence). If you incurred a disability prior to termination and are receiving approved benefit payments, STD benefits are payable according to the terms of the Group Policy in effect on the date you became disabled. Your right to receive STD benefits will not be affected by your termination of employment. You must apply for portability and pay the first premium within the 30 days, or your policy will be canceled. Payments would be submitted directly to Voya going forward. You may contact Voya at 877.236.7564 for further information.

Your Benefits: Life & Disability Insurance cont'd

Separation while on a Leave of Absence, FMLA, ADA and on STD

Employees who have taken, or who are currently taking leave under the Family and Medical Leave Act (FMLA), the Americans with Disabilities Act (ADA), or their state law equivalents may still be selected for layoffs.

If you are separated from employment while you were on a leave and are currently receiving STD benefits, Voya will only stop paying benefits on the earliest of one of the following conditions:

- The date you are no longer disabled.
- The end of the maximum benefit period for any one period of disability. The maximum benefit period is shown on your schedule of benefits.
- The date you no longer qualify for benefits under all the conditions listed.
- The date of your death.
- The date you unreasonably fail to provide written proof of continued disability to Aflac.
- The date you cease to be under regular and appropriate care of a doctor, or unreasonably refuse to undergo an examination or testing by a doctor of Voya's choosing.

If the group policy or the disability income insurance part of the group policy terminates after you qualify to receive benefits, Voya continues your benefit payments. Benefits are paid as long as you continue to qualify according to the terms of the group policy in effect on the date you qualified.

Your Benefits: Voluntary Plans

Critical Illness, Accident Insurance & Hospital Indemnity

If you were enrolled in Critical Illness, Accident, or Hospital Indemnity insurance as of your termination date, Voya will send you a letter regarding next steps if you wish to continue this coverage. You must apply for portability and pay the first premium within the 31 days, or your policy will be canceled. Payments would be submitted directly to Voya going forward. You may contact Voya at 877.236.7564 for further information.

Cancer Detection

If you were enrolled in Cancer Detection as of your termination date, you can continue your Genomic Life membership at the same rate. You will need to log into the Genomic Life member platform (www.member.genomiclife.com) and enter your payment information for direct payment. If this is your first time logging in, you should use the email address you used when you originally enrolled, then click "Forgot your password?" to set up your account. Members have 90 days to enter payment information and stay in the program. Please contact the Genomic Life Member Services team with any questions: 844-694-3666.

Home & Auto Insurance

If you were enrolled in Farmers Home and Auto insurance as of your termination date, please know this may impact your rate upon renewal as the company discount will no longer apply. You will still need to continue to submit payments directly to Farmers. Call 800.438.6381 for more information.

Your Benefits: Voluntary Plans Cont.

Legal Plan

If you were enrolled in Legal insurance as of your termination date, you must respond within 30 days to MetLife Legal Plan to continue coverage. You can reach out to 855-582-5596 and work with their customer service team to confirm enrollment. Please note, enrollment is prepaid via remittance of a lump sum payment for a 12-month period and remains effective for a 12-month period.

Identity Theft Protection

If you were enrolled in Identity Theft Protection as of your termination date, Aura will send you an email regarding next steps if you wish to continue this coverage. You must respond within 90 days or your policy will be canceled. If you do not receive an email from Aura regarding continuation of coverage, or if you have any questions, you can reach out directly to Aura Identity Protection at 833.552.2123.

Unemployment

Every state has passed unemployment integrity laws that require all companies to respond to all unemployment claims timely and accurately. TrueBlue is required to provide the state with information for all workers that leave the company (voluntary and involuntary). The state will decide if an employee is eligible for unemployment benefits.

Severance pay may impact your unemployment benefits; this varies depending on the state. Severance pay is required to be reported to the state when an unemployment claim is filed. Please confirm with your state unemployment office to understand eligibility. Visit www.usa.gov/unemployment.

Unemployment Eligibility

Unemployment insurance is a joint state-federal program; therefore, your state is your best source of information. Each state sets its own unemployment insurance benefits eligibility guidelines, but you usually qualify if you:

- Are unemployed through no fault of your own
- Meet your state's work and wage requirements
- Meet any additional state requirements

Separation Agreements (if applicable) and UI Claims

Having signed your separation agreement does not disqualify you from receiving unemployment benefits.

Filing a UI Claim

You need to file a claim with the state in which you worked. Depending on the state, claims may be filed by telephone or online. [Click here](#) to learn how to file with your state.

Unemployment Cont.

UI Claim and Employer Location Information

It is recommended to use the address of the location in which you physically worked. Alternatively, you may use the TrueBlue Tacoma corporate information as follows.

Address: TrueBlue, Inc., 1015 A St, Tacoma, WA 98402

Phone: 253.383.9101

See list below for FEINs. When filing a claim, you should list the FEIN for the company listed on your paychecks while employed:

Employer FEINs

	FEIN
TrueBlue Inc.	91-1287341
PeopleReady, a TrueBlue Company	
PeopleReady, Inc.	22-3606736
PeopleScout, a TrueBlue Company	
PeopleScout, Inc.	36-3755387
PeopleManagement, a TrueBlue Company	
Centerline Drivers, LLC	26-1852032
Staff Management Solutions, LLC	32-0361876
SMX, LLC	38-3860129
Simos Payroll, LLC	45-3928920

Employer UI Claim Processing

We will work as quickly as possible to respond to every claim, in the order in which they are received. Additionally, we are ensuring that each claim is responded to before the state required due date.

State Unemployment Department Approval or Denial of UI Claim

Approval or denial of an unemployment claim is a decision made by each state's unemployment department. Please reach out to your state if you have questions about the status of your claim. [Click here](#) to find contact information for your state's unemployment department.

Employment Verification

TrueBlue uses The Work Number to provide automated employment and income verification. The Work Number is available 24 hours a day, 7 days a week at www.theworknumber.com or 800.367.2884 and use the employer code: 10657.

ComplianceAlert

TrueBlue established ComplianceAlert as a way for individuals affiliated with the Company to anonymously and confidentially raise ethics concerns and report violations of the law and the Company's Code of Conduct, values, BE TRUE standards, policies, and other company rules.

Raising concerns or reporting misconduct can be done online at www.truebluecompliancealert.com or you can report by phone in the United States and Canada at 1.855.70.ALERT. When calling outside of the US & Canada, callers must first dial the direct access code for their country and their specific provider if one is required. Check the DA website business.att.com for the local codes. Local privacy laws in Spain and the EU may permit only specific types of reporting, such as accounting, financial, auditing and bribery to the hotline phone number. In those countries, report other issues to TrueBlue Human Resources at hr-advice@trueblue.com.

Update Contact Information

Update Home Address, Personal Phone Number and Email Address

Please make sure we have your current address, personal phone number and email address on file. This will ensure you receive your retirement benefit information and tax forms like W-2 and 1095-C. To update your information, please submit your updates via email to Employee Services at employeeservices@trueblue.com.

The information included in this document contains general benefit information. Continuation of benefits may be subject to the applicable plan terms, conditions, and limitations. All benefits are subject to and qualified in its entirety by the applicable plan documents. Voluntary plans are individual policies and are not considered sponsored or endorsed plans by your employer.

Contact Directory

		Phone	Website/Email
Your Pay			
TrueBlue - Payroll Services	Final pay, change payment method or request pay slip statements		payrollquestions@trueblue.com
Your Benefits: Medical, Dental, Vision			
TrueBlue - Associate Benefits	Benefit questions	253.680.8443	associatebenefits@trueblue.com
Medicare	Medicare coverage	800.633.4227	www.medicare.gov
GoHealth	Shop for health plans	855.644.8900	www.gohealth.com/states
Health Insurance Marketplace	Shop for health plans on the Marketplace	none	www.healthcare.gov
Kaiser HMO	Medical coverage	800.966.5955	www.kp.org
Your Benefits: COBRA			
United Healthcare	COBRA - Customer Care Center	866-747-0048 TTY 711	cobra_kyoperations@uhc.com
United Healthcare	COBRA - Website		uhcservices.com
Your Benefits: Life & Disability Insurance			
Aflac	Basic Life / AD&D	800-433-3036	www.aflacgroupinsurance.com
Voya	Short-term Disability	877-236-7564	www.voya.com
Your Benefits: Additional Benefits			
Voya	Critical Illness, Accident, and Hospital Indemnity	877-236-7564	www.voya.com
Genomic Life	Cancer Detection	844-694-3666	www.genomiclife.com
MetLife Legal Plan	Legal plan	855-582-5596	www.members.legalplans.com
Farmers	Home & Auto Insurance Discounts	800.438.6381	www.myautohome.farmers.com
LifeMart	Employee Discount Program	none	discountmember.lifecare.com
Aura	Identity Theft Protection	833.552.2123	www.aura.com
Your Benefits: Additional Employee Programs			
Madison Maestro	TrueGratitude points	800.260.2472	support@truegratitude.maestro-rewards.com
Unemployment			
USA.gov	Apply for unemployment benefits	844.USA.GOV1	www.usa.gov/unemployment
Employment Verification			
The Work Number	Employment and income verification	800.367.2884 employer code 10657	www.theworknumber.com
ComplianceAlert			
ComplianceAlert	Anonymously raise concerns or report misconduct	855.702.5378	www.truebluecompliancealert.com
Return of Company Property			
Company Credit Cards, Personal Expenses & Expense Reports	Submit payment for any personal expense charges to TrueBlue, Attn: Employee Expenses, PO Box 2910, Tacoma, WA 98401		expenses@trueblue.com
Adelman Travel	Company travel arrangement cancellation	253.680.8286	travel@trueblue.com
Update Contact Information			
TrueBlue - Employee Services	Update home address, personal phone number and email address		employeeservices@trueblue.com