

**Frequently Asked Questions - Exit Clearance**

**(1) How many days of annual leave can I encash?**

Leave encashment is capped at 5 days. Please refer to your leave balance on the eLeave portal at <https://ey.bipocloud.com/EYSL/Login>. There are details on leave matters captured in your resignation procedures email. Do go through its content again.

**(2) Am I allowed to apply for annual leave or TOIL during notice period?**

You may apply for annual leave or TOIL, subject to approval from your leave approver who will assess business needs and if necessary, discuss with the relevant leader(s).

**(3) What are the procedures to shorten my notice period?**

Please refer to the following link (<https://share.ey.net/sites/sgtalent/SitePages/Resignation.aspx>) and see under “Change of Last Day eForm Submission > Shortening of Last Day”.

**(4) What are the procedures to request for extension of my last day?**

Please refer to the following link (<https://share.ey.net/sites/sgtalent/SitePages/Resignation.aspx>) and see under “Change of Last Day eForm Submission > Extension of Last Day”. Last-minute extension of last day and notification to Talent team is strongly discouraged, as a change to your last day has impact to your payroll.

**(5) Will my medical benefits be affected when there is a change of my last day?**

Yes, your Fullerton e-Healthcard would have been terminated on your previous committed official last day. If you need to visit a doctor, you need to pay first and submit your medical claims via the App when your access is re-instated.  Reimbursement is capped at $25 per visit at any clinics.

**(6) What should I do if I decide to retract my resignation?**

Please refer to the following link (<https://share.ey.net/sites/sgtalent/SitePages/Resignation.aspx>) and see under “Retract of Resignation eForm Submission”. Last-minute resignation retraction and notification to Talent team is strongly discouraged in order not to disrupt your systems’ access and payroll.

**(7) Will my medical benefits be affected when I retract my resignation?**

Yes, your Fullerton e-Healthcard would have been terminated on your previous committed official last day. Re-instatement of the Fullerton e-Healthcard for retraction of resignation cases can only be processed on a cyclical basis due to scheduled batch staff updates at the vendor’s end. Your access will be activated on the 10th of next month. Meanwhile, if you need to visit a doctor, you need to pay first and submit your medical claims via the App when your access is re-instated.  Reimbursement is capped at $25 per visit at any clinics.

**(8) Will I be receiving a testimonial from EY?**

Testimonial is not an official document that can be endorsed by the firm so you will have to directly approach the relevant person to provide one to you in his/her personal capacity.

The firm will provide you with a leaving employment certificate which will state your length of service and last position held. Your leaving employment certificate serves as the official document that you can produce for your personal reference checks in future. Please note that the firm cannot fulfill requests for reference checks in another format and for information other than length of service and last held designation.

**(9) What do I do on my last day of service? What is the order of the stations I should visit?**

Every task you have to perform from now till your last day of service is detailed in your resignation procedures email. Do go through its contents carefully. Refer to the action items under the section “Complete on physical last day (before 530pm)” to know what you have to do on your last day.

**(10) How do I update my personal email address in order to receive my last payslip?**You need to submit a workflow for the change of personal email address. You may follow the workflow submission instruction at the follow link: [Singapore Core HR - Change Personal Data](https://jam12.sapjam.com/groups/bdlN5xZsnaxcgTQmLLXRND/overview_page/LAzChID2BUxpbeUDTxBOpw)

**(11) How is medical leave treated during notice period?**

You can apply for medical leave that is endorsed by a medical practitioner if you have any medical leave days’ balance.

**(12) My team would like to keep my email account active after my last day of service for future reference. Who should I contact?**

Please send an email request to [oss@sg.ey.com](mailto:oss@sg.ey.com) with all relevant information, which includes your GPN, full name, last day of service, extension period (clearly indicate state start and end date of extension period).