

Frequently Asked Questions – PayPal

1. General:

1.1 Q. Will I be eligible for rehire?

You may apply for re-employment at any time and will be considered with other candidates, basis your skillset & experience and successfully clearing the selection process.

1.2 Q. How do I apply for internal roles while I am on garden leave?

You can apply for PayPal internal roles via the RiseSmart Outplacement. You may refer to the outplacement brochure for more details, or email careerservices@randstadrisemart.com. Alternatively, you may access PayPal internal roles through <https://paypal.eightfold.ai/careers>.

1.3 Q. What information will be supplied by PayPal to potential employers?

PayPal will respond to reference check/background check inquiries submitted to Employee Central at employeecentralcases@paypal.com. Responses to such inquiries will confirm only dates of employment, positions held, and full-time or part-time status.

1.4 Why should I sign the Separation Agreement?

Signing the Separation Agreement will enable us to provide you various additional benefits. These include the payout of additional ex-gratia; the extension of your employment period to include a garden leave period which will allow you to receive your AIP payout in Feb as well as to accommodate stock vesting where applicable; and the issuance of a Relieving letter.

1.5 Q. What happens if I'm hired into a new role within PayPal before the Release Date as outlined in the separation document?

If a new role is confirmed before the release date, then all severance benefits outlined in the agreement will be canceled, and you will transfer into the new role without any disruption of service.

1.6 Q. Who can I contact for any support in the future?

While you are on garden leave you can write to HR_India_Support@paypal.com. Post your release date, you can write to employeecentralcases@paypal.com.

2. COMPENSATION AND SEVERANCE

2.1 Q. When and how will I receive my Full and Final payment?

Employees who sign the Separation Agreement and return all company assets within the

stipulated timeline will receive the Full & Final payment amount with relevant components of the severance payment in the subsequent payroll cycle following their release date.

2.2 Q. Will the full and final settlement amount be subject to tax?

Yes, tax will be deducted from the full and final settlement amount as per the Income Tax guidelines in existence.

2.3 Q. When & how will I receive salary during garden leave?

Your salary during the garden leave period will be credited month-on-month to your bank account, as per the normal India payroll cycle, till your release date. Balance salary (if any) & all other relevant components will be part of your Full & Final settlement.

2.4 Q. What other deductions will be taken from my severance check?

Only deductions which are required by law will be made, as applicable.

2.5 Q. Will I need to pay back any hiring bonus or relocation expenses?

No, you will not.

2.6 Q. If I am rehired after release date, must I repay my severance payout?

If you are re-hired by a PayPal company after your release date and within the timeframe equal to the number of months of the Statutory Severance / ex-gratia payment you receive, you will need to re-pay PayPal the pro-rated share of the same.

2.8 Q. Will ESPP contributions be deducted from my severance check?

No, they will not.

3. Payroll Questions

3.1 Q. How do I find out about my accruals in my Provident Fund Account?

Please connect with the Payroll team for any queries on PF. You can write to india-payroll@paypal.com or DL-PP-Payroll-India@paypal.com

3.2: Q. How do I transfer/withdraw the accruals in my Provident Fund Account?

Please write to india-payroll@paypal.com or DL-PP-Payroll-India@paypal.com for the specific forms to withdraw accruals from your Provident Fund account. In case you wish to transfer any accruals, you will have to submit a request to your new employer.

3.3 Q. I have not submitted documents for my Flexi Basket Tax saving components. How do I go about submitting these now?

You can send supporting bills in an envelope addressed to the Payroll team directly; clearly super scribing “Reimbursement of Flexi Basket for Employee Name and Number” on the envelope on or before 14th Mar 2024 to the address below:

The Payroll Manager, PayPal India Pvt Ltd
Tower 2, Floors 8, 9 & 10 RGA Tech Park Sarjapur Main Road, Chikkakannelli Village,
Varthur Hobli
Bangalore – 560035
Ph : + 91 080 6674 3000

Alternatively, you can write to india-payroll@paypal.com or DL-PP-Payroll-India@paypal.com

3.4 Q. Will I get my Sodexo pre-paid meal card for the month of exit / release?

If your last working day falls at the beginning of the month of termination, then there will be no issuance of a Sodexo Pre-paid meal card. Any meal card issued and loaded prior to your Termination Date, will not be revoked. You may use it any time before the card expiry date.

4. EMPLOYEE STOCK PURCHASE PLAN (ESPP), STOCK OPTIONS AND RSUs

4.1 Q. Upon exit, what happens to my ESPP contributions?

Any unused contributions will be refunded to you in your final paycheck.

4.2 Q. What happens to my ESPP shares I have purchased?

Any PayPal shares acquired through prior purchase periods will not be affected by your withdrawal or termination from the Plan. You own those shares outright and they will remain in your E*Trade Employee Stock Plans account. You can access your shares at www.etrade.com./stockplans or contact E*Trade at [+1 650 599 0125](tel:+16505990125). If you have transferred your shares to an account outside E*Trade, you will need to contact your broker for this information.

4.3 Q. How can I view my current stock options or RSUs?

You can view your stock options and RSUs online in your E*TRADE account under the Employee Stock Plans tab. In order to access this information, you will need to activate your account at www.etrade.com/activate. You may also access this information by contacting at [+1 650 599 0125](tel:+16505990125). In addition, PayPal will mail a Closing Statement within 14 days of your Termination Date.

4.4 Q. How will a change in my employment status affect stock vesting/RSUs?

Your RSUs will continue to vest until the release date. All unvested RSUs post the exit date will be forfeited. You can hold and exercise the vested RSUs / shares as per your will.

4.5 Q. If I am rehired (after release date), will my service be "bridged" for Stock Options or RSUs?

No. All unvested stock options or RSUs are canceled at the time of exit and are not reinstated upon rehire.

4.6 Q. If my mailing address changes and I update my record at PayPal, will my broker be notified of the address change through PayPal?

No. You must contact E*TRADE to update your home address and e-mail address directly with them.

4.7 Q. How will I be affected by PayPal's closed trading windows?

Unless you are otherwise notified, you will not be subject to PayPal's closed trading window following your Release Date. However, you will still be subjected to all SEC trading requirements.

5. BENEFITS

5.1 Q. Will I accrue PTO?

You will continue to accrue PTO up to your release date. PTO accrual will then cease as of your release date.

5.2 Q. Will I receive a payment for my unused PTO?

Yes, your unused PTO if any, will be paid to you in your final paycheck, subject to limitations under applicable laws and PayPal policies. PTO payouts will be taxed at applicable rates.

5.3 Q. I am eligible for my sabbatical after my termination date. Will PayPal honour this?

If you sign the Separation Agreement and are (1) due for sabbatical and have not availed it yet, or (2) become eligible whilst on garden leave of 2 months, or (3) within 45 days of your release date; it will be honored. For any clarifications, please write to HR_India_Support@paypal.com

5.4 Q. How does the Financial Coaching by RSM work?

You will have access to one-on-one coaching to help you manage your financial health. The financial coaching service is provided to you at no cost for three months after your termination date. You may refer to the RSM flyer shared in the separation packet for more details.

5.5 Q. Can I also avail of the RSM financial wellness coaching services?

Yes, RSM financial wellness coaching will be available for a period of 3 months after your release date. RSM financial wellness coaches can provide information based on your life stage to help you with practical questions to develop your financial goals. To avail, please contact rsmglobalcoach@rsmus.com to make an appointment with a financial coach.

5.6 Q. Will I be able to access Employee Assistance Program (EAP) services?

You and your family will be able to access EAP during garden leave and for 3 months after your Release Date. To access the EAP website, visit www.livewell.optum.com and use the Access Code: PayPal, or call from the following options:

1800-102 7293 - Main

1800-209 8424 – Alternate

5.7 Q. What happens to my life, accident and medical insurance?

All company-provided insurance coverages are available until your release date.

5.8 Q. Can I continue the medical insurance benefits after the release date?

Medical insurance Portability allows employees, at the time of exit, to transfer the number of years of continuous coverage from group insurance to retail health insurance, with a waiver of the waiting periods generally applicable to retail programs. This helps in reducing any waiting period so that your policy benefits can be utilized as soon as possible.

For instance, if an employee has been covered under the PayPal group insurance cover for 3 years, and at the time of exit decides to port the policy to a retail health policy which has a waiting period clause of 4 years, the waiting period of the retail policy will then be reduced to 1 year, as the remaining 3 years have been fulfilled during the tenure under the Group insurance cover.

This option is available only for exiting employees if a request is raised by the employee 30 days before the date of exit from PayPal. The policy terms, coverages, and premium to be paid by employee will be applicable as per retail policy and not as per PayPal group policy. The enclosed Portability leaflet has detailed steps and guidance. For any questions on Portability please write to policy.continuity@marsh.com and cc manoj.s01@marsh.com.

5.9 Q. I have some medical insurance claims which I have not claimed. How do I go about claiming these now?

Please get in touch with ICICI Lombard at paypalhelpdesk@icicilombard.com and copy manoj.s01@marsh.com, or call 040- 68432602 for support. For any urgent support or escalation you can call Rajesh (ICICI Lombard) at +91-7760980822. All claims will be processed in accordance with the Group Medical Policy. Claims have to be submitted online within 30 days from the Date of Discharge and only expenses incurred on or before the date of termination are eligible under the program.

6. REIMBURSEMENTS

6.1 Q. What expenses/reimbursements am I eligible for?

For Approved Claims: You are eligible to be reimbursed for any travel expenses that are submitted and approved in line with our global travel expense policies, as well as any outstanding mobile phone expenses, and unclaimed business-related expenses, if any, that are already approved.

For Claims submitted but not yet approved: Please work with your Manager, who will follow up on your behalf to get the reimbursement as per policies.

For claims yet to be submitted: Please inform your manager, providing the original receipts so that your manager can assign a delegate to submit them on your behalf and for you to be reimbursed as per policies.

6.2 Q. How will I be reimbursed for any outstanding business expenses?

The Accounts Payable team will reimburse all authorized expenses according to its regular business practice. We ask that all claims and supporting documents be submitted before your last day of employment. Please contact your manager for further questions.

6.3 Q. Can I receive Education Reimbursement for a program which I have not yet completed? Can I apply for reimbursement of fees paid so far?

Any reimbursement will be done only on successful completion of the program. Reimbursement can only be claimed if the program is completed successfully before the Release Date.

6.4 Q. I have a corporate credit card but not submitted my expenses? Can I submit them for reimbursement?

Corporate credit card users will need to submit the credit card transactions in Concur. If the transactions are not yet reflected in Concur, you should pass all the original receipts together with your corporate credit card to your manager and inform them about the pending transactions.

For out-of-pocket expenses not paid for with your corporate credit card, please see Q6.1.

6.5 Q. Who should I contact for any expense reimbursement related questions?

For queries pertaining to your approved and outstanding claims, you can write to tande@paypal.com or reach out to your manager.

6.6 Q. Will I be eligible to claim internet reimbursement during my garden leave?

No, you will not.

6.7 Q. When and how will I get all my reimbursements?

Your reimbursement will be directly deposited to same bank account as your paycheck.

6.8 Q. How will I be notified if there is a problem with my reimbursement claim?

If there is a problem or additional details are required, you will either receive an email from

tande@paypal.com, or be notified by your manager.

7. OUTPLACEMENT

7.1 Q. What is the outplacement offering for impacted employees?

You will be provided with outplacement support from our vendor RiseSmart, which can provide advice and coaching on career guidance, job search, networking, preparation for interviews, CV review etc. The outplacement service is based on the scale below:

Grade Level	Up to 27	28 – 29
Outplacement	3-month program	6-month program

Your RiseSmart outplacement counsel can help you to applying for both external and internal PayPal roles.

Through RiseSmart, you will also have access to the LinkedIn Learning and Udemy learning platforms for the duration of the outplacement program.

More information about RiseSmart and the benefits provided will be included in your separation packet.

7.2 Q. How do I make an appointment for outplacement services?

If you return a signed severance agreement and would like to make an appointment with the outplacement consultant, you may refer to the outplacement brochure for more details or email to careerservices@randstadrisemart.com. To start this benefit please register with RiseSmart via their website, or you can email them. Please refer the brochure included in your separation package for more details.

8. IT EQUIPMENT RETURN

8.1 Q. How will company assets (e.g. my iPhone, laptop, corporate card, etc.) be collected?

A. You must return all Company-owned equipment on or before your termination date. You cannot purchase your equipment. The IT / Facilities team will facilitate the pick-up of assets from your home address. You may keep all assets given as part of work-from-home temporary reimbursement.
