



DIGITAL TRANSFORMS PHYSICAL

Vacation and Benefits Transition for ServiceMax Employees Frequently Asked Questions

Vacation

Q: How does the PTC Paid Vacation Time Off Plan (PTO) work?

A: The PTC PTO plan is accrual based and the annual entitlement level depends on tenure. Tenure with ServiceMax is included when determining which level of vacation accrual applies. Vacation levels are:

Tenure	Annual Vacation (weeks)	Annual Vacation (days)	Monthly Accrual (days)
Less than 4 years	4	20	1.66
4 to 10 years	5	25	2.08
10 years or more	6	30	2.5

Example: if you worked for ServiceMax for 5 years at the time of the acquisition, you will be eligible for 5 weeks of paid vacation each year.

The policy can be found [here](#) on the People Hub.

Q: Who is eligible for PTC PTO?

A: All regular full-time and part-time employees are eligible for the PTO plan. Temporary employees, such as interns or those performing services through a staffing agency, are not eligible for PTO.

Q: Does unused vacation expire?

A: Yes, unused vacation expires at the end of each fiscal year (9/30) unless you are an employee with a regular work location in California, Colorado, Nebraska, or Montana. In these states, the PTC policy includes an accrual cap.

Q: How does the accrual cap work?

A: Vacation accrued by employees with a regular work location of California, Colorado, Nebraska, or Montana that is unused at the end of the fiscal year (9/30) will not be forfeited. Instead, the accrued vacation at that time will be maintained, with the regular accrual continuing monthly until the accrual cap below is reached.

- California: 1.5X the annual vacation entitlement
- Colorado, Nebraska, Montana: 1X the annual vacation entitlement

The regular monthly accrual will resume when the employee uses vacation time, bringing their accrual total below the accrual cap.

Example: California employee with 3 years of service has 15 days of unused vacation at the end of the fiscal year. This time will remain available for use as the new fiscal year begins, and the employee will accrue 1.66 days of vacation each month until the total accrual

reaches 30 days (annual entitlement of 20 days X 1.5 = 30 days accrual cap). Upon reaching 30 days of accrued vacation, the monthly accrual stops until the employee takes vacation such that the total accrual drops below 30 days. The total accrued vacation time will not exceed 30 days.

Q: How do I request vacation?

A: All vacation requests must be submitted in Workday after discussing with your manager. It is critical that vacation be recorded in Workday to ensure accuracy of financial records and to allow managers to ensure employees are taking adequate time off to rest and recharge. Workday instructions can be found on the People Hub [here](#).

Q: Can I take vacation time before it is accrued?

H: The PTC policy allows you to take vacation time before it is accrued, referred to as a vacation advance. You can take an advance of up to 80 hours (10 full time workdays). Your accrued vacation in Workday will be reflected as a negative amount until you've accrued enough new time to offset the negative.

Q: I have two weeks of vacation planned in October, before I have accrued enough time. Will I be able to take it?

A: If your manager has approved your time away, the PTC policy allows you to take vacation time before it is accrued. This is referred to as a vacation advance and allows up to 80 hours to be used prior to accrual. Your accrued vacation in Workday will be reflected as a negative amount until you've accrued enough new time in future months to offset the negative.

Q: What other paid time off plans are in place at PTC?

A: In addition to vacation, PTC offers holidays, including floating holidays, sick/wellness time, days off to volunteer and for your birthday. Paid time off is also available for unexpected events under our Compassionate Leave policy and for jury duty. Please search the People Hub to review these policies.

Q: What happens to my vacation if I leave PTC?

A: If you have accrued but unused time on your date of termination, it will be paid to you in your final paycheck. If you have a negative vacation balance, meaning you took vacation before it was accrued, you will be required to repay the amount owed.

Benefits

Q: Can I keep any of my ServiceMax benefits for 2024?

A: No. The existing ServiceMax benefit plans will end on 12/31/2023. The current benefits provider (Sequoia) can only contract with companies that are headquartered in California and while an extension was available through end of 2023 due to the acquisition, this is no longer available for 2024. All employees will become eligible for PTC benefits effective 1/1/2024.

Q: Where can I find more detail about all of PTC's US benefits?

A: Please visit the People Hub, where you can search for information on different benefits. For a convenient listing of all benefits, with corresponding links for detailed information, can be found on the [Benefits Quick Reference Guide](#) on the People Hub.

Q: When is PTC's 2024 open enrollment?

A: Open enrollment is scheduled to begin on 10/30/2023 and run for three weeks, ending on 11/17/2024.

Q: Can I continue to use the funds left in my ServiceMax Health Savings Account (HSA) after 2023?

A: Yes. An HSA is a personal asset that is used in conjunction with a high deductible health plan (HDHP) and the funds do not expire. While the ServiceMax HDHP will end on 12/31/2023, the funds in your HSA with UMB Bank remain yours and can be used to pay for HSA-eligible expenses.

Q: Can I rollover the funds left in my ServiceMax Health Savings Account (HSA) to a PTC HSA?

A: If you elect to participate in the PTC High Deductible Health Plan, you will be eligible for the corresponding HSA. You will need to follow the instructions provided to open your PTC HSA, but once that is done, you will be able to submit a form to transfer your Navia UMB Bank HSA funds to your PTC HSA.

Q: Who is eligible for 2024 benefits stipend and how will it be determined?

A: Employees who were enrolled in a ServiceMax medical, dental and/or vision plan on 12/31/2023 and who enroll in a PTC medical, dental and/or vision plan during the 2024 open enrollment window will be eligible for a stipend. The amount of the stipend will be calculated by comparing the biweekly payroll premiums of the ServiceMax benefits in place on 12/31/2023 and the corresponding PTC enrollments, maintaining a consistent coverage tier.

Example: on 12/31/2023, I was covered in the ServiceMax PPO 250 plan with no dependents (payroll deduction of \$39.66). For 2024, I select the PTC PPO plan with no dependents (payroll deduction of \$74.00). The PTC payroll deduction is \$34.34 more than the ServiceMax deduction. My 2024 stipend would be \$892.75 (\$34.34 times 26 biweekly payrolls).

Example: on 12/31/2023, I was covered in the ServiceMax PPO 250 plan with no dependents (payroll deduction of \$39.66). For 2024, I select the PTC PPO plan with family coverage (payroll deduction of \$224.00). The 2024 stipend will not include the increase in premium attributable to you changing your coverage tier from employee-only to family. Instead, the stipend will be the same as in the first example, which includes maintaining the same coverage tier. The PTC payroll deduction for employee-only coverage is \$34.34 more than the ServiceMax deduction. The 2024 stipend would be \$892.75 (\$34.34 times 26 biweekly payrolls).

Q: I'm currently being treated for a serious medical condition and my doctor is not in the Cigna network. Do I have to switch doctors?

A: Cigna offers a Transition of Care (TOC) program under which you can apply to continue with your current doctors (at network rates) until it is safe to transition your care to a Cigna doctor. Your doctor will engage with Cigna to determine if approval under the TOC program is needed and collaborate to identify the duration of the transition. If the TOC program is not applicable, then you would need to switch to a Cigna doctor to remain paying in-network rates. If you choose to remain with your existing doctor, services you receive will be processed at out-of-network rates with Cigna, which will be more expensive. This program would also be available to dependents currently covered under the ServiceMax plans.

Q: What conditions are eligible for the Transition of Care (TOC) program?

A: Cigna's TOC program is application based and would be considered for the kinds of situations listed below (not an exhaustive list).

- Pregnancy in second or third trimester
- High risk pregnancy
- Cancer treatment in the midst of chemo, radiation or reconstruction
- Transplant case
- Recent major surgery that is still in the follow up period
- Hospital stay occurring at the time of switch
- Behavioral health condition being actively treated

Q: How do I apply for the Transition of Care program?

A: Please contact Eric Paul at epaul@ptc.com to request an application. The application will be sent directly to Cigna, who will work with the current doctor to determine if the program applies.

Q: What will happen to my ServiceMax Anthem voluntary life insurance plan?

A: As part of the transition, Lincoln Financial Group (PTC's life insurance provider) has agreed to accept all existing approved Anthem voluntary life policies and will also offer a new enrollment opportunity for 2024. Detailed information will be provided in October prior to the 2024 open enrollment window.

Q: How long will I have access to the ServiceMax Sequoia platform?

A: The Sequoia platform will close on 12/31/2023. Detailed information will be shared in October about the ending of ServiceMax benefits.

Q: How long will I have access to the Navia platform?

A: The Navia platform will remain open after 12/31/2023 to support administration of runout flexible spending account claims. Detailed information will be shared in October about the ending of ServiceMax benefits, including claim request deadlines.

Q: Does PTC provide a free Headspace subscription?

A: No, PTC does not work with Headspace, but a variety of guided meditations and other helpful resources are available through our EAP with SupportLinc. More info can be found [here](#) on the People Hub.