Employee’s Frequently Asked Question
Leave of Absence Process

General Contact Information

<table>
<thead>
<tr>
<th>Administrator</th>
<th>ADP Total Absence Management</th>
<th>1-866-369-5904</th>
</tr>
</thead>
<tbody>
<tr>
<td>Convergys Leave Management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Benefits Administration</td>
<td>Convergys One Exchange</td>
<td>1-855-882-1733</td>
</tr>
<tr>
<td>Short-term Disability</td>
<td>UNUM</td>
<td>1-866-568-2758</td>
</tr>
<tr>
<td>Long-term Disability</td>
<td>UNUM</td>
<td>1-866-568-2758</td>
</tr>
<tr>
<td>Employee Assistance</td>
<td>UNUM</td>
<td>1-800-854-1446</td>
</tr>
<tr>
<td>401(k)</td>
<td>Fidelity</td>
<td>1-800-835-5098</td>
</tr>
</tbody>
</table>

I have been out sick due to an illness or injury. What steps should I take after applying for a leave of absence?

Please refer to the checklist provided in the leave of absence acknowledgement packet in which you will find instructions on what to do next. You may also contact the leave of absence service enter to speak with a representative regarding your questions on next steps at 1-866-369-5904.

After you request the leave, you will be required to complete the Convergys Leave Management Application. If applicable, ensure that your doctor completes any necessary forms in a timely manner to avoid interruption in pay. Your healthcare provider will be required to complete the frequency and duration for the time you are requesting. Your healthcare provider should not state “as needed.”

What steps do I need to follow to file for disability?

If you are eligible for disability, you must call Unum to initiate the claim. They will provide you the forms needed to file the claim and manage the administration of your claim. For questions, please call Unum at 1-866-568-2758.

If disability applies, how much should I expect to receive for disability pay?

There is a 7 calendar day elimination period that must be satisfied before you become eligible for disability pay. If you’re eligible to receive sick pay, the elimination period will be paid sick time. If you are not eligible to receive sick pay, you may use accrued PTO otherwise unpaid time will be applied to satisfy the elimination period. Associates who are eligible for sick time will have the option to use this benefit for their elimination period.

If your disability claim is approved, you will receive one week of full pay for every full year of service and then move to 60% pay thereafter for the duration of your approved disability. You must contact Unum at 866-568-2758 to initiate your disability claim.
What happens to my existing Paid Time Off (PTO) balances while I am out on leave?
You will have the option of using your accrued, unused PTO during all leaves of absence. PTO time may be entered in Workday by you or your manager, or for agents, your manager can submit a request to US Payroll on your behalf. You can also use accrued PTO to supplement your 60% pay.

What happens to my PTO accrual as well as holiday pay while I am out on leave?
PTO will not accrue while you are on leave. Upon returning from leave, you will once again begin to accrue PTO.
If you are on a continuous leave of absence over a holiday, you are not eligible for holiday pay.
If you are collecting Short Term Disability (STD) pay during your leave, Holidays are paid as STD time.

If disability applies, when can I expect my first disability check?
For staff level employees, the elimination period will be paid as well as a 2 week grace period to allow time for your disability claim to be reviewed by UNUM. If your claim is approved, you will continue to be paid on the normal monthly pay cycle.
For Agent level employees, your disability pay is managed by UNUM. Please contact UNUM 866-568-2758 for details regarding your disability pay.

How can I continue my health and welfare benefits and/or 401k-loan payment during leave?
If you are applying for a leave and have questions regarding your health and welfare benefits, please contact Convergys One Exchange at 1-855-882-1733. A representative can walk you through your options and answer your questions. For 401(k) questions, please contact Fidelity at 800-835-5098.

What process do I follow if my disability is work-related?
If you feel your injury is work-related, please contact your manager and local Human Resource representative upon injury to start the worker’s compensation process.

My federal or state leave has been denied. What are my next steps and what other options do I have available to me if I am unable to return to work?
Please contact Convergys Leave Management at 866-369-5904 for further information on alternative leave options.

I have been released by my doctor and am ready to return to work. When am I expected to report back for duty?
Please reference the Return to Work checklist to ensure you are following the proper steps. You will need to work with your manager and provide them with the Return to Work authorization form upon your return. The Return to Work authorization should have the expected Return to Work date.
IMPORTANT: THE CONVERGYS COMPANY POLICY STATES THAT IF YOU FAIL TO RETURN TO WORK FROM AN APPROVED LEAVE OF ABSENCE AND HAVE NOT MADE OTHER ARRANGEMENTS WITH THEM, YOUR EMPLOYMENT MAY BE TERMINATED AS OF YOUR LAST DATE OF APPROVED LEAVE OR LAST DAY WORKED, IF APPLICABLE. PLEASE CONTACT YOUR MANAGER FOR FURTHER INFORMATION REGARDING YOUR RETURN TO WORK STATUS.

I am currently on an intermittent or reduced work schedule leave. What steps do I take to report my absences from work?

If your intermittent leave is approved, the following guidelines apply:

- A week-long period of intermittent time begins every seven calendar days from the frequency effective date, or every 30 calendar days for a monthly frequency.

- Intermittent increments are counted in terms of the minimum and maximum time period that you may be absent. For example, if your frequency is approved for one day per week and your absence equals 15 minutes, this 15-minute interval would count as the one day per week. If your frequency is approved for one time per week and your absence equals 45 minutes, the 45-minute interval would count as the one time per week. Any absences in excess of this may be subject to recertification or denial.

- During leave, intermittent absences must be reported within 72 hours of the absence using one of the following options:
  - Enter leave time directly via the Convergys Leave Management (CLM) Website https://absence.adp.com
  - Report leave time through the CLM call center at 1-866-369-5904

- If your need for leave changes and you need to be off work full time on a continuous basis, please contact CLM call center immediately.

- When planning foreseeable absences relating to this leave, you must consult with your Manager and make every reasonable effort to provide notification for an absence in advance, or as soon as practicable depending on your individual circumstances. You must also schedule your absence so that it does not unduly disrupt your company’s operations, subject to the approval of your healthcare provider. If you do not consult with your manager to make a reasonable attempt to arrange the schedule of treatments so as to not unduly disrupt business operations, your Manager may initiate discussions with you and require that you attempt to make such arrangements, subject to the approval of your healthcare provider.

- If your need for absence is unforeseeable, you must follow the company’s normal call-in procedures as noted in your company policy. If you fail to follow normal call-in procedures, except under extenuating circumstances, you may be subject to standard company disciplinary rules, and coverage for any applicable absences may be delayed or denied until you comply with company policy.

- Leaves relating to your own, or a family member’s, serious health condition may require recertification. We will contact you if recertification is required for your leave.

EAP: We would like to take this opportunity to let you know about the Company Employee Assistance Program - a special program available to you and your household members to help you balance your health, work and family needs. The Employee Assistance Program can help you with many different kinds of support including child care, elder care, counseling for family or personal issues, and assistance finding local support services. All services are
free, confidential, accessible 24 hours/day, 365 days/year. Should you require services beyond the scope of the program, the Employee Assistance staff coordinates referrals to appropriate resources as needed. Please dial the Employee Assistance toll-free number noted above for assistance and visit www.lifebalance.net to learn more about the available services.

**Wellness:** We strongly believe that a healthy Company cannot exist without healthy associates. That is why we are working with Redbrick Health to help administer our Wellness Program. This voluntary program is designed to help you understand your health status, set realistic and achievable goals, and provide you with tools and resources to help you reach those goals. You may visit the website at [https://wellbeing.redbrickhealth.com/portal/#page/home](https://wellbeing.redbrickhealth.com/portal/#page/home) or call Convergys One Exchange 855-882-1733.

Convergys Leave Management  
PO Box 1806  
Alpharetta, GA 30023-1806  
Phone: 1-866-369-5904  
FAX: 1-866-568-6444