



Leave of Absence FAQs

What is the Family Medical Leave Act (FMLA)?

The Family and Medical Leave Act (FMLA) is a federal law that guarantees certain employees up to 12 workweeks of **unpaid** leave each year with no threat of job loss. **FMLA** also requires that employers covered by the law maintain health benefits for eligible workers just as if they were working, subject to premium payment.

How do I know if I am eligible to take a leave under the Family Medical Leave Act (FMLA)?

To be eligible for FMLA leave, a teammate:

- must have been employed by Rollins for at least 12 months (*note: the 12 months do not need to be consecutive, separate periods of employment will be counted provided that the break in service does not exceed seven years*), and
- must have worked at least 1,250 hours in the preceding 12 months from the date FMLA is to be used (*these hours must be actual hours worked, not to include unpaid leave and accrued time off banks*).

What are the qualifying reasons to take a leave under the Family Medical Leave Act (FMLA)?

To qualify for FMLA leave, one or more of the following reasons must apply:

- Your own serious health condition makes you unable to perform the essential functions of your job;
- Birth of your child, or to care for your newborn child; or placement of a child with you for adoption or foster care;
- To care for an immediate family member (your spouse, child, or parent) with a serious health condition;
- To care for a U.S. service member or veteran with a serious injury or illness incurred or aggravated in the line of duty while on active military duty if you are the spouse, son, daughter, parent or next of kin of the service member or veteran. (*Note: This type of FMLA leave is referred to in the Rollins' policy as "military caregiver leave"*);
- A qualifying exigency arising out of the fact that your spouse, child, or parent is a member of a regular component of the U.S. Armed Forces who is deployed on active duty to a foreign country or is a member of the National Guard or Reserves who is deployed to a foreign country on active duty pursuant to Section 101(a)(13)(B) of Title 10 of the United States Code.

Will I receive pay while I am on leave?

Except for paid maternity and paid adoption leaves (which are paid by Rollins), all leaves of absence including FMLA, Accommodations, and Personal leaves are **unpaid**, except where paid leave is required by law. Teammates taking a leave of absence must use their accrued and available benefit time, including sick, vacation days and floating holidays unless otherwise mandated by state law. Teammates enrolled in and eligible for Rollins' Short Term Disability coverage are only required to use their benefit time during the 7-day waiting period.

Also note once you report your leave to Unum, you will be placed on pending leave in UKG. **Note: If a teammate goes on leave during the middle of a pay period, they will be placed on leave of absence once the pay period closes. Your manager is responsible for reporting hours prior to the leave status update in UKG.** Your manager should confirm payroll has been paused for a teammate who is not actively working and pending an approved leave of absence.



The leaves management team will submit supplemental payroll for approved leaves.

Will I lose my job if I do not qualify for FMLA leave or have used all my FMLA benefit time?

Under company policy, teammates who have either (1) exhausted their FMLA time, or (2) do not meet the qualifying criteria for an FMLA leave but need to take time off for an FMLA-qualifying reason may request time off under available leave type options (e.g. an accommodation under ADA, personal leave).

Benefits While on Leave

What if I want to cancel my group insurance while I'm on leave?

You may cancel benefits within 30 days of the start of your leave. Cancellation of coverage will be effective the first day of the month following the leave begin date. Contact the Rollins Benefits Enrollment Center at (888) 659-2586 to cancel coverage.

What happens to my group insurance benefits if I am on a FMLA Leave of Absence or Accommodation under ADA?

While in FMLA (job protected) status or accommodation, all elected group insurance benefits will remain active, except for Accounts (FSA, HSA, DCFSA). The rates charged will be the same as when the teammate was actively working. Teammates will receive a direct bill invoice with payment coupons from the Benefits Enrollment Center to pay for benefits while on leave. Teammates have the option to cancel their benefits within the first 30 days of their leave of absence by contacting the Rollins Benefits Enrollment Center at 888-659-2586.

Once FMLA is exhausted or your accommodations ends, all benefits will terminate except for Life Insurance and Disability. Teammates will be offered COBRA for medical, dental and vision coverage, if previously enrolled. Medical premiums will be subsidized for up to three months (NOTE: The subsidy will equal Rollin's portion of the medical coverage).

How can I make my 401k loan payments while out on leave?

You can send a check or money order made out to Empower. It should include your name, last four digits of your SSN (social security number) and indicate it is a "Loan Payment." Please note if you do not make loan payments while out on leave, the loan payment will be recalculated (increased) to absorb any missed payments which will be done once you return from leave.

Regular mail:

Empower Trust Company, LLC
PO Box 826006
Philadelphia, PA 19182-6006

Overnight delivery:

PNC Bank
525 Fellowship Rd Suite 330
Lockbox #826006
Mt Laurel, NJ 08054-3415
Contact: Client Service Department



What should I do if I'm enrolled in Short Term Disability Coverage?

If you are enrolled in **Short Term Disability (STD) coverage**, a seven (7) calendar day elimination / waiting period must be satisfied. During the elimination / waiting period, you will be required to use any available benefit time (sick time, floating / personal holiday(s), accrued and unused vacation time, etc.) unless otherwise mandated by state law.

You are responsible for initiating a disability claim. Simply contact Unum at 888-868-6737 or portal.unum.com to start the intake process.

For state Paid Family Leave and/or Disability claims, please reach out to your respective state to file a claim except for New York PFL/Disability claims. If you are filing a New York PFL and/or Disability claim, please contact Unum at 888- 868-6737 or portal.unum.com.

Important Notes: Also see the 'Maternity Leave Section' regarding information on how Short-Term Disability coordinates with paid maternity leave.

What happens to my benefits when my leave status is personal?

While on a Personal Leave all elected group insurance benefits will remain active, except for Accounts (FSA, HAS, DCFS), for up to 12 weeks. The rates charged will be the same as when the team was actively working. Teammates will receive a direct bill invoice with payment coupons from the Benefits Enrollment Center to pay for benefits while on leave. Teammates have the option to cancel their benefits within the first 30 days of their leave of absence by contacting the Rollins Benefits Enrollment Center at 888-659-2586.

If personal leave is longer than 12 weeks, all benefits will terminate except for Life Insurance and Disability. Teammates will be offered COBRA for medical, dental and vision coverage, if previously enrolled.

COBRA Coverage while on a Personal Leave:

Your medical, prescription, dental, vision and healthcare FSA will CANCEL once your leave no longer qualifies for FMLA/ADA protection. To reinstate coverage, you must complete the COBRA packet from Billing Services and return with payment. After you elect COBRA, you will receive payment coupons from Billing Services. Failure to receive payment coupons does not relieve you of your responsibility for making timely premium payments.

- The current month's payment is due on the first day of each month.
- You will have a 30-day grace period each month to send premium payment. Please mail all payments to Billing Services.

Failure to submit payment within 30 days of the due date will cause your coverage to terminate retroactive to the date your status changed to personal leave, or the end of the month for which your last payment was made, whichever is later.



Maternity Pay Benefit

How does Paid Maternity Leave Work?

Rollins provides 100% paid maternity leave to full-time female teammates for a total of 12 weeks. This benefit is not available for the non-birthing parent as a benefit.

- To be eligible for paid maternity leave, the teammate must work a minimum of 26 weeks (180 days), be full-time and eligible for (but does not need to be enrolled in) group insurance benefits.
- Paid Maternity Leave will run concurrently with a medical leave of absence (FMLA, Accommodation, or Personal). The teammate will be paid based on their current PTO rate or sick time rate. **Paid Maternity Leave will be effective from the date of birth.** Additionally, the leave of absence must be approved by Unum. If the leave begins prior to the date of birth, other accrued Company-paid benefit time (i.e., PTO, or sick time, floating / personal holidays, and earned and unused vacation time), must be utilized unless otherwise mandated by state law. If the leave extends beyond the 12 weeks allotted, any remaining accrued time can then be used. **Note:** Accrued benefit time cannot be used at the same time as maternity leave pay.
- Teammates enrolled in STD coverage must use their STD benefit due to their maternity leave before, during, and / or after the birth. If the teammate's maternity leave qualifies for STD, they will receive 50% payment from Unum with Rollins providing the remaining 50% to provide 100% of pay for the duration the teammate is on STD. After STD exhausts, teammates will receive the remaining maternity leave pay at 100% from Rollins, not to exceed 12 weeks.

*****Note if you are a California employee filing for CA Disability benefits, you may need to advise CA state that you will be receiving Maternity pay @ 50% from your employer to prevent an overpayment of CA disability benefits to you*****

- To add your new baby to your medical plan, please call the Rollins Benefits Enrollment Center at 888-659-2586. You have 30 days from the date of birth to add your dependent child. If you have any questions, please contact the Rollins Benefits Team at rollinsbenefits@rollins.com.

Returning to Work

What do I need to do regarding my benefits when I am ready to return from a Leave of Absence?

If you have been on leave longer than 12 weeks, you will need to call the Rollins Benefits Enrollment Center at (888) 659-2586 to re-enroll. You will have 30 days from the date of your return to elect benefits. If not elected within 30 days, you will be required to wait until the next annual open enrollment period to enroll.

If you have any questions regarding your COBRA account, contact Billing Services at (833)-874-1600.



Will I need to submit a Fitness for Duty Certification (Doctor's Release) prior to returning to work?

Yes, if you are on leave of absence for your own medical condition or accommodation, you will be required to submit a doctor's release to the LOA Specialist prior to returning to work. It can be sent to LOA_Specialist@rollins.com.

System Access

Will I have access to company email, My Rollins, UKG, UltiPro etc. while out on leave?

You will not have access to UKG and UltiPro while out on leave. You will still have access to My Rollins and Empyrean. You can contact the Rollins Help Desk at 404-888-2492 if you need further assistance accessing My Rollins.

How to access My Rollins:

MyRollins Quick Reference Guide
Former Employee/Employee on LOA - LOG IN INSTRUCTIONS **ROLLINS**.com

As a former employee: In order to gain access to MyRollins, please call the HelpDesk first to have your password reset. After that reset, please follow the instructions below:

Navigate to e42.ultipro.com

1. Type e42.ultipro.com into your web browser (**not case sensitive**)
The Sign On Page will appear.

Use Direct Log In to Sign In to MyRollins.com

2. Type your username in the format of rol + employee ID.
If your employee ID has 6 digits, please add one leading zero (ex: 123456 = 0123456)
If your employee ID has 7 digits, please leave as is.
Example: 6 digit Employee ID = rol0123456
7 digit Employee ID = rol1234567

3. Type your Birthdate as your password upon your first time logging in (mmddyyyy)
- Do not include slashes.
- Ex: 07171980

You will now be logged on to MyRollins



How to access Empyrean:

Log onto myrollinsusbenefits.com
Type in your Rollins email address and password.
The Empyrean home page should come up.

Welcome to the Rollins Benefits Enrollment Portal

Marie, you can manage all of your health and wellness benefits right here

CHANGE YOUR
CURRENT BENEFITS

CURRENT BENEFITS

BENEFIT HISTORY





How does access to company systems work after I return to work?

It can take IT up to 24 hours to restore access after being returned to work in UKG. You can contact the help desk with any questions related to systems access after returning to work.

Is there a vendor contact list in case I need to reach out with questions?

Yes, a “Helpful Contact List While Out on Leave” contact list will be provided to you in your leave of absence packet from Unum.

Workers’ Compensation

How does worker’s compensation work while on a leave of absence? How are my benefits affected?

If, at the time of your work-related injury, you are enrolled in healthcare benefits through Rollins, you will be provided with the option to continue your coverage, including coverage of your dependents, will continue while you are on the Workers’ Compensation leave. This coverage is separate from any medical coverage provided through Workers’ Compensation due to your injury and **must be elected**. ***This document addresses only your Rollins personal (non-work related) benefits.***

The benefits provided to you while on leave vary and are based on whether your leave of absence is covered under the Family and Medical Leave Act (FMLA). For your leave to be considered an FMLA-qualifying leave, you must have worked for Rollins at least 1,250 hours in the previous 12 months, in addition to the leave being taken for a qualifying reason.

The Family and Medical Leave Act of 1993 (FMLA) is a United States federal law requiring covered employers to provide employees with up to 12 weeks of job-protected, unpaid leave for qualified medical and family reasons.

If you have questions related to your Workers’ Compensation claim (i.e., pay, injury-related medical care), please contact your claims adjuster with CCMSI. If you are unsure of your adjuster’s name/contact information, please reach out to WorkersCompClaims@rollins.com to obtain. If you have general leave of absence questions (FMLA, healthcare benefits (not related to WC injury), please contact the Benefits Team via email at Rollinsbenefits@rollins.com.