

# Hardship

## TIME OFF CASH OUT PLAN



## Frequently Asked Questions

### Who is eligible for a hardship Cash Out?

All team members who are on an eligible PTO (paid time off) or vacation accrual plan and who have been employed for at least six months are eligible for an emergency-based payout of their time off after showing immediate financial hardship due to unforeseen circumstances and need.

### How do I apply for a Hardship Cash Out?

Once you have met eligibility, you must complete the application in Workday and upload required supporting documents:

- Log into Workday
- On Home Screen, Click Request or type "Create Request" in Search bar
- Click Create Request
- Choose Hardship Cashout
- Complete Questionnaire
- Attach backup document
- Put the number of Hardship hours being requested in Comment section of questionnaire.

### How much PTO may be cashed out?

You may apply to have up to 80 hours paid out. You need to maintain a PTO balance of at least one times your weekly scheduled hours. Team members with vacation/sick time, are eligible to apply for a payout from their vacation time only. The amount of the cash out will be limited to the amount necessary to meet the emergency.

### Who determines whether my circumstances are considered a hardship?

Once you are eligible per our PTO Hardship Cash Out policy, the We Really Care Team will carefully review each application and supporting documents and decide based on eligibility and need whether you qualify for a PTO hardship withdrawal.

### How quickly will I know if my application is approved or denied?

You will be notified within three standard business days of submission of application whether you have been approved or denied.

### Can I appeal the decision if my application is denied?

Yes, if your application is denied, the We Really Care Team will state the reason for denial and provide further instructions for additional review steps, if an appeal of the decision is requested.

### Is my time off cash out considered taxable?

Yes, the cash out you receive is considered taxable income and is taxed at the required higher supplemental income tax rate.

### Will any other deductions be taken from my time off cash out?

Yes, your cash out is subject to applicable deductions and withholdings, including taxes and retirement contributions. You may want to adjust or stop your retirement contributions at least one week prior to applying for the payout through your Empower account if you do not want retirement contributions withheld from the payout.

### How long after my request is made will I receive the payment?

Once an application is approved, payments will be made as soon as administratively feasible and will be dependent upon the urgency of your need.

### What happens to my time off balance once I make this request?

Your time off balance will automatically be reduced by the number of hours requested.

### Can I make more than one request if I don't exceed the 80- hour maximum?

Yes, you may apply for up to a maximum of 2 requests per calendar year.

### Once I have made a request, can I change my mind and cancel my request?

Yes, you may cancel or change your request prior to receiving approval.

### Can I "buy back" my time off cash out in the future?

No, once the time off accrual cash out is submitted, you will be unable to cancel the request or "buy back" the hours later.

### Will this request for time off affect pending or upcoming vacations?

You should account for any pending or upcoming time off as the requested payout hours will no longer be available for future use.

### What types of supporting documents do I need?

Examples of supporting documents include eviction notice, past due invoices or statements, collections letter, and/or any document showing evidence of hardship.

Contact the We Really Care Team at [WeReallyCare@5ssl.com](mailto:WeReallyCare@5ssl.com) to learn more about this and other hardship support available to you.