

U.S. Leaves of Absence and Disability Processes and FAQs - 2025

This document serves as a 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.

Contents (Quick Links)

[What steps do I take for a leave of absence?](#)

[Filing a claim with Prudential](#)

[No MSI system access](#)

[Date changes](#)

[Important definitions](#)

[Pay for parental or family illness leave and PTO payouts](#)

Frequently asked questions:

[General leave of absence information](#)

[Short term disability \(STD\) and long term disability \(LTD\)](#)

[MSI \(non-FMLA\) medical leave](#)

[Parental leave](#)

[Maternity leave](#)

[Family illness leave](#)

[Important contact information](#)

[Returning to work](#)

[Manager guide](#)

[Benefits continuation](#)

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.
- Provide Prudential with all requested documentation and authorizations **by requested due dates. (Your leave may 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 your immediate supervisor and HRBP.
- 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 Environment, Health, Safety. EHSNA@motorolasolutions.com

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

Employees will not 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. We recommend you print out the FAQs before you go on leave due to no system access (Intermittent leaves are not locked out.)

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 may result in incorrect pay or untimely loss of system access. (You do not need to inform HR or the LOAREQ@motorolasolutions.com inbox when your dates change; Prudential sends a file daily.)

Important definitions

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 an 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

Important definitions

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

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 pay, 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.

Parental and Family Illness leaves will be automatically paid by MSI

To qualify for pay

- Parental leave must be taken in increments of no less than three (3) consecutive weeks. You are eligible to take up to 13 weeks (one more than FMLA allows) so please plan accordingly.
- Family illness leaves must be at least seven (7) consecutive days.
- **Leave must be approved by Prudential.**

Exempt (Salaried) Employees

Exempt employees no longer accrue PTO, therefore, MSI will pay up to three (3) additional weeks of salary to be used in conjunction with Short Term Disability (STD). One (1) week is paid for maternity claims and up to two (2) additional weeks will be paid for non-maternity claims. This process will be automatically taken care of as long as you file for your leave of absence with Prudential timely.

Non-Exempt (Hourly) Employees

Hourly employees on a leave of absence do not need to enter their hours in eTime. You will be paid automatically for the parental or family illness leave.

Hourly employees on an 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 only 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 communicated and approved by Prudential
- Exempt (salaried) employees are expected to enter their intermittent leave time as FTO hours.
- 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, state and local leave programs, and also MSI's leave policies. The different types of leave will run concurrently. For example:

- MSI parental leave allows for a maximum of 13 weeks, one week more than FMLA (which is limited to 12 weeks). Since both MSI and FMLA run concurrently (at the same time), you are able to take a maximum of 13 weeks under MSI parental leave.
- State leaves also run concurrently with MSI leaves of absence.

Why were all or some of my FMLA claims denied?

FMLA is limited to 12 weeks and you must have at least one year of service with MSI to qualify. Most MSI leaves of absence allow for more time than federal and state laws require and you are eligible for MSI leaves on your first day of employment.

You will see a denial for FMLA if you have not yet met the employment requirement of one year and 1250 hours. You may also see denials for any FMLA time exceeding 12 weeks as FMLA does not allow for more than 12 weeks of absence in a 12 month period.

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. If dates change, please notify your manager.
- **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.

I'm an exempt employee, can I just use FTO?

- **No.** MSI's FTO policy specifically carves out leaves of absence from the FTO policy. If your absence is for a reason that falls under MSI's Leave of Absence Policies, you must file a claim through Prudential.
- A good rule of thumb is to contact Prudential to initiate a leave of absence if you'll be out longer than 5 days for your own health condition.
- Because exempt employees no longer accrue PTO, they will automatically be paid up to three (3) weeks to supplement unpaid leave time. (For maternity leave only one week is paid.)
- **It is against MSI policy to use FTO to extend a leave.**

I'm an hourly employee, can I use PTO to cover unpaid time, including the first week of STD?

- 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 take a week of PTO 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.
- **It is against MSI policy to use PTO to extend a leave.**

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 in the Leaves of Absence and Disability section at 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. There is no

elimination period.

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.

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.

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.

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, adoptive or foster parents.

How much time may I take?

You are eligible for up to thirteen (13) weeks after the baby is born and must be taken within the first year. This leave runs concurrently with FMLA law. For the birth mother, parental leave 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) consecutive weeks and must be taken 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. We will not allow paid time in smaller segments.

How do I get paid for my paid parental leave?

- For exempt (salaried) and hourly employees, qualifying parental leave is automatically paid by MSI payroll when taken in 3 week minimum increments. (13 weeks total)

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 Aptia log-in (in [contacts](#) section). You will see a prompt for life changes on the home page. 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?

- 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.
- **It is against MSI policy to use PTO or FTO to extend a leave of absence at either end.**

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 allow for up to eight (8) weeks. Prudential will help you navigate any differences in state leave laws.

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?

- You are eligible for up to thirteen (13) weeks of parental leave after your STD period ends.
- Parental leave must be completed 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 on 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) and non-exempt (hourly) employees - Qualifying family illness leave (one week minimum) is automatically paid.

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

Important contact information

PeopleConnect	MSIHRNA@motorolasolutions.com HR related questions
Payroll	payadmin@motorolasolutions.com Payroll, ADP, PTO, tax related questions, including copies of your pay statements, if needed.
MSI Benefits Site	https://benefits.motorolasolutions.com/ No login required, access all benefits related sites including a copy of this document
Aptia	https://aptia365.com/msi Phone: 855-727-8189 Your personal benefits account. Login required (use prompts to reset if necessary) REMINDER- add your new baby to your benefits within 30 days of the child's birth.
Prudential	www.prudential.com/mybenefits Phone: 877-367-7781
Supportlinc	www.supportlinc.com (user ID Is MSI) Phone: 888-674-4474
Manager/HR	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 at MSIHRNA@motorolasolutions.com .

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) work with your Prudential Claims Adjuster.

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

Managers are emailed a detailed guide each time a leave of absence is entered for one of their employees. This is a summary.

Notifications you will receive from Prudential

- **Initial Notice:** You will receive a notification when your employee applies for a leave of absence that will include the expected start date and, if available, expected end date. Your HR Business Partner will be copied.
 - Once your employee's leave starts, 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 will 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 or discrepancies involving your employee's leave of absence, please email LOAREQ@motorolasolutions.com.

Benefits Continuation	
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 canceled 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 with Aptia 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 unpaid leave. You may adjust your HSA deductions through the Aptia Marketplace 365 site upon your return.

Basic Life and AD&D	<p>6 Months of Service or More: You are covered until the end of the month in which approved leave <u>ends</u>.</p> <p>Less Than 6 Months of Service: You are covered until the end of the month in which approved leave <u>begins</u>.</p>
Supplemental Life and AD&D	<p>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></p>
Short-Term Disability and Long-Term Disability	<p>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.</p>