

Exit FAQs

General Exit Process

Q: What are the different types of employee exits at Kora?

A: Employee exits may be voluntary (resignation or retirement) or involuntary (termination, dismissal, redundancy, or death).

Q: What do I need to do before leaving Kora?

A: You must clear all outstanding liabilities and return all company property in your possession unless otherwise specified.

Q: How will my final entitlements be calculated?

A: Final entitlements will be based on your earned salary and any other applicable benefits.

Q: When will I receive my final payment?

A: Final payments are made to your bank account after the completion of the clearance process. In the event of death, payment will be made to your next of kin.

Q: What happens to my health insurance after I leave?

A: Your health insurance will be deactivated from your official exit date.

Resignation

Q: How do I resign from Kora?

A: Submit a written resignation to your Line Manager and copy the People team at people@korapay.com

Q: What is the required notice period for resignation at Kora?

A: Notice periods vary by role:

- **Managers and above** – Three (3) months' notice or payment in lieu of notice
- **Team Leads** – Two (2) months' notice or payment in lieu of notice
- **All other employees** – One (1) month's notice or payment in lieu of notice
- **Interns and Contractors** – Two (2) weeks' notice or payment in lieu of notice

Q: Does my employment contract notice override the policy?

A: No. The notice periods in the exit policy override those in your employment contract.

Q: Will I have an exit interview?

A: Yes, the People Manager will conduct an exit interview for all resigning employees.

Q: When will I be informed about my entitlements or debts?

A: Within five (5) days of acknowledging your resignation letter.

Retirement

Q: What is the retirement age at Kora?

A: The retirement age for full-time employees is 60 years.

Q: Will I receive advance notice of my retirement?

A: Yes. You will receive 12 months' written notice and a reminder three (3) months before your retirement date.

Q: Can I work with Kora after retirement?

A: Yes. Retirees may be rehired as consultants or on a part-time, seasonal, or temporary basis

Termination

Q: Can Kora terminate my employment?

A: Yes. Kora can terminate employment with notice as per the applicable notice periods in the policy.

Q: On what grounds can I be terminated?

A: Grounds include poor performance, cultural mismatch, misconduct, or as a final step in disciplinary procedures.

Q: When will I be informed of my entitlements or debts after termination?

A: Within two (2) days of disengagement.

Q: Can I be asked to resign instead of being terminated?

A: Yes. In such cases, you will still receive benefits applicable to a termination.

Dismissal

Q: What can lead to a dismissal at Kora?

A: Gross misconduct, cultural mismatch, or financial impropriety.

Q: Will I receive notice if I'm dismissed?

A: Not necessarily. Kora may dismiss without notice or entitlement, but a dismissal notice will be given in writing once the offence is confirmed.

Q: Can I resign during an investigation or disciplinary process?

A: The company may refuse a resignation or payment in lieu of notice if:

- You're under investigation (internal or police), or
- You have a pending case before the Disciplinary Committee.

Redundancy

Q: What is redundancy?

A: Redundancy occurs when a role is lost due to excess workforce or job contraction beyond the company's control.

Q: Will I be considered for other roles?

A: Yes. Affected employees may be considered for internal vacancies through the hiring process.

Q: Will I receive notice?

A: Yes. Reasonable notice or payment in lieu will be given.

Q: What factors are considered in redundancy?

A: Length of service, performance records, and disciplinary records.

Illness

Q: What happens if I am unable to work due to illness?

A: You may be placed on extended sick leave, and possibly unpaid leave, depending on your condition and time away from work.

Q: How long can I be away due to illness before further action is taken?

A: A cumulative three (3) months in a calendar year.

Q: What documentation is required for long-term illness?

A: A valid medical report (within 48 hours) from a licensed practitioner detailing your condition.

Q: What happens if I cannot return to work after long-term illness?

A: You may be advised to resign on grounds of incapacitation and will receive all outstanding entitlements.

Q: Will I automatically get my old role back after long-term illness?

A: You may return if a suitable role is available. If not, the redundancy process may apply.

Death in Service

Q: What support does Kora provide in the event of an employee's death?

A:

- Two months' salary paid to the next of kin.
- Medical coverage for dependents until the insurance expiry date.
- Group life insurance benefit to nominated beneficiaries.

Withdrawal of Resignation

Q: Can I withdraw my resignation?

A: Yes, by emailing your Line Manager and copying the People team before your last working day.

Q: Will my resignation withdrawal be accepted automatically?

A: No. It is at management's discretion and depends on:

- Whether your resignation was voluntary and in good standing.
- Whether your role has already been filled or offered to someone else.

Return of Company Property

Q: What items must I return when exiting Kora?

A: All company-issued items such as ID cards, official phones, laptops, monitors, CUG lines, cars, etc.

Q: When do I return these items?

A: During your clearance process.

Q: Will I be paid if I haven't returned company property?

A: Final payments are made only after all property is returned and clearance is completed.

Exit Interviews

Q: Will I be interviewed when I leave?

A: Yes. Exit interviews are conducted for all resigning employees.

Q: What is covered in the exit interview?

A: Your reason for leaving, positive/negative experiences, and suggestions for improvement.

Rehiring

Q: Can former employees be rehired?

A: Yes. Employees who resigned voluntarily or were terminated for poor performance, redundancy, or layoffs are eligible.

Q: Will I go through recruitment again if rehired?

A: Yes. You'll be assessed for suitability through the recruitment process.