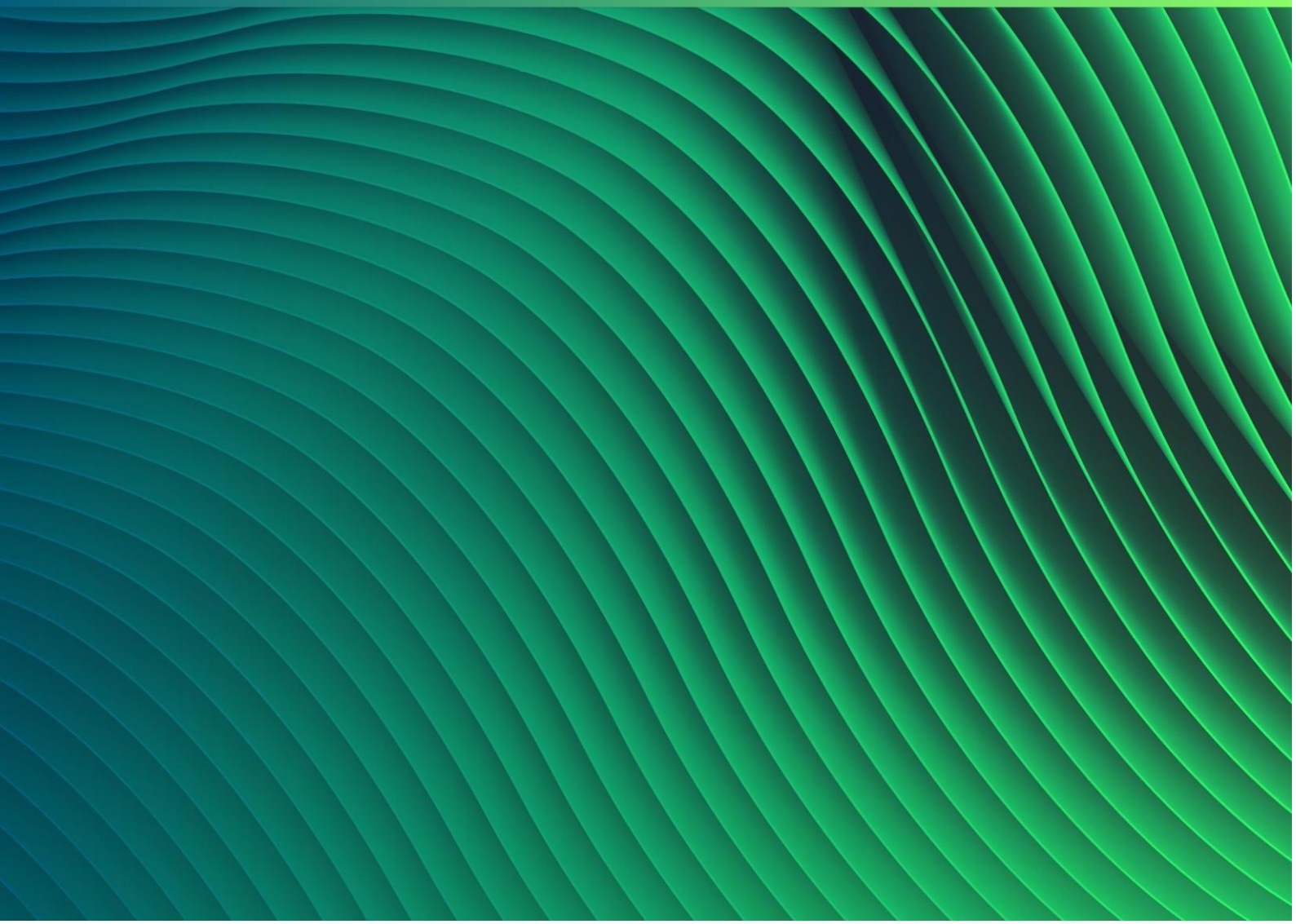


FAQ-EXIT PROCESS



1) How does an Employee trigger the resignation in a workday?

Go to Your workday>click on the picture icon in the top right corner>select action>job change>Resign>enter your proposed termination date,(if the proposed termination date is not after the notice period assigned, a warning pops up instructing the notice period has not met and the date when the notice period end)>select your resignation reason>upload your resignation letter selecting termination as category>submit>your resignation is sent to your manager for approval.

2) When does the employee get a resignation acceptance letter on a workday?

As soon as the manager accepts resignation it will trigger on a Resigned Employee's workday.

3) How does the employee access and download the employee resignation letter?

Once the manager approves the resignation, the employee will be able to access the same on Workday Inbox. Employees should download and submit the resignation acceptance letter, post which the option is disabled, and through Employee support, the Employee can get one.

4) Do we have the same employee guideline document across locations?

Yes, the Employee guidelines document is the same across all locations.

5) where can we refer the separation policy path?

It is recommended, that the resigned Employees to refer the Separation policy document in this path: FIS and Me>People Matters> the Asia Pacific>India>Local Employee Handbook.

6) When does the employee get a Service letter and to which mail ID does it get triggered?

Post handing over the assets, employee exit clearance is expected to be completed within 15 working days. They would receive the Service letter upon completion of clearance formalities, and settlement of all the dues, if any. The Service letter will be triggered to your personal e-mail ID.

7) Is it mandatory for an employee to update their Personal Email/Mobile in the workday?

It is necessary to update your contact details and personal mail ID under Personal Information >> Contact Information in Workday. This information is used for all future correspondence as well as for sending your full and final settlement details.

8) Where can I submit my Shift allowance, On-call allowance, and National Holiday allowance to receive along with full and final settlement?

All the Shift allowance, On-call allowance, and National Holiday allowances has to be applied and approved in ADP before your LWD to get processed along with your full and final settlement. Updated in Workday by managers will not be considered in your full and final settlement. Through Workday or Manual input will not be considered.

9) Is it mandatory for an employee to update their Personal Email/Mobile in the ADP?

Yes, it is mandatory to update your contact details and personal mail ID, so that your ADP portal gets enabled after LWD with FIS to access your Payslip, F&F break up and form 16 for 1 year from your LWD. In Absence of the information, you will not be able to access to ADP portal.

Process to update the details in ADP: Under Select > About Me> My Details>Office & Communication Data>Click on (+) icon , On the next page you will need to click Edit Record > Enter your mobile number and Personal email ID and save it in ADP.

10) What are the steps that an employee should follow for an Exit Clearance?

Employees to return the assets to respective asset owners. Following are the options available:

- a. by visiting the respective base location, on or after the last working day.
- b. make a request for collecting the assets from your home (if within the city limits of base office locations).
- c. send through courier to the base location.

Employees to coordinate with asset owners of respective base locations for returning the assets and getting the exit clearance.

Any physical damage to FIS assets or missing items, repair/new asset cost will be recovered/adjusted from Employee's full and final settlement.

11) When should the employee submit the FBP Claim and Reimbursement?

The employee should submit by the 10th of the last working month with FIS or by LDW. Employee should submit all reimbursement bills including GHMI claims in the respective portals before last working day. Bank account details given in these portals should be maintained till the time the employee receive their reimbursements.

12) What are the Employment documents that can be downloaded before submitting the laptop/desktop?

The employee can download pay slips and Form 16 (if applicable) from ADP Global View portal after their LWD provided their valid personal e-mail address and Mobile number is updated in ADP before their LWD.

The Compensation revision letter, if any, can be downloaded from Workday and retain it before they submit their laptop/desktop.

13) How many days prior to the last working day the Investment Proofs need to be submitted?

Investment proof to be submitted on ADP Global View PROD 10 days prior to the last working day for consideration in the full and final settlement. The investment proofs must be according to the declaration provided at the beginning of the financial year or on joining, whichever is later. In the event these are not provided or are not according to the declaration, the resultant Income Tax will be deducted from the full and final settlement.

14) Where can an employee withdraw & transfer their PF?

If the employee is not planning to continue the service, he/she can withdraw the same after 60 days by accessing the UAN portal (<https://unifiedportal-mem.epfindia.gov.in/>) for PF employee must fill Form No.19. for Pension, employee must fill out Form 10C. If the employee is planning to Transfer, then they need to initiate the same via the UAN portal. **Navigation: Login UAN member portal** – Online service Tab – Transfer request. Once it is done employee should share the signed Form No. 13 to approve the same. PF/EPS No. (This will be available in the Pay slip. Hence kindly take copies of your pay slip from the ADP site before leaving).

15) Who is eligible for gratuity?

Employees are eligible for Gratuity upon completion of 4 years and 190 days of continuous years of service, Gratuity, if applicable, will be paid within 30 days of the last working day.

16) When will an employee get a Full and Final Settlement?

Full and final settlement will be processed within 45 to 60 days from the date of completion of Exit clearance formality on workday. Salary for the last month of the notice period will be kept on hold and will be released along with the full and final settlement.

17) How is Leave Encashment calculated?

Accrued PL till last working day, maximum up to 45 days. Encashment amount is calculated based on Monthly Base pay excluding Employer PF contribution with month taken as 22 days i.e. $(\text{Base Pay} - \text{Employer PF Contribution} / 22 \text{ days}) \times (\text{No. of Leaves to be reimbursed})$.

18) How does the Notice Pay & Notice period shortfall calculated?

Notice Pay, if applicable, will be calculated based on Monthly Base pay excluding Employer PF contribution. Recovery for Notice period shortfall will be calculated based on Monthly Base pay excluding Employer PF contribution.

19) How does the Excess Leave will be calculated?

Leaves (CL and SL) are credited at the beginning of the calendar year or on the day of joining. Any leave availed in addition to their accrued limit as on the last working day, will be recovered as per the below calculation.

Monthly Base pay excluding Employer PF contribution with month taken as 30 days i.e. $(\text{Base Pay} - \text{Employer PF Contribution} / 30 \text{ days}) \times (\text{No. of Leaves to be recovered})$.

20) Will the One-time payment recovered in the full and final settlement?

Payments made towards Joining Bonus, Retention Bonus, TAP etc. shall be recovered during the full and final settlement, if an Employee voluntarily separates from the Organization during the first year of receiving such payments OR as per payment conditions mentioned in the respective policy/letter issued. All these recoveries will attract GST @ 18% .

21) Will all the employees be eligible for the Performance Incentive?

Employee shall not be eligible to receive variable pay if any if he/she voluntarily quits the services of the Organization before the incentive payout.

22) Which all Email IDs that an EX-employee can use to reach out for assistance?

Employees can reach out to the below Email ids for your query

For Service Certificate -related queries reach out to FIS_TPO_OperationalCoE@fisglobal.com or tpo_operations_ind_ph@fisglobal.com

- For FNF/ Payroll/ Pay slips/Gratuity-related queries reach out to: FIS_India.Exits@fisglobal.com
- For queries related to Income tax, form 16 reach out to: FIS.IN.Payroll.Finance@fisglobal.com
- For queries related to PF, reach out to: India.Payroll.Compliance@fisglobal.com
- For Ex-employee verification, please write to FIS_TPO_OperationalCoE@fisglobal.com

23) How can a manager enter a resignation on behalf of employees?

Go to the workday>My team management>Select the team member you are terming>go to action> change>terminate an employee.

24) What are the steps to be followed if an employee has Absconded?

- ☐ Manager to start Termination Process after last day worked – 3 days for BPO employees, 5 days for non-BPO employees
- ☐ Manager to enter Last Day Worked as Day of Absconding.
- ☐ Manager to enter Termination Date as 21 days after Absconding Date (14 days if the employee is on Probation).
- ☐ Manager to place an employee on Leave without Pay.

25)What are the steps managers should follow to waive off the notice period and what options can be selected?

Managers should not select NA, if manager needs to waive off notice period then he must attach L5 approval

Are you waiving Notice Period for this employee? (if yes you must attach approval from L4/L3 Leader below) (Required)

- ☒ Yes
☐ No
☐ N/A

Notice Period Attachment (Required)

26) What is the mandatory declaration that employee need to complete before LWD on workday?

Employee need to complete below mentioned two declarations before LWD on workday.

1) **Declaration Towards Leave encashment** (Employee needs to declare whether he claimed the leave encashment in the previous organization as nontaxable)

2) **Declaration Towards gratuity** (Employee needs to declare Whether he claimed gratuity the previous organization as nontaxable)

DECLARATION TOWARDS GRATUITY

I, _____ (ecode : _____) hereby declare that -

☐ Gratuity is **not** paid to be me as Non-taxable amount in any of my previous organizations during my employment with them.

☐ Gratuity is paid to be me as Non-taxable amount in my previous organizations during my employments with them as detailed below.

Name of the organization	Year	Leave Encashment amount received as <u>Non taxable</u>

I also confirm that the details given above are true to the best of my belief.

Name _____

Employee E# _____

Signature _____

Department / Function / Project /Process: _____

* Note:- Tick either one of the boxes, whichever is applicable.

DECLARATION TOWARDS LEAVE ENCASHMENT

I, _____ (enumber : _____) hereby declare that -

☐ I have not claimed Leave Encashment as Non-taxable amount in any of my previous organizations during my employment with them.

☐ I had claimed Leave Encashment as Non-taxable amount in my previous organizations during my employments with them as detailed below.

Name of the organization	Year	Leave Encashment amount received as <u>Non taxable</u>

I also confirm that the details given above are true to the best of my belief.

Name _____

Employee E# _____

Signature _____

Department / Function / Project /Process: _____

* Note:- Tick either one of the boxes, whichever is applicable.

27) What happens if employees didn't submit the declaration before LWD on workday?

Full and final settlement and relieving letter will not be processed.

28) What is the mandatory action in a workday, that managers need to complete before employee LWD?

Managers need to check if any one-time payment or pending arrear is there for the employee. If yes, he needs to select Yes and the rest can be selected as No.

(screenshot is attached for your reference)

Are there any pending employee payments that need to be paid to employee? (1) (Required)

- ☐ Yes
☐ No

Are there any pending employee payments that need to be paid to employee? (2) (Required)

- ☐ Yes
☐ No

Are there any pending employee payments that need to be paid to employee? (3) (Required)

- ☐ Yes
☐ No

29) What are the mandatory actions in ADP, that managers need to complete before employee LWD?

All the allowances like Shift allowance, On-call Allowance, National Holiday allowance should be approved in ADP so that it could be included in Full and Final settlement. The input from Workday or via email will not be considered in F&F.