

UnitedHealth Group  
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Minnetonka, MN 55343

UNITEDHEALTH GROUP®



June 3, 2025

To Whom It May Concern:

Re: Verification of Employment – PAUL NICHOLS

This letter is to inform you that Paul is currently a full-time employee of Optum Services Inc (UnitedHealth Group) as a Cust Svc Qlty/Audit Rep working a standard of 40.00 hours per week. Paul has an hourly wage of \$27.21. Per our system, Paul is under the Other (OTH) Incentive Plan (Exception Incentive Plans).

Incentive Programs & Policies and the Work Time and Overtime Pay Policies are applicable to Paul and employees of UnitedHealth Group. Please reference the below policies information.

## Incentive Programs & Policies

The following information applies to employees in: United States

We believe company success is a shared responsibility and that all employees should have an opportunity to benefit from that success. The opportunity to participate in an incentive plan is provided to all regular employees to reward and recognize their performance and contribution toward the company's success. We also believe in rewarding high performers. It makes sense then, that those individuals who help achieve superior results are rewarded accordingly.

The information in this section outlines incentive plans available at UnitedHealth Group. An employee can only be eligible for one incentive plan.

### Annual Incentive Plan – Rewarding Results (RRP)

Most employees participate in the Rewarding Results Plan (RRP), which pays out annual bonuses based on company and individual performance. The plan is centered around year-end awards generally paid in the first quarter of the following year. Because we are a

performance-focused company, not all employees receive incentive awards. See the [Rewarding Results Plan document](#) for additional information.

## Eligibility

Generally, all regular, full-time and part-time employees who do not participate in other incentive plans (such as Quarterly Variable Compensation or a Sales Incentive Plan) are eligible to participate in the RRP.

Participants must be actively employed by UnitedHealth Group at the time incentive awards are paid to be eligible for an award. View the [Award Eligibility FAQs](#).

Grade level:	Award opportunity:
20 - 26	0% to 10% of salary with 10% being the maximum (Actual awards are typically 0% to 5%)
27	0% to 15% of salary with 15% being the maximum (Actual awards typically range from 0% to 10% averaging 4% - 5%)
28 through 32, Medical Directors, ELT, and SLT	0% to 2 X funding rate (target)

## Process

- Your performance will be reviewed at the end of each year by your manager to assess your incentive opportunity. Your manager will also consider other factors such as budget, the performance of others, etc. to determine award amounts. Employees are not guaranteed an incentive award and should not consider it an entitlement.
- If you worked for more than one manager during the year, your award decision will be determined by your current manager, with input from your former manager.

## Payment Method

- Year-end incentive awards are generally paid in first quarter following the plan year. All incentive payments will be included in a regular biweekly paycheck and will be taxed at the applicable federal, state and local tax rates. The applicable 401(k) deductions will also be withheld from your incentive award. Payments will be made through the normal paycheck distribution process, i.e. manual check or direct deposit.

- If you are on leave at the time RRP payments are made and are scheduled to receive an incentive award, you will receive your award on the regular payout date.

## **Impact on Benefits**

RRP incentive awards are considered compensation under the 401(k) Savings Plan, unless you are eligible to make Incentive Award Deferrals to the UnitedHealth Group Executive Savings Plan. Incentive payments are included in benefits compensation for employees enrolled in the health and wellness benefit plans. Incentive awards are not eligible as contributions to the Employee Stock Purchase Plan (ESPP).

## **Taxes**

Incentive cash awards are not taxed at the same rate as your regular paycheck. The tax deductions withheld from your incentive award are calculated according to the Internal Revenue Service (IRS) regulations. Taxes will be withheld at the current flat federal rate. State taxes will vary by state, but they will also be a flat percentage.

## **Quarterly Variable Compensation (QVC)**

QVC is a performance incentive program specifically designed to reward employees when they achieve efficiency, quality and customer satisfaction expectations. In keeping with our pay-for-performance philosophy, QVC drives the quality of the customer experience by rewarding top performers with frequent incentive payouts. See the [QVC Program Brochure](#) for additional information.

## **Eligibility**

- QVC plans require quantifiable performance metrics as well as mechanisms to measure performance. For job functions where those two primary factors exist, select employees may be eligible for QVC.
- Participants must be regular full-time or part-time employees and employed on the last day of the performance period to be eligible for payment.
- If an employee terminates before the last working day of the Performance Period they are not eligible for a payout.
- Employees rated as Needs Improvement (NI) or on a Corrective Action Plan (CAP) as of the last day of the measurement period are not eligible for an award payout for that measurement period.

## **Process**

- The QVC plan design allows flexibility for each business to set performance metrics based on business needs. Performance measurement is dependent on specific role, performance goals and the system used to track performance.
- Each plan is administered by a program administration team (UnitedHealthcare or Optum) following the terms and conditions outlined in the plan document. For specific questions and concerns regarding a plan's administration, contact your leader.

## **Payment Method**

- Incentive earnings will be calculated as soon as practicable following the close of the Performance Period and paid on a regularly scheduled pay date (based on geographical location) after payout amounts are finalized and approved.
- Employees who are part of a special project assignment during the Performance Period may be eligible to earn a payout utilizing Special Project adjustments. See the applicable plan document for details on award eligibility and calculations for this type of adjustment/award.
- Participants on a leave of absence may be eligible for a payment based on hours paid during the performance period.

## **Impact on Benefits**

QVC incentive awards are considered compensation under the 401(k) Savings Plan. Incentive payments are included in benefits compensation for employees enrolled in the health and wellness benefits plans. Incentive awards are not eligible as contributions to the Employee Stock Purchase Plan (ESPP).

## **Taxes**

All payments made under the QVC plan are taxable compensation and appropriate deductions will be withheld according to applicable federal, state and local tax laws. Participants should consult with a tax advisor for tax questions.

*Note: Information is provided for general program understanding and does not provide all plan provisions; refer to the plan document for governing details.*

## **Sales Incentive Plans**

Sales incentive programs vary among divisions based on the type of product or service being offered to UnitedHealth Group's customers.

Employees that are eligible for a sales incentive plan must also be in a sales or account management job and in a sales grade. For specific sales incentive plan questions, contact your immediate supervisor or manager.

## **Creating or Designing a New Sales Incentive Plan**

Sales Incentive Plans are typically administered by a centralized operations group or department. Plan content and components will vary by division, but a standard template and guidelines are typically used in designing new or modifying existing plans.

## **Exception Incentive Plans**

Some exception incentive plans exist based on the unique and specific business needs within some parts of the organization. These plans truly are considered an exception to the guidelines since the vast majority of the employee population participates in either the Rewarding Results Plan or a sales incentive plan.

Contact your immediate supervisor or manager for specific exception incentive plan questions.

# **Work Time and Overtime Pay**

**The following information applies to employees in:** United States

UnitedHealth Group pays its employees for all time worked. Further, the company pays non-exempt employees overtime pay according to guidelines set forth by the Fair Labor Standards Act (FLSA) and in accordance with certain state laws. This policy describes what constitutes work, when an employee may be entitled to overtime pay and how overtime pay is calculated.

## **Applies to**

This policy applies to you if you are classified as:

- non-exempt (see Terms below)

## **What is work?**

Any activity that you perform in order to complete tasks assigned to you by your management is considered work. Therefore, work includes such activities as:

- Logging into and out of your work computer
- Setting up and putting away equipment and materials

- Reading work related emails
- Reading policy and procedure updates forwarded by management
- Participating in conference calls
- Participating in training sessions
- System downtime, or other periods of job-related inactivity, in which you are waiting to resume work (unless you have been released from work and are able to use the time for your own personal purposes).

## **Reporting time worked**

It is the policy of UnitedHealth Group to pay employees for all time worked. Toward that end, you MUST accurately record all of the time that you work. Record all time worked, including overtime hours, as actual hours worked in the [Self-Service Time and Attendance](#) system. Your overtime pay will automatically be calculated by the Self-Service Time and Attendance system according to the Fair Labor Standards Act (FLSA) (see Terms below) regulations.

## **Working overtime**

The ability and willingness to work overtime is a requirement of all jobs. Periodically, additional hours of work may be required to meet business pressures and customer demands.

Overtime must be preapproved by your manager.

## **Pre-approval of overtime**

Before working overtime, you must get approval from your manager. Failure to obtain pre-approval for overtime will not void your entitlement to be paid for the time you worked, but it may subject you to disciplinary action, up to and including termination of employment.

## **Receiving overtime pay**

You receive overtime pay for all reported work hours that exceed 40 hours in a regular work week. The regular work week for UnitedHealth Group begins on Sunday at 12:00 am and concludes on Saturday at 11:59 pm. The rate of overtime pay is calculated at one and one-half times your regular hourly rate. For purposes of overtime payments, your Paid Time Off (PTO), company holidays, jury duty hours and funeral leave days on which you do not actually work are not part of any overtime calculation. Employees who work in Alabama, Alaska, California, Colorado, or Nevada are also entitled to additional overtime pay policies as outlined below.

## **Alabama overtime pay**

Alabama HB217, which became law on June 6, 2023, excludes overtime wages paid to full-time hourly employees from Alabama taxable income, and exempts such overtime payments from income tax withholding, beginning with wage payments made on or after Jan. 1, 2024. (This tax exemption is currently set to expire on June 30, 2025.)

## **Alaska overtime pay**

Employees are entitled to overtime compensation for hours worked over eight hours in a single day. Employees are also entitled to overtime compensation for hours worked over 40 hours in a single week. To count the hours over 40 hours in a week, count only the daily hours the employee worked up to eight hours for each day he worked. If the employee worked over eight hours on any day that week, those hours have already been counted as overtime hours and need not be counted again.

The regular work week for UnitedHealth Group begins on Sunday at 12:00 am and concludes on Saturday at 11:59 pm. The rate of pay is calculated at one and one-half times your regular hourly rate.

For purposes of overtime payments, PTO hours, company holidays, jury duty hours or funeral leave days are not included when determining if daily overtime is payable.

## **California overtime pay**

Employees who work in the state of California are entitled to overtime pay for all hours worked that exceed eight (8) consecutive hours a day or on the 7th consecutive day of work in a work week. The first eight (8) hours worked on the 7th consecutive day will be paid overtime. All hours worked over eight (8) on the 7th consecutive day in a single workweek will be paid at the double-time rate. Employees are also entitled to overtime compensation for hours worked over 40 hours in a single week. To count the hours over 40 hours in a week, count only the daily hours the employee worked up to eight hours for each day s/he worked. If the employee worked over eight hours on any day that week, those hours have already been counted as overtime hours and need not be counted again.

See the Attendance Policy for California employees for a description of the make-up time rules.

The regular work week for UnitedHealth Group begins on Sunday at 12:00 am and concludes on Saturday at 11:59 pm. The rate of overtime pay is calculated at one and one-half times your regular rate of pay. Double time (two times your regular rate of pay) will be paid for all work hours reported that exceed 12 consecutive hours in a single day.

For purposes of overtime payments, partial-day PTO hours taken are not included when determining if daily overtime is payable. Further, PTO days, holiday pay, jury duty hours or funeral leave days are not included in determining overtime payments.

If you work in a work unit that has an approved California Alternate Work Schedule, your overtime pay calculation will be based on all hours reported, with the exception of PTO, holiday hours, jury duty hours, or funeral leave days, which exceed 40 hours in a regular work week or 10 hours in a given day. The rate of pay is calculated at one and one-half times your regular rate of pay. Please contact your manager if you have additional questions on California Alternative Work Schedules.

## Colorado overtime pay

Employees shall be paid time and one-half of the regular rate of pay for any work in excess of: (1) forty hours per workweek; (2) twelve hours per workday, or (3) twelve consecutive hours without regard to the starting and ending time of the workday (excluding duty free meal periods), whichever calculation results in the greater payment of wages.

## Nevada overtime pay

Employees earning less than one and one-half times the minimum wage in Nevada are entitled to overtime compensation of one and one-half times their regular rate of pay for all hours in excess of: (1) forty hours per workweek or (2) eight hours per workday.

## Taxes

All overtime pay is taxed at the same rate as your regular pay, using the W-4 tax filing information.

## Terms

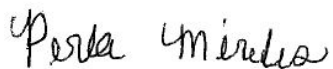
- **Non-exempt** - Employees entitled to overtime pay under the Fair Labor Standards Act of at least 1 and 1/2 times regular hourly earnings for all hours worked over 40 in a week.
- **Fair Labor Standards Act (FLSA)** - Federal law for minimum wage, overtime pay, equal pay for men and women in the same job, child labor and record-keeping requirements.

UnitedHealth Group utilizes The Work Number, a service of Equifax, to provide automated Employment and Income Verifications, letters for Immigration and Visas, and External Job References. Equifax is a hired agent of UnitedHealth Group and has the authority to answer on behalf of UnitedHealth Group, its businesses and



subsidiaries, for which Equifax provides administrative services. For additional information not provided in this letter please contact The Work Number at 1-800-367-5690 and utilize our employer code 10324.

Prepared by:

A handwritten signature in black ink, appearing to read "Perla Mireles". The script is cursive and fluid.

Perla Mireles

Sr. People Team Operations Specialist

UnitedHealth Group

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