

# Frequently Asked Questions

## Associates On Furlough

### UNEMPLOYMENT

- **How can I collect the additional \$600 that was approved by the federal government?**
  - When you file your unemployment insurance claim with your state, this additional payment will automatically be processed for the federal benefits. Pending approval, the additional \$600 will be added to the maximum benefit from your state.
- **How do I get my paystub?**
  - For hourly associates, you can visit [ipay.adp.com](http://ipay.adp.com) to view your paystub. For leaders, you can view your paystub through Lawson ESS. There are detailed instructions on [www.whitelodging.com/associates](http://www.whitelodging.com/associates).
- **How does using paid time off benefits affect my claim?**
  - We encourage you to take available paid time off benefits, but will report all earnings to the state, and your eligibility for benefits will reflect what you have already been paid by White Lodging. Check in with your local unemployment office as any paid time off may affect your unemployment insurance payment.
- **If I live in a different state than where I work, with which state do I file for unemployment?**
  - Most associates should file in the state that they work in, not where they live. Exceptions to this are remote workers who have a different work location setup through Payroll.
- **What date should I put on my unemployment claim?**
  - You should enter your last day worked, but do not put a return date on your claim. This will help expedite the process.
- **What does the maximum benefit mean?**
  - The maximum benefit is the most money an associate can receive per week from the government. You will receive an amount based on your average hours worked, or the state maximum, whichever is smaller. From April 1 – July 31, associates whose jobs were affected by COVID-19 will receive an additional \$600 per eligible week from the federal government.
- **What if I work elsewhere while on furlough?**
  - White Lodging does not have a policy against working another job while on furlough, however this may impact your eligibility for unemployment benefits.

### BENEFITS

- **Can I cancel or change my 401k deduction?**
  - Changes to 401k contributions can be made at any time. To make the change, you must log in and submit it through the Bank of America/Merrill Lynch website ([www.benefits.ml.com](http://www.benefits.ml.com)).
- **What happens to my 401K when I'm no longer contributing?**
  - Any money already contributed will stay in the plan, unless you take a loan or hardship withdrawal. It is important to note that hardship withdrawals are only allowable for very specific circumstances. All requests should be made through the Bank of America/Merrill Lynch website ([www.benefits.ml.com](http://www.benefits.ml.com)).
- **What if I have a 401k loan?**
  - You can stop your loan payments until the end of the year. To do so, please contact [benefits@whitelodging.com](mailto:benefits@whitelodging.com).
- **Who do I contact if I have other questions regarding benefits?**

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- Please email [benefits@whitelodging.com](mailto:benefits@whitelodging.com).
- **Do we have a program where associates can “donate” paid time to others?**
  - We do not currently have this program, but it is something we are investigating.
- **What do I do if I’m having challenges with this change?**
  - We understand that this is a challenging situation. You are always welcome to contact someone through our Employee Assistance Program at 1-800-324-4327.
- **Can I cancel my insurance to save money?**
  - You can only cancel coverage at this time if you have a qualifying event (e.g. Marriage, Divorce, Birth of Child or gain/loss of other coverage). You do have the option change to the lowest-cost medical plan option. To do so, please contact the Benefits Department at [benefits@whitelodging.com](mailto:benefits@whitelodging.com). Please note, while you are able to change your plan option, you cannot change your coverage level (i.e. add or remove family members).
- **What happens with my health and welfare benefits?**
  - You remain eligible for these benefits for as long as you are furloughed. For medical and dental, you must continue to pay your portion of the premium. Online payments can now be made at [www.whitelodging.com/associates](http://www.whitelodging.com/associates).
- **Can I use paid time off benefits while I’m off work?**
  - Yes, you can use vacation and PTO. Associates must be sick to utilize sick hours.
- **My anniversary is coming up – will I receive my new vacation balance while on furlough?**
  - Yes, you will receive your next available vacation balance on your anniversary – which includes any accrued time from your last anniversary up until the date you were placed on furlough. You may use this time to be paid while you are furloughed.
- **What happens to my paid time off accruals while I am on furlough?**
  - You will not accrue any new paid time off benefits while on furlough status.
- **If I am currently enrolled in a class and have submitted for tuition reimbursement, will I still get reimbursed?**
  - Yes, we will honor our commitment to your tuition reimbursement.

## MISCELLANEOUS

- **How are cell phone reimbursements being handled?**
  - If you are currently being reimbursed for a portion of your cell phone bill and are put on furlough, we will continue to reimburse for one month. After that, the bill is at your expense.
- **What happens to my email while on furlough?**
  - While you are on furlough, you should not be performing any work, including checking email. Furlough instructions include putting an out of office message on your account, directing people to your leader or a department email address.
  - White Lodging has made the decision to continue associate access to email during the furlough only for the purposes of sending COVID-19 and other critical updates and not for the purposes of conducting business.
- **Can I have my job back when the economy is better?**
  - One benefit of being on a furlough is that your job will be waiting for you and we look forward to welcoming you back when business dictates.
- **How can I keep in touch with White Lodging during my furlough?**
  - Please visit [www.whitelodging.com/associates](http://www.whitelodging.com/associates) or visit our Facebook Associate Group! You can also call us at 219-472-2887 with any questions, and a member of the corporate team will get back to you as soon as they can.