

## 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](mailto: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.