

Frequently Asked Questions - Exit

1. When will I receive my full and final (F&F) amount?

You will receive your F&F within 45 days from the date of clearances by all departments. Clearances are subject to submission of all the firm-issued assets and any dues as applicable. The departments will take 24 hours from the submission of assets to provide clearances.

2. Will I receive my salary after my resignation? Or How is the salary disbursement process during my notice period?

Disbursement of salary post-resignation is subject to the terms and conditions of the notice period and your last working day (LWD).

RealPage India has a notice period of 60 days for confirmed employees and 30 days during the probation. Based on the date of resignation, your salary for the first month of the notice period will be processed normally. If your LWD is falling before the 15th of the month, salary for the second month and the remaining days will be processed as part of F&F. If your LWD is falling after the 15th of the month, then the first month's salary will be processed, and the rest will be processed as part of F&F.

E.g.:

- (a) If you resigned on January 12, 2022, and your LWD is on March 15, 2022, your January salary will be processed normally and your February/March salary will be processed as a part of your F&F.
- (b) If you resigned on January 16 or later (but before January 31) and your LWD is on 16 March 16 or later (but before March 31), you will receive the salary for January and February in the normal course and the days worked for March will be processed as a part of your F&F.

3. When will I receive Relieving/Experience/Service Letter?

You will receive Relieving/Experience/Service Letter upon completion of clearance formalities, and your full and final settlement.
Your relieving letter will be triggered to your personal Email address.

4. What components are considered in calculating the F&F?

Your monthly salary till the last working date, unused earned leaves (EL), and any other earnings as applicable (shift allowances, vouchers, etc.).

Note: Gratuity, if applicable and eligible as per the Gratuity Act, will be paid separately.

5. Will I be eligible for encashment of all my unused leaves as part of F&F?

No. As per policy defined by the organization, only unused EL will be considered for encashment, with a maximum cap of 60 ELs.

6. How is Earned Leave (EL) encashment calculated?

EL encashment is calculated on monthly basic salary.

7. **If there are any dues from my end to be paid, will the same be deducted from the F&F?**
Yes. Any dues towards the company will be deducted from the F&F. If the amount exceeds the value of the F&F, then you are expected to pay the shortfall. You will receive the necessary instructions from the Payroll team on the procedure for payment. Do note that any delay in payment will lead to a delay in clearances by the Finance and the HR team.
8. **Is gratuity part of F&F? When will I receive the gratuity amount?**
No. Gratuity is paid out in line with the Gratuity Act and your eligibility (completion of tenure of 4 years, 8 months &). If eligible, gratuity will be processed within 90 days from the date of relieving subject to submission of firm-issued assets.
9. **What all comes under the firm-issued assets?**
The firm-issued assets include ID Card, laptop, laptop charger, desktop, mouse, headset, sim card, dongle, and any other accessories (whatever applicable) issued by the organization.
10. **What is the process to submit the firm-issued assets?**
Request you to connect with ITHelpdeskRealPageIndia@RealPage.com to submit the firm issued assets to IT Team.
 - You can submit the assets in person to the RealPage IT Team at the 10th Floor IT counter.
 - If you are outside Hyderabad, you can email REWS India rews.india@RealPage.com team with your address to pick up the assets
 - You are expected to submit the assets in the office on the same day as LWD and no later than a week from the date of separation.
11. **How can I update my LWD in EPFO/UAN portal?**
Please send an email to indiapayroll@realpage.com with your RPID No. & UAN. The HR SPOC concerned will update the details. LWD will be updated in PF portal after 90 days from the date of reliving.
12. **Post my exit, whom should I reach out to for queries on my letters / F&F / Form-16, etc.?**
For queries on F&F and Form-16, you can write to indiapayroll@realpage.com. For queries on letters/other processes, you can write to HR_OPS@RealPage.com.
[Form 16 will be issued after completion of financial year that is in end of May every year](#)
13. **Will I be eligible for medical insurance after submitting my resignation?**
Yes. Medical Insurance is available for employees and dependents during the notice period until your LWD.
14. **What happens to my top-up medical insurance after getting separated from RealPage?**
Corporate coverage and top-up medical insurance will expire on your LWD with RealPage. And there is no refund of TopUp/parental insurance premium paid by you.

15. Can I submit tax proofs after the LWD and what is the available window for submission?

Tax proofs should be submitted on Last working day. For tax proof submission, Log on ADP ESS portal and submit actual tax proofs and share ADP confirmation mail to brahmaji.bannaraavuri@realpage.com cc to sunil.kondannagari@realpage.com

16. Who will be the HR SPOC for BGV queries from my future employer?

Please route all background verification (BGV) checks to HR_OPS@RealPage.com mailbox

17. Will I be contacted to confirm if there is a deduction due to asset damages?

No, it is the employee's responsibility to notify the respective teams of loss or damage of any asset while hand overing to company. The cost based on the type and model of asset issued would be deducted from the F&F settlement.

18. How to claim the internet reimbursement when in a notice period?

The employee needs to submit the claim and related receipts in the Concur under expenses. Then, the employee must write an email to Concur@realpage.com mailbox to consider the request. The Concur team will submit the requests on the employee's behalf.

Exit Checklist:

- Ensure to download your Pay Slips, Hike Letters & Form 16 from ADP Portal (<https://www.ess.adp.in/ESS4/>) before you return the laptop/desktop.
- ADP access is enabled for 60 days from the date of relieving, you can login using same URL and credentials
- For tax proof submission, Log on ADP ESS portal and submit actual tax proofs and share ADP confirmation mail to brahmaji.bannaraavuri@realpage.com cc to sunil.kondannagari@realpage.com
- Ensure to apply all your Leaves in RealPage Hub (<https://realpage.sharepoint.com/sites/india>)
- Please ensure to delete your personal files/folders from the laptop/desktop and submit all assets issued to you to IT Team on the last working date.
- Please ensure to apply and take necessary approvals on required portals for shift allowances, OT, holidays/weekend allowances before or before your last working day.
- Do complete the KT process and obtain your manager clearance.
- In order to withdraw/ transfer your PF, please fill in necessary details in the EPFO website: <https://unifiedportal-mem.epfindia.gov.in/memberinterface/>.
- [Please initiate](#) withdrawal/ transfer process after 90 days from the date of leaving
- Relieving letter will be issued within 45 working days only after Asset submission and No-due clearances and Full & Final settlement will take 45 days from the date of No-due clearances not from the date of leaving
- For submission & of IT and REWS assets and clearances in the exit portal, request you to connect with ITHelpdeskRealPageIndia@RealPage.com and rews.india@RealPage.com
- Please ensure to submit the internet reimbursement request as per the process mentioned above before the last working date.
- Employee should ensure any company-owned devices are returned on the exit date or a min of 7 days from the exit date.

List of Contacts:

Purpose	Name of the Team	Mailbox ID
Exit/General queries	HRBP Team	HR_BP@RealPage.com
Background Verification Check/Relieving Letter	HR Ops Team	HR_OPS@RealPage.com
Submission of firm issued assets	IT Team	ITHelpdeskRealPageIndia@RealPage.com
Pick up assets from Home	REWS Team	rews.india@RealPage.com
PF Transfer/Withdrawal, Form-16, Insurance, F&F, Gratuity, Leave encashments and Payslips	Payroll Team	indiapayroll@RealPage.com
Tax Proof Submission	Finance Team	TO brahmaji.bannaraavuri@realpage.com and CC sunil.kondannagari@realpage.com