



# 2025

## How to Request a Workplace Accommodation

*At SoFi, we stress the importance of a “win-win” collaborative approach in discussing workplace accommodations. We believe employee welfare includes everyone. We want to help you thrive and be successful.*

### What is a reasonable accommodation?

A **reasonable accommodation is an adjustment or modification** made to a job, the workplace, or the usual manner/circumstance that allows an employee with a disability to successfully perform their duties of their job, or enjoy the benefits and privileges of employment. Simply put, a reasonable accommodation helps an employee perform the essential functions and responsibilities of their job. A reasonable accommodation may also be available to employees applying for a new position internally.

In general, ADA disability entails:

- A physical or mental impairment that substantially limits a major life activity (CA: merely limits)
- A record of such an impairment or being regarded as having such an impairment

Please note: A reasonable accommodation is for an employee's disability only. The Americans with Disabilities Act (ADA) does not require an employer to provide time off as a reasonable accommodation to care for a family member or other individual. SoFi has other leave programs for that. Email [hrleaves@sofi.org](mailto:hrleaves@sofi.org) for more information.

### How do I request an reasonable accommodation?

The best way to request a workplace accommodation is to reach out to the Benefits team at [hrleaves@sofi.org](mailto:hrleaves@sofi.org). The Benefits team will follow up with you on next steps. In many cases, we will file an accommodation request on your behalf with our leaves and accommodations vendor, Matrix. Sometimes, we may be able to track your accommodation internally.

### What do I need to tell the Benefits team?

**Simply let us know that you need an adjustment or change at work due to a disability.**

Please be prepared to provide us with the following:

- Describe the specific work limitation
- Explain that the work limitation results from a health condition protected under the ADA
- Request an accommodation that will lessen the limitation (please be specific) or
- Propose ideas for potential accommodation(s).

It is important to note that you are not required to provide your personal health information to the Benefits team. Additional information will be confidentially gathered by Matrix, if appropriate.

## What happens next?

After your request is made to the Benefits team and we understand what you are specifically requesting, we typically will file an accommodation request with Matrix. You may be asked to complete certain forms or follow other procedures. It is important that you respond timely to requests for information so that a determination may be made in a timely manner.

In some instances, we may need to schedule an interactive discussion with you to review your request. While we are not required to provide you the specific accommodation you request, we are flexible and want to develop an accommodation that fits both of our needs. The interactive discussion may include a member of the Benefits team and your People Business Partner.

Examples of a workplace accommodation include:

- Providing written materials in accessible formats
- Adjusting or modifying work schedules
- Reassignment to another job for which you have the qualifications
- Holding recruitment, interviews, tests and other parts of the application process in accessible locations
- Providing or modifying equipment
- Adjusting or modifying procedures
- Changing the work environment in ways to improve accessibility
- A leave of absence

We do not approve permanent accommodations or leaves since your circumstance can change or the needs of the business may change. If you have had a change, please reach out to please reach out your Matrix case manager to initiate the interactive process to determine if an adjustment to your workplace accommodation is necessary.

## Important Note

**Your reasonable accommodation may be different from those provided to other employees and job applicants.** This is because the accommodation depends upon the nature of the disability and the type of job. The accommodation, no matter what it is, may not be unduly costly or disruptive for the business. It does not excuse you from performing your essential job tasks. Rather, the accommodation provides support to allow you to fulfill your essential job responsibilities.

We seek to find a “win-win” for your reasonable accommodation. The accommodation must allow you with a disability to be successful.



## Questions? We are here to help.

**SoFi Benefits Leaves**

**Email:** [hrleaves@SoFi.org](mailto:hrleaves@SoFi.org)

**Matrix Leaves Administrator**

**Phone:** 877.202.0055

**Website:** [www.matrixabsence.com](http://www.matrixabsence.com)

