



## 2016 U.S. Benefits Annual Enrollment Frequently Asked Questions

### What is Annual Enrollment and why do we have it each year?

Annually, we evaluate our benefits plan service providers and rate their performance, negotiate costs, and review plan enhancement opportunities, which may include making changes based on your feedback. As a result, plan offerings (types, benefit levels, vendors) as well as the cost of coverage can change each year.

Please review the 2016 changes and decide which plan best meets your needs. You can change, add or delete plans, and add or remove covered dependents.

Plans that can be changed are Medical, Dental, Vision, Optional Life and AD&D, Health Care and Dependent Care Flexible Spending Accounts (FSA). You may also newly enroll or cancel your enrollment for 2016 in the Hyatt Legal plan.

### When is the annual enrollment period?

Annual Enrollment for 2016 begins on November 3, 2015 and ends on November 13, 2015.

### What's Changing for 2016?

Program	Description of Change
<b>Blue Shield Health Plan Changes</b>	<p><b><u>New ID Cards</u></b> All Blue Shield plan participants will receive new ID cards as a result of the Blue Shield claims system migration. The new Blue Shield Group ID will be WOO52325. New cards will arrive home in mid-to-late December.</p> <p><b><u>Additional Blue Shield Plan Changes</u></b> Enhanced fertility benefits, coverage for special formulas and food products and enhanced Gender Affirmation Surgery benefits. Please visit <a href="http://www.blueshieldca.com/paypal">www.blueshieldca.com/paypal</a> to learn more.</p>
<b>Blue Shield EPO and Kaiser HMO (CO)</b>	<p>The Blue Shield EPO and Kaiser CO HMO health plans will no longer be offered starting in 2016, as announced during last year's enrollment period. The decision to discontinue these plans was made due to the disproportional cost of these medical plans compared to the others offered to PayPal Inc. employees.</p> <p>Current participant should consider enrolling in a different plan for 2016. Use the <i>Medical Plan Cost Estimator</i> available on <a href="http://www.PayPalbenefits.com">www.PayPalbenefits.com</a> to find a plan that is right for you and your family.</p> <p>If you are currently enrolled and don't make a change in your plan during annual enrollment, you will be enrolled in the default plan, Blue Shield PPO 300.</p>
<b>Blue Shield PPO 750</b>	<p>The Blue Shield PPO 750 health plan will no longer be offered starting in 2017. If you are currently enrolled, this plan will continue to be an option for you in 2016.</p>
<b>Dental Plan</b>	<p>The calendar year maximum has been increased to \$2,500. The lifetime limit</p>

	for orthodontia benefits has also been increased to \$2,500.
<b>Blue Shield CDHP Plan Participants</b>	<p><b>2016 contribution maximum:</b>  <b>Individual \$3,350</b> (PayPal contribution is \$450)  <b>Family \$6,750</b> (PayPal contribution is \$900)</p> <p>The employer contribution will now be made on the first paycheck of the year (or first check issued after enrollment).</p>
<b>Vision Plan</b>	The PayPal vision plan will now provide a \$1,000 benefit towards LASIK procedures.
<b>Flexible Spending Account (FSA)</b>	Health Care Flexible Spending Account (FSA) participants now have even more flexibility managing their account balances with the <b>new \$500 automatic carryover feature</b> . This means that up to \$500 of your available year-end Health Care FSA balance will automatically carry over to your new plan year balance the following year. Unlike the limitations of the Health Care FSA extension period currently in place, you'll be able to use your carryover funds for reimbursement of eligible expenses incurred any time throughout the following year.
<b>Life Insurance</b>	The basic life insurance and basic AD&D policies will now have a separate limit of \$2,000,000 each. The optional life insurance program will now require Evidence of Insurability (EOI) for any new elections in excess of \$300,000 or an increase to more than one times salary.
<b>Long-Term Disability (LTD)</b>	All PayPal Inc. employees are covered for long-term disability benefits which pays 67% of your base salary.
<b>Adoption Assistance Plan</b>	PayPal will now reimburse up to \$10,000 for eligible expenses related to adoption assistance.
<b>Time Off Programs</b> The following time off program changes will be made for 2016	
<b>Enhanced Maternity Benefit</b>	U.S. based employees will have an enhanced Maternity Benefit for expectant birth mothers, who will receive 100% of base pay for up to the first eight weeks of time away from work while disabled. This benefit will be coordinated with any other benefits that may be payable such as Short Term Disability or any statutory programs.
<b>Paid Bonding Leave</b>	All U.S. based employees will have a 100% paid bonding leave benefit. This benefit will be available to all mothers, fathers, same-sex spouses, and domestic partners, providing time to bond with their newborn or newly placed child. This benefit will be available for up to eight weeks within the first year of the birth or placement of the child and can be taken at one time; or in increments with manager approval.
<b>Paid Family Care Leave</b>	The new Paid Family Care Leave program will allow time to care for seriously ill family members. All U.S. based employees will be eligible to receive 100% of base pay for up to eight weeks to care for a sick spouse, child, or qualifying parent, when certified as the primary care giver.
<b>Paid Sick Leave (PSL)</b>	We will now offer five Paid Sick Leave days per year to U.S. based employees. Employees can use these days for their own illness or to take care

	of a sick family member. Unlike PTO, PSL days will not carry over to the next year, but will be replenished so that five days are available at the beginning of each year.
<b>Tracking Free Vacation (TFV)</b>	All U.S. based Exempt employees will move to our new Tracking Free Vacation policy. Employees with TFV will begin to self-manage vacation and continue to work with their managers to schedule time off.
<b>Give Time</b>	Through our charitable giving initiative – PayPal GIVES – we encourage active participation in the communities in which our teams work and live. In this spirit, PayPal employees will have the opportunity to be paid 100% of base pay for up to five days per year to volunteer at a qualifying community based organization. GIVE Time days are in addition to Paid Sick Leave and Paid Time Off/ Tracking Free Vacation.

**More information on the 2016 program changes can be found on the Bridge.**

### **How can I compare the plan options?**

Use the Medical Plan Cost Estimator available at [www.PayPalbenefits.com](http://www.PayPalbenefits.com) to ensure you are enrolled in the most cost effective plan for you and your family. You can view the medical plan options available to you in your YBR profile. While each plan has a different premium amount (the cost to you each payday), the Medical Plan Cost Estimator will help you also determine your out-of-pocket costs for using the plan – things like copays, deductibles and coinsurance.

### **How do I make my selections for 2016?**

You can make your selections with AonHewitt Your Benefits Resources™, (YBR) [www.ybr.com/benefits/PayPal](http://www.ybr.com/benefits/PayPal) or by calling the YBR Customer Care Center at 1-844-474-6641. **Remember, the deadline is November 13, 2015 if you want to make changes or elect Flexible Spending Account (FSA) contributions for 2017.**

### **Is this the only time I can make changes?**

This is the only time you can make changes to your benefits, unless you have a qualifying life event such as marriage, birth, adoption, or divorce. Changes can be made to your election within 31 days of an eligible event.

### **If I don't take action during the annual enrollment period, what happens?**

If you do not take action during the annual enrollment period, your current election will carry forward for 2017 except for Blue Shield EPO and Kaiser HMO (CO) health plan participants. Flexible Spending Accounts and Health Savings accounts also require re-enrollment each year.

### **How do I add or remove someone from my benefits plan?**

You can add and enroll your eligible dependents in YBR. Coverage will only be applied to those dependents that have a checkmark next to their name.

*Note: For a newborn that is born during the annual enrollment period or the month of December, call YBR to immediately add your newborn to coverage for 2017.*

### **Who can I cover on my benefits?**

Please review the list of eligible dependents on YBR.

### **If I miss the enrollment period, can I make changes later?**

You may be allowed to make changes after the Annual Enrollment period if you were on a leave of absence or

vacation during the entire enrollment period, without access to email or a telephone. To request approval to make changes after the annual enrollment period has closed, you must notify YBR at [www.ybr.com/benefits/PayPal](http://www.ybr.com/benefits/PayPal) or by calling the YBR Customer Care Center at 1-844-474-6641.

### **When do changes become effective?**

All elections made during Annual Enrollment are effective January 1, 2016.

### **Will I get new plan cards because of Annual Enrollment?**

New ID cards will be issued for all Blue Shield plan participants in the event of a health plan change. Any new enrollments for the Delta dental plan will receive a new ID card. There are no cards issued for the VSP Vision plan.

### **What is a Flexible Spending Account (FSA)?**

An FSA allows you to place money into your health care or dependent care spending account on a *pre-tax* basis to pay for eligible expenses during the calendar year. An FSA can help you save money by reducing your taxable income, but be careful when estimating your expenses. Unused money left in your account in excess of \$500 at the end of the plan year is forfeited due to the “use it or lose it” rule. There are two types of FSA accounts:

- *Health Care Spending Account*—The Health Care Spending Account can be used for eligible out-of-pocket health care expenses (medical, dental, or vision care).
- *Dependent Care Spending Account*—The Dependent Care Spending Account covers eligible dependent care expenses so that you (and your spouse, if married) can work or attend school.

You can enroll in both the Health Care and Dependent Care Spending Accounts. To learn more about the Flexible Spending Accounts, and changes affecting the FSA plans for 2017, please visit the FSA FAQ available at [www.PayPalbenefits.com](http://www.PayPalbenefits.com).

### **I don't have Optional life insurance now. Can I sign up for it during Annual Enrollment?**

Yes. You may elect supplemental life insurance in multiples of your salary, up to six times, and up to \$2 million maximum. The amount may be subject to Evidence of Insurability (EOI).

### **I would like to increase my coverage. Will I need to answer any questions?**

You may elect Optional Life insurance for an amount equal to as much as six times your annual salary. You must complete an Evidence of Insurability (EOI) Form, if:

- Your increase is greater than one level of coverage.
- You increase coverage to any coverage level exceeding the guaranteed issue amount (\$300,000).

### **What is Evidence of Insurability (EOI)?**

If your Supplemental Life election requires EOI, you will be asked to provide certain health information which will be reviewed by our carrier (MetLife). If you are approved, your coverage will be increased to the elected amount, and your premiums will increase accordingly. If you are denied, you will be notified and your premiums will remain at the original level or the highest approved level. When you enroll in the Supplemental Life Insurance program via YBR, if an Evidence of Insurability (EOI) Form is required, you will be prompted where to go to complete the form online.

### **Can I Cover My Dependents with Our Supplemental Life Insurance?**

You can purchase Dependent Life Insurance Plan coverage for your spouse, domestic partner, and children.

Please note that your spouse/domestic partner coverage cannot exceed 50% of your total coverage (basic and supplemental) and amounts over \$50,000 will be subject to Evidence of Insurability (EOI).

### **What is Your Benefits Resource™ (YBR)?**

Your Benefits Resource™ (YBR) is our online administrative tool that helps you manage your PayPal benefits enrollment and provides plan information and resources. In addition to the annual enrollment, YBR provides information on making changes throughout the year, tools to estimate Life Insurance and Flexible Spending Account (FSA) needs, resources to locate providers and their quality ratings, and claim advocacy services.

#### **Accessing YBR**

##### **When logging onto YBR from work:**

- Access the MyHR landing page
- Under “Quick Links”, click on Aon Hewitt Your Benefits Resources (YBR)

##### **When logging onto YBR from home:**

- Access [ybr.com/benefits/paypal](http://ybr.com/benefits/paypal)
- Use your self-assigned Username
- Use your self-assigned Password

### **What if I lost my YBR user name and/or password?**

Go to the YBR site and follow the instructions on the upper right-hand side of the screen to retrieve your user name and/or password.

### **What should I do if I have questions or problems with the system?**

First, try to use the online help function. If you still have questions, you can reach YBR by calling MyHR, (1-855-489-0343) and selecting the Benefits option.

### **How often can I access YBR?**

You can access YBR online 24/7 or call Customer Service between 5:00 a.m. and 6:00 p.m. PT (M – F) . .

### **Can I re-enter the system and change information that I’ve already saved?**

During the Annual Enrollment period, you can make as many changes as you’d like, but the change that’s on file as of Midnight PST on November 13, 2015 is what your election will be for plan year 2017, unless you call YBR after the online enrollment period has ended, and before December 31, 2015 to make a change.

### **What other benefits are available to me?**

PayPal has partnered with Aon Hewitt to provide **Advocacy Services**. The Health Advocacy team provides you with access to highly qualified, unbiased, third-party professionals who are trained to answer your complicated medical benefits and insurance-related questions.

Advocacy services include:

- Help understanding and using your benefits.
- Resolving health care insurance claims and billing issues.
- Help understanding diagnoses and providing education and information regarding treatment options.
- Assistance locating doctors or hospitals, and making appointments with hard-to-reach specialists.
- Understanding issues related to prescription drugs, such as comparisons between generic and brand name medications.

### **To reach an advocate:**

- Call 1-888-622-1200 advocacy hours are Monday through Friday, 6:30 a.m. to 4 p.m. Pacific Time
- Online at [www.aonhewittadvocacy.com](http://www.aonhewittadvocacy.com)

This list of changes provides an overview of your benefit changes as an employee of PayPal (or any of its U.S. subsidiaries). It is not intended to be a complete summary of your benefits. Please refer to the actual plan documents available on Aon Hewitt Your Benefits Resources™ (YBR) for the terms and conditions that govern these benefits. PayPal reserves the right to amend, change or terminate these benefits for any reason at any time.