

U.S. Leaves of Absence and Disability Processes and FAQs - 2021

This document serves as an additional reference guide on how to apply for a leave of absence and disability or paid leave claim. Should there be a discrepancy between this document and Motorola Solutions' published leave policy, the policy shall be the guiding document. Additionally, some state laws may vary and leave and disability claims will be processed to adhere to those laws.

Motorola Solutions reserves the right to modify, amend, or terminate any policies, procedures or employee benefits programs at any time with or without notice.

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What steps do I take for a leave of absence?

- ❑ File claim with Prudential. ([Instructions](#))
- ❑ Notify your manager.
- ❑ Non-exempt (hourly) employees may request PTO (when applicable) using [PTO Request Form](#) or email LOAREQ@motorolasolutions.com to receive the link.
- ❑ Non-exempt (hourly) employees will need to enter their own hours for paid parental and paid family illness leaves.
- ❑ Provide Prudential with all requested documentation and authorizations **by requested due dates. (Your leave could be denied if documentation is not received timely).**
- ❑ **IF APPLICABLE (maternity/parental leave) add your new baby to your insurance coverage within 30 days of the baby's birth. [Here's how.](#)**
- ❑ Notify Prudential when you plan to return to work. If your return to work requires an accommodation or reduced schedule, your Prudential claim manager will help you work with Occupational Health to return to work. OHR@motorolasolutions.com or 847-567-6701.
- ❑ Email LOAREQ@motorolasolutions.com and copy your manager to confirm your return once you have returned, not prior. (We cannot return anyone in advance.)

Filing a claim with Prudential

Contact Prudential at 877-FOR-PRU1 (877-367-7781) Monday-Friday 7am - 10pm Central.

Or, log into www.prudential.com/mybenefits and click on "Claims and Absence" > "File a Claim / Report an Absence."

Information you will need when you call/log in:

- Company Name: Motorola Solutions
- Company control number: 53255
- Employee ID or SSN
- Reason for absence
- First date absent
- Work schedule
- Date expected to return to work (if applicable)
- If absence is related to illness or injury, the name, fax and phone number of treating physician

IMPORTANT: If your absence is due to a work-related injury, be sure to report it to your HR Business Partner and Occupational Health immediately. (OHR@motorolasolutions.com)

Date changes

Dates Matter. If you are changing the dates of your leave, it's important to notify Prudential immediately. Date changes and late reporting often result in incorrect pay. (You do not need to inform HR or the LOAREQ box when your dates change; Prudential sends a file daily.)

You will have no MSI system access while on a leave of absence

Employees will no longer have access to any MSI systems while on a continuous leave of absence of any kind. No exceptions can be made to this policy. **Plan ahead.** See section titled [Important Contact Information](#) below before your leave begins. (Intermittent leaves are not locked out.)

Important terms

Disability Leave - leave for an employee's own medical condition, typically paid at a percentage of eligible compensation.

Short Term Disability (STD) - Income replacement while on an approved medical leave. After one-week unpaid "elimination period" (waived in cases of sudden injury) MSI's STD Plan pays a benefit equal to 75% of eligible compensation for the first 90 days of disability and 60% for the next 90 days.

Elimination Period - The first week of short term disability (STD) which is unpaid by the STD plan. When STD leaves are the result of an accident, the elimination period may be waived.

Short Term Disability Buy Up - An employee-paid benefit plan which adds 15% to regular STD payments as stated above. For the first 90 days, the Plan will pay a benefit equal to 90% of eligible compensation and then 75% for the next 90 days.

Long Term Disability (LTD) - Income replacement after the STD period of 180 days has been exhausted. The Plan pays a benefit equal to 60% of your eligible compensation up to \$10,000 per month. This benefit continues for as long as you are disabled until you reach Medicare age, even after you are no longer employed by MSI.

Leave of Absence (LOA) - Time required away from work for the following:

FMLA Family Medical Leave Act - Federal law allows leave for up to twelve (12) weeks in a rolling 12 month period to care for a family member (minor child, spouse/domestic partner, or parent) or for an employee's own illness. Employees are eligible after 1 year of service and at least 1,250 hours worked.

MSI (Non-FMLA) Medical Leave - Allows leave for up to six (6) months for employee's own illness. Employees are eligible immediately upon hire.

MSI Parental Leave - Allows leave for up to thirteen (13) weeks taken within one year of the birth, adoption, or placement of a child. Employees are eligible immediately upon hire.

MSI Family Illness Leave - Allows leave for up to twelve (12) weeks in a rolling 12 month period to care for a family member (child, spouse/domestic partner, or parent). Employees are eligible immediately upon hire.

Paid Leave of Absence - Leave that is paid by MSI

Paid Parental Leave - MSI pays 100% of eligible compensation for up to thirteen (13) weeks for an employee's parental leave when leave is taken in periods of at least three (3) consecutive weeks.

Paid Family Illness Leave - MSI pays 100% of eligible compensation for up to twelve (12) weeks of an employee's family illness leave. Leaves less than seven (7) consecutive days in duration do not qualify for pay, but may qualify as an unpaid absence under FMLA.

Pay for Exempt (Salaried) Employees - MSI pays 100% of eligible compensation for the unpaid elimination period at the start of any short term disability (STD) claim. Additionally, in non-maternity STD cases, the employee is eligible to receive up to two (2) more weeks of pay (three (3) weeks total).

Pay for parental or family illness leave and PTO payouts

Who pays?

- Pay for all disability claims (STD/LTD) is paid by Prudential.
- Pay for qualified parental leave and family Illness leave is paid by MSI through Payroll.

Please note: Parental and family illness leave Ppy, and paid leave (other than accrued PTO)

Paid leave is a paid benefit, not earned compensation, and as such there are some important things you should know.

- Pay while on a leave of absence is not considered for purposes of AIP calculation (except accrued PTO).
- Benefit premium deductions will continue to be taken from pay as normal with the exceptions as noted below in the [Benefits Continuation](#) section.

Exempt (Salaried) Employees

Eligible parental or family illness leave pay no longer needs to be requested. These leaves will be automatically paid under the parental and family illness leave policies. To qualify for pay:

- Parental leave must be taken in increments of not less than three (3) consecutive weeks.
- Family illness leaves must be at least seven (7) consecutive days.
- Leave must be approved by Prudential.
- For Short Term Disability (STD) claims, MSI will automatically pay for one-week "elimination period" and for non-maternity claims, up to two (2) additional weeks of salary to augment STD pay.

Non-Exempt (Hourly) Employees

Hourly employees on a paid leave of absence will need to enter their hours in eTime.

While on a **paid parental leave** or a **paid family illness leave**, your paid leave status will allow you to submit hours in ADP/eTime. Please follow this process to access eTime outside of MSI's systems.

- Log into <https://online.adp.com/portal/login.html>
- Use your standard MSI password. Your user id is normally first initial and last name@motorola (example: jmith@motorola) Links to reset your password are available on the site.
- Be sure to submit your time by the end of the pay period, the Saturday prior to payday.
- You will not be able to enter hours while on an **unpaid** leave.

To qualify for pay

- Parental leave must be taken in increments of not less than three (3) consecutive weeks.
- Family illness leaves must be at least seven (7) consecutive days.
- Leave must be approved by Prudential.

Hourly employees on a UNPAID leave of absence may request a PTO payout.

After you've filed your claim with Prudential, you may request PTO using the [PTO Request Form](#). You will be paid on the next applicable pay date, subject to processing time.

- Use for disability claims - Employee's own illness or STD leave prior to parental leave.
- Only accrued PTO will be paid; you may not borrow against future PTO.
- You may use any or all of your accrued PTO.
- DO NOT use this form in an attempt to enter your paid leave hours, only PTO.

General leave of absence information

Where can I find MSI's leave policies?

All Motorola Solutions policies can be found through the Policies link on the [Human Resources Batchat](#) page. The leave policy is also on the [U.S. Benefits Batchat](#) page.

How are my benefits paid while on a leave?

- Most benefits will remain active while you are on a leave. ([See Benefits Continuation](#))
- Under paid leaves, pay and deductions will continue as normal.
- If leave is unpaid (including STD claims paid by Prudential) your benefits will remain active and deductions owed will go into arrears. Once you are again being paid through Payroll, the arrears payments will be taken in addition to your normal deductions with a maximum of \$170 extra per paycheck for medical premiums and \$10 extra per paycheck for each remaining benefit.

What is intermittent leave?

Intermittent leave is when you or a covered family member has a condition which requires you to be away from work sporadically, either on a reduced schedule or to miss entire days, typically for ongoing medical appointments.

How do I report intermittent leave for Payroll purposes?

- All employees should communicate the days they need to their managers and make certain they are approved by Prudential

- Exempt (salaried) folks may enter the days as “sick” or “vacation” in ADP under new FTO policy depending upon the reason their leave is needed. (Sick = intermittent time for your own illness. Vacation = for family member’s illness.)
- Non-exempt (hourly) employees will have the option to use PTO or take the time unpaid.

Explain how leaves run concurrently?

Your absence may fall under more than one leave type, such as federal FMLA, and MSI’s Parental Leave policy.

- FMLA - twelve weeks must be taken within one year of birth, adoption or placement of the child.
- MSI Parental leave - thirteen weeks taken within one year.
- Both leaves run concurrently and you are allowed up to 13 weeks, not 25, to be taken within one year of birth, adoption or placement of the child.
- State leaves also run concurrently with MSI leaves.

How much notice is required before I start a leave of absence?

- **For Prudential:** When possible - provide at least 2 weeks advance notice. (If dates change, please update Prudential right away.) If advance notice is not possible, be sure to contact Prudential no later than three days after the start of your absence. A family member may contact Prudential on your behalf if you are not able.
- **For Your Manager:** Be sure to give as much notice as possible so they may make contingent plans to cover your duties in your absence.
- **Especially Important - Dates Matter. If you are changing the dates of your leave, it’s important to notify Prudential immediately.** Date changes and late reporting can result in incorrect pay. You do not need to notify MSI for changing dates; we receive a daily report from Prudential.

When can I use PTO time for a portion of my leave? (Non-exempt/hourly employees only)

- Your leave of absence begins the first day of your absence from work. It is very important you work with Prudential to start your leave to coincide with your first day of absence.
- You cannot enter a week of PTO in ADP and then start your leave. You may, however, request accrued PTO be used to offset the unpaid “elimination period” or any other unpaid leave time.
- PTO may not be used to extend a leave, however, you may request to be paid out all or a portion of your accrued PTO time while you are on leave. To request it, you would use the [PTO Request Form](#). Example: You saved two weeks of PTO to use for a maternity leave to cover the first unpaid week and to offset the STD shortfall. You may simply request all 80 hours be paid using the form.
- PTO payouts during a leave may have eligible benefits premiums deducted.

I’m an exempt employee. Can I just use FTO?

No. MSI’s FTO policy specifically carves out leaves of absence. If your leave of absence is for a reason that falls under MSI’s leave of absence Policies, you must initiate an official leave of absence through Prudential.

Short Term Disability (STD) and Long Term Disability (LTD)

Where can I find MSI's STD and LTD policies?

Linked here: [STD LTD](#)

Outside of MSI network you can find them at <https://benefits.motorolasolutions.com/>

When does STD begin paying?

- For illnesses and pregnancies, payment begins after the 7 day elimination period.
- For accident-related injuries (not work-related) payment begins the first day. (The accident must result in your inability to work for a period of at least eight (8) consecutive days within (thirty) 30 days of the accident.)

When does LTD begin and end?

- If you should remain disabled longer than 180 days, your STD will transition to LTD.
- LTD typically ends or is reduced when you reach Medicare age.

How do I qualify for LTD if my employment should end when my MSI (non-FMLA) medical leave ends after 6 months?

- Disability doesn't end when employment does. Your transition to LTD is not affected by your termination if you are unable to return after six (6) months of medical leave.

Can I use PTO to cover the unpaid elimination period? How do I request it?

- Yes, non-exempt (hourly) accrued PTO may be used to cover any unpaid leave time, however, you cannot use PTO to *extend* a leave. (See [General leaves of absence information](#))
- To request it, you would use the [PTO Request Form](#).

I'm an exempt employee. Can I just use FTO?

- Since exempt employees do not have the option to use PTO to cover the elimination period, you will automatically be paid for that first week. No action is required of you.
- A good rule of thumb is to contact Prudential to initiate a leave of absence on day 5, if it appears you'll continue to be out ill.

Am I eligible for state disability coverage? How do I apply?

- If you live and work in a state that offers a state disability plan, you may be eligible for state disability benefits. Work with Prudential as the state plans and MSI's plans will coordinate through Prudential.
- If you live and work in CA, you should contact the Employment Development Department (CA EDD) to learn more about state disability pay eligibility. Phone: 800-480-3287. Web: <https://www.edd.ca.gov/claims.htm> You must file a claim with both the State of California and with Prudential. Upon approval, you will receive payment from CA and also from Prudential for any amount due to you in excess of the state benefit.
- State leave and disability pay may offset MSI leave and disability pay.

MSI (non-FMLA) medical leave

What are the differences between MSI (Non-FMLA) Medical Leave and leave under the Family Medical Leave Act (FMLA)?

- You are eligible for MSI's (Non-FMLA) Medical Leave on your first day of employment; you are eligible for FMLA after 12 months of employment and at least 1,250 hours of work.
- MSI's Non-FMLA Medical Leave allows for up to six (6) months of job-protected leave; FMLA for twelve (12) weeks.
- Requirements for MSI (Non-FMLA) Medical Leave may not be as stringent as FMLA requires.

What happens if I am still unable to return after my six (6) months of MSI (Non-FMLA) Medical Leave is exhausted?

- If you are unable to return, even with an accommodation, your employment may be terminated.
- If you are on short term disability and your disability continues, you will transition to long term disability.
- Employees terminated due to exhaustion of MSI (Non-FMLA) medical leave may be entitled to a discounted COBRA rate.

How can I be paid for my elimination period? What about the STD shortfall?

- Non-exempt (hourly) employees may request accrued PTO for that time using the [PTO Request Form](#).
- Exempt employees will automatically be paid up to three (3) weeks to offset the one-week elimination period as well as any STD shortfalls. (One week for maternity leaves.)

Parental Leave

Who is eligible?

Any parent is eligible for parental leave within one year of the birth, adoption, or placement of a foster child. This applies to birth mothers or fathers and adoptive or foster parents.

How much time may I take?

You are eligible for up to thirteen (13) weeks, taken within the first year. This leave runs concurrently with FMLA law. For the birth mother, parental leave typically starts after the short term disability period of six (6) weeks.

How much paid parental leave time am I eligible for?

All thirteen (13) weeks of parental leave is eligible to be paid as long as it is taken in minimum increments of three (3) continuous weeks and must be during the first year.

Can I take paid parental leave time in multiple segments?

Yes, you may, as long as the segment is at least three (3) weeks long. For administrative reasons, we cannot allow paid time in smaller segments. Shorter leaves may be taken without pay.

I'm an exempt employee. Can I just use FTO?

No. MSI's FTO policy specifically carves out leaves of absence. If your leave of absence is for a reason that falls under MSI's Leave of Absence Policies, you must initiate an official leave of absence through Prudential.

How do I get paid for my paid parental leave?

- Exempt (salaried) employees - Qualifying parental leave (3 week minimum) is automatically paid.
- Hourly employees will need to enter their hours while on a leave. ([Instructions](#))

It is imperative you work with Prudential to ensure they have the necessary documentation to approve your leave.

How do I add my new baby to my medical coverage?

Congratulations on your new arrival! You now have thirty (30) days from the birth or placement date to add your baby to your coverage(s). Use the Mercer log-in (in [contacts](#) section). Go to Menu>Life Events. You will be required to follow up with documentation. Do not miss this window as the next opportunity to add the child will be during open enrollment for the next year.

Maternity Leave

What does a typical maternity leave look like?

- It's a combination of 6 weeks of STD followed by 13 weeks of parental leave.



When does my maternity leave begin? When does my STD start? Can I take PTO first?

- Your maternity leave begins the first day you miss work for the birth of your baby.
- STD begins the day you give birth, even though STD doesn't begin paying until after the 7 day (one week) elimination period.
- Non-exempt (hourly) employees may request a PTO payout for the first unpaid week as well as for the additional weeks at partial pay. Exempt (salaried) employees will automatically receive one week of pay. Eligible benefits premiums will be deducted from either PTO or other pay.
- You must not take PTO or FTO prior to starting your STD. PTO/FTO cannot be used to extend a leave of absence.

How much STD time do I receive for childbirth?

- Typical STD period for recovery for the birth of a baby is six (6) weeks, however, pay begins after the seven (7) day elimination period.
- C-section deliveries are also typically approved for six (6) weeks. Some state laws such as New Jersey allow for up to eight (8) weeks.
- Some states may have different guidelines and Prudential will help you with those.

Can I take time off before my baby is born?

- If you have medical complications, you may be eligible for additional STD if certified by your doctor.
- If you are disabled prior to delivery (for example placed on bed rest) your STD period would start on that date, the seven (7) day elimination period would still apply, and barring further complications, your STD would cover the entire six (6) weeks following the birth.
- MSI's policies generally follow the same criteria as FMLA, however some state disability leave policies have different criteria. Prudential will assist you with any applicable state leaves. California residents can also contact the California Employment Development Department.

How much time may I take off after my STD time ends?

- See [Parental Leave](#) section.
- You are eligible for up to thirteen (13) weeks of parental leave after your STD period ends.
- Parental leave may be taken any time within one (1) year of the baby's birth.
- In typical cases, a new mother will receive six (6) weeks of STD followed by thirteen (13) weeks of parental leave for a total of 19 weeks. This runs concurrently with FMLA.

Family Illness Leave

Who is eligible?

Any employee who may require time away from work to care for a child, spouse, domestic partner or parent.

How much time may I take?

- You may take up to twelve (12) weeks in a rolling twelve (12) month period and leave is eligible for pay.
- Time taken under this leave runs concurrent with FMLA if the employee is eligible for FMLA.
- Leaves shorter than seven (7) calendar days are not eligible for family illness leave, however, they may be eligible for FMLA leave.

What is the difference between leave under MSI's Family Illness Leave and leave under the Family Medical Leave Act?

- You are eligible for MSI's Family Illness Leave your first day of employment; FMLA after 12 months of employment and at least 1,250 hours of work.
- MSI's Family Illness Leave must be taken in minimum increments of seven (7) days and will be paid. FMLA does not have the same requirement and is unpaid.
- MSI's Family Illness Leave allows time away to care for an adult child; FMLA only minor children.

How do I get paid for family illness leave?

- Exempt (salaried) employees - Qualifying family illness leave (one week minimum) is automatically paid.
- Hourly employees will need to enter their hours while on a leave. ([Instructions](#))

It is imperative you work with Prudential to ensure they have the necessary documentation to approve your leave.

Important contact information

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|-------------------|--|
| ADP | <p>https://online.adp.com/portal/login.html</p> <p>Log in using your standard password and user id is normally first initial and last name @motorola. (jsmith@motorola) (reset links are available)</p> <p>-enter hours on eTime -view pay statements</p> |
| PeopleConnect | <p>MSIHRNA@motorolasolutions.com</p> <p>-HR and Payroll questions</p> |
| MSI Benefits Site | <p>https://benefits.motorolasolutions.com/</p> <p>-no login required -can get to all benefits related sites including a copy of this document</p> |
| Mercer | <p>www.mercermarketplace365plus.com/MSI Phone: 855-727-8189</p> <p>- your personal benefits account - login required (use prompts to reset if necessary) - Remember - add your new baby to your benefits within 30 days of the child's birth.</p> |
| Prudential | <p>www.prudential.com/mybenefits Phone: 877-367-7781</p> |
| Supportlinc | <p>www.supportlinc.com (user ID Is MSI) Phone: 888-674-4474</p> |
| Manager/HR | <p>You should make sure you have contact information for your manager and HR Business Partner prior to your leave. If needed, you can get this from the PeopleConnect team.</p> |

Returning to work

On the day you are returning to work, simply email LOAREQ@motorolasolutions.com and copy your manager. We will return you to work and have your MSI system access restored. Your final step will be to call the help desk to reset your password. This entire process may take about an hour.

If you require an accommodation (reduced hours, changes to your work area, etc) please contact Occupational Health at MSI. OHR@motorolasolutions.com or 847-567-6701.

Please note: We cannot return anyone in advance. Prudential reports expected leave dates, but dates change. Therefore, we need you to let us know when you actually return.

Manager Guide

It's very important for you to take responsibility to ensure that the proper process is followed.

Notifications you will receive from Prudential

- **Initial Notice:** Prudential will email you a notification when your employee applies for a leave of absence that will include the expected start date and, if appropriate, expected end date. Your HR Business Partner will be copied on this email.
 - Once your employee's leave starts, please verify that Workday shows the employee is on leave within 24 hours of the leave start date.
- **Changes:** If the expected return date should change, or if the leave is denied, you and your HRBP will receive an email. You may also receive notifications when the status of a leave changed from pending to approved status.
- **Return to Work:**
 - On the day your employee returns to work please email LOAREQ@motorolasolutions.com to confirm your employee's return. You may or may not receive an email from Prudential asking you to confirm the employee's return.
 - We will then begin the process of having MSI systems access restored.
 - We cannot return anyone in advance.
 - If any accommodation is needed, MSI's Occupational Health team will notify you and request the accommodation. **The employee should not return to work until you have confirmed with Occupational Health that the accommodation can be met.**

IMPORTANT

- It is critical that you work with Prudential and, if appropriate, MSI's Occupational Health team to ensure proper management of the claims, otherwise it can easily create serious issues.
- Allowing an employee to continue working while on a leave of absence may create a liability. If the employee is able and wishes to work a reduced or intermittent schedule, this is possible, but you must still work with Prudential and Occupational Health.
- Workday MUST reflect the leave status of the employee to avoid overpayment and issues with benefits.

For any questions involving your employee's leave of absence, please email LOAREQ@motorolasolutions.com.

| Benefits Continuation | Six (6) Months of Service | Fewer than Six (6) Months |
|---------------------------------|--|---------------------------|
| Medical Vision Dental | Continue as long as you remain employed and on an approved leave. Premiums for these benefits will be deducted from paid leave or for upon your return to work from an unpaid leave. If you do not return to work, premium payments must be paid directly to MSI or they may be cancelled retroactively. | |
| Flexible Spending Account (FSA) | Continue as long as you remain employed and make up your regular contributions for coverage after your return from an approved leave. Alternately, you may cease contributions at the end of the month in which your leave occurs. (You would work | |

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| | with Mercer to do this.) You are eligible for FSA reimbursement of eligible expenses incurred through the date your contributions end if your claim is submitted no later than March 31 of the following year. | |
| Dependent Care Account (DCA) | Even though you are not permitted to make pretax contributions to your DCA while you are on an approved leave, you may submit eligible expenses incurred during the Plan Year until March 31 of the following year. | |
| Health Savings Account (HSA) | You are not permitted to make pre-tax contributions to your HSA while you are on an approved leave. You may adjust your HSA deductions through the Mercer Marketplace 365 site upon your return. | |
| Basic Life and AD&D | You are covered until the end of the month in which approved leave <u>ends</u> . | You are covered until the end of the month in which approved leave <u>begins</u> . |
| Supplemental Life and AD&D | Coverage may be continued for the length of approved leave if employee premiums are paid upon return. (<i>Disabled employees may be eligible for continuation of coverage without premiums after 6 months, subject to carrier approval.</i>) | |
| Short-Term Disability and Long-Term Disability | For leave under FMLA, you are covered for the duration of approved leave. For other types of leave, you are covered until the end of the month following the month when leave begins. | |