

8x8

US Leave of Absence – FAQ

This document only applies to employees eligible for benefits in the US.

A leave of absence is an approved time off work for an extended period. Leaves consist of paid leaves and unpaid leaves. The following FAQ answers the most common questions when preparing for and taking a leave of absence. Suppose any information in the FAQs below conflicts with provisions outlined in our Team8 handbook, a benefit plan document, or federal, state, or local law. In that case, those provisions will supersede this FAQ. You may also refer to 8x8benefits.com/leaves-of-absence/

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Preparing For a Leave

What are the different types of leaves?

Employees may request a leave of absence for the following reasons:

Type	Eligibility	Duration	Features
Family Medical Leave Act (FMLA)	Employed with 8x8 for 12 months and worked 1,250 hours in the last 12 months	Total of 12 weeks in 12 months (medical, family care, parental bonding, military exigency) Total of 26 weeks (military caregiver)	Federally mandated job protection runs concurrently with state laws.
Uniformed Services Employment and Reemployment Rights Act (USERRA)	Employees in a qualified USERRA service	5 years (employee’s military service)	Federally mandated job protection runs concurrently with state laws.
Parental Leave	Employed with 8x8 for 12	Total of 8 weeks	The company provided leave

months			runs concurrently with federal and state laws.
Personal Leave	Employed with 8x8 for 12 months	Shall not exceed 8 weeks	Company provided.
Short-term Disability (STD)	Out of work for 7 calendar days due to employee's medical condition	Up to 25 weeks	Company provided.
Long-term Disability (LTD)	Out of work for 180 days due to employee's medical condition	Until you recover or reach the social security normal retirement age	Company provided.
Bereavement Leave	Death of immediate family member	Total of 5 working days	Company provided

Please note, that 8x8 will honor any additional (or concurrent) applicable state or local mandated leaves, such as California Paid Family Leave.

If your state offers State Disability Insurance (SDI), you must apply for those benefits. Five states (California, Hawaii, New Jersey, New York, Rhode Island) and Puerto Rico, have State Disability Insurance. Please refer to Voya for guidance:

- **Phone:** Customer Service at (888) 305-0602 or claims at (888) 973-3652
- **Email:** claims@yourbenefitexpert.com

Does Family Medical Leave Act (FMLA) leave need to be taken immediately?

No, under the Family Medical Leave Act (FMLA) in the United States, employees are not required to take their leave all at once. This leave can be taken intermittently, meaning it can be used in separate blocks of time rather than all at once. For example, an employee might take a few days off at a time for medical appointments or to care for a sick family member, rather than taking the entire 12 weeks consecutively. However, certain conditions and requirements need to be met, and employers may have policies regarding scheduling and approving intermittent leave. If intermittent leave is taken for medical treatment, employees must make a reasonable effort to schedule treatment so as not to disrupt 8x8's operations unduly. Intermittent leave to care for or bond with a newborn child or newly placed adopted or foster child will be at 8x8's discretion based on business needs.

Does parental leave have to be taken all at once?

8x8 parental leave may be taken at any time during the first 12 months immediately following the birth or placement of a child for adoption or childcare. It can be taken all at once or, if taken intermittently, must be taken in one-week increments.

Are birthing parents entitled to any additional leave?

Birthing parents may be entitled to additional disability leave. Please contact Voya about your circumstances:

- **Phone:** Customer Service at (888) 305-0602 or claims at (888) 973-3652
- **Email:** claims@yourbenefitexpert.com

When could an employee take personal leave?

An eligible employee may take personal leave for reasons not covered by other Federal, State, or Local leave mandates. Approval for such leave will be at the discretion of your manager and in consultation with your HR Business Partner.

What else should I do before my leave of absence?

Set up your out-of-office messages (email and phone) for the period you will be out. Make sure your current address, phone number, and personal email address are reflected in Workday prior to your leave of absence. Schedule time with your manager to discuss your ongoing work while absent and, if necessary, develop a transition plan that outlines your backup resource(s) or temporary replacements while out to ensure continuity of work and minimize disruptions.

Job Protections

Family Medical Leave Act (FMLA): The Family and Medical Leave Act (FMLA) of 1993 is a federal law that permits eligible employees to take job-protected, unpaid time off from work for certain family and medical reasons. If you meet certain eligibility requirements, you may receive up to 12 work weeks of leave for most FMLA-qualifying reasons within 12 months.

The following are qualifying reasons for leave under the FMLA:

- To take care of your serious health condition
- To care for a parent, spouse, or child with a serious health condition
- For the birth, adoption, or foster care placement of a child within 12 months after your child's birth or placement for adoption or foster care
- A qualifying exigency arising from your spouse's, child's, or parent's covered active duty as a member of the Armed Forces, including the Reserves and National Guard
- To care for a covered service member with a serious injury or illness if you are the spouse, child, parent, or next of kin of the covered service member.

Americans with Disabilities Act (ADA): The ADA is a federal law that requires employers to provide reasonable accommodations that will allow otherwise qualified employees with disabilities to perform the essential functions of their job or have equal access to the benefits and privileges of employment unless doing so would impose an undue hardship on the employer. Leave may be available as a reasonable accommodation to qualified employees with disabilities on a case-by-case basis, as determined by 8x8 through the interactive process by Voya.

Pregnant Workers Fairness Act (PWFA): PWFA is a federal law that requires employers to provide reasonable accommodations related to pregnancy, childbirth, and related medical conditions. Reasonable accommodations may include, but are not limited to, flexible hours, additional break time, or leave to recover from childbirth. Accommodations for qualified employees will be made on a case-by-case basis, as determined by 8x8 through an interactive process.

State Protection Laws: Many states have family and medical leave (FML) laws. When applicable, state FML will run concurrently with federal FMLA. State FML laws may provide additional rights to an employee. For example, state leave laws may contain fewer eligibility requirements than the federal FMLA, expanded coverage

for other family members or leave reasons, or longer leave periods. Depending on which state you work in, you may be eligible for additional rights under state laws similar to FMLA. The FMLA is complex. You should review the [8x8 Employee Handbook](#), the [8x8 Leaves of Absence web page](#), or contact Voya for more information at:

- **Phone:** Customer Service at (888) 305-0602 or claims at (888) 973-3652
- **Email:** claims@yourbenefitexpert.com

Taking A Leave

When do I report a leave of absence?

If you are experiencing a foreseeable leave, such as for the birth of a child or planned medical treatment, the leave must be reported to Voya (8x8's third-party administrator) at least 30 days in advance. If the leave is not foreseeable, the leave request should be made with Voya, your direct manager, and HR Business Partner by you or someone on your behalf as soon as practical, within one to two days of learning of the need for leave.

Who needs to be notified about the leave of absence?

Suppose you are experiencing a foreseeable leave, such as for the birth of a child or planned medical treatment. In that case, you should notify your direct manager and HR Business Partner before contacting Voya to arrange a transition plan while you are out on leave. If the leave is not foreseeable, Voya, your direct manager, and HR Business Partner should be notified of the leave request by you or someone on your behalf as soon as practical, *within one to two days of learning of the need for leave.*

If you are taking a leave for bereavement, you should notify your direct manager and submit a request to Human Resources through [My8 Internal Support Center](#).

What is the process for taking a leave of absence?

Initiating a leave of absence is an interactive process involving yourself, your manager, your HR Business Partner, and Voya. Each person has a role and responsibility outlined by the following:

Person	Responsibility
Employee	<ul style="list-style-type: none">• Submit leave request to Voya• Communicate leave initiation with manager and/or HRBP
Manager	<ul style="list-style-type: none">• Direct employee to Voya• Engage with employee regarding work while on leave
Voya	<ul style="list-style-type: none">• Communicate Federal and State leave entitlements and leave requirements• Provide and collect any necessary leave documentation from employee• If applicable, issue leave payments and collect benefit premiums through direct billing

HR (Benefits & Business Partner)	<ul style="list-style-type: none"> • Participates in interactive discussions with manager and/or employee
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How do I report a leave of absence?

8x8 has partnered with Voya to administer and support employees going on leave. To report a leave of absence, you (or someone on your behalf) can contact Voya through one of the following methods:

- **Phone:** Customer Service at (888) 305-0602 or claims at (888) 973-3652
- **Email:** claims@yourbenefitexpert.com

Following outreach, Voya will ask you to provide information about your employment with 8x8, the dates you are requesting leave, and the best way to contact you. They will also provide the information you need to support your leave request and access to a portal to receive/host documentation that you may need to provide as part of your leave request.

What type of documentation will be required with a leave of absence?

The documentation required will vary based on the type of leave you request. Suppose you are taking a leave of absence due to your serious health condition or that of a covered family member. In that case, Voya may require several documentation elements, such as medical certification. Likewise, suppose you are taking a parental leave of absence. In that case, Voya requires documentation supporting the arrival of your new child, such as a hospital verification that includes your baby's full name and your name and relationship to the child.

Documentation is not required for bereavement leave.

How long do I have to submit documentation?

Voya requires documents to be submitted **within fifteen (15) calendar days** from when they provide you with your leave entitlements. If additional documentation or information is required, you are expected to respond in the time frame indicated by Voya; if the requested documentation is not received in time, this may affect your leave eligibility and pay.

How will I be notified if my leave of absence request is approved or denied?

If your leave is approved, Voya will confirm with you that your leave of absence request has been approved. Similarly, if your leave request is denied, Voya will notify you that your leave of absence has been denied.

What happens if my leave of absence request is denied?

Taking a leave of absence is an interactive process; if Voya denies your leave of absence request, they will work with 8x8 to determine other options that may be appropriate such as an accommodation covered by the ADA or approval through 8x8's leave of absence policy. Absences covered under the ADA, PWFA, or approved personal leave will not be considered absenteeism under 8x8's attendance policy. Absences *not* covered under the ADA, PWFA, or an approved personal leave may be considered an unauthorized absence and will be addressed according to 8x8's attendance policy as outlined in the [8x8 Employee Handbook](#).

During A Leave

Will I need to work while out on leave?

Employees on an approved leave of absence should not check or respond to emails or perform any work on behalf of 8x8 while on leave.

How will I be paid while on a leave of absence?

Compensation while out on leave will vary based on your situation. If you are eligible for compensation while out on leave, Voya will be responsible for issuing payments to you. Voya offers payment by check or direct deposit. If you initially filed your claim through Voya's online portal, direct deposit information cannot be entered there. You will need to contact their intake department to complete the direct deposit setup. If direct deposit is not set up, alternative payment arrangements will be made, such as paper checks being sent to your address on file. Additionally, while on leave you will be responsible for addressing any applicable tax withholding.

The following programs offer compensation benefits while out on leave:

- [Military leave](#),
- [Parental leave](#),
- [Short-term disability](#),
- [Long-term disability](#); and
- Sometimes, you may also be eligible for compensation through state-paid leave or income replacement benefit programs.

If you receive a bonus or commissions, all pay you receive from 8x8 while on a leave of absence is based on on-target earnings. This means your target bonus/commission amount is included in your leave payments. Any bonus or commission payouts will be prorated upon return to work based on wages earned while actively at work. The leave of absence period will not be considered for the calculation of bonus or commission.

If your leave does not qualify for any of the above-named income protection programs, it will be considered an unpaid leave of absence.

State Paid Leave Benefits: Several states provide paid family and medical leave benefits and benefits you may be eligible for at 8x8. You may be eligible for partial income protection benefits depending on which state you work and reside in. Suppose you work in a state with any state-provided or state-mandated paid leave program. In that case, you will be paid the difference between the state benefits you may be eligible for and any applicable income protection benefits due to you from 8x8. Suppose you work in a state with any state-provided or state-mandated paid leave program. In that case, you will be paid the difference between the state benefits and your eligible 8x8 pay for the approved leave period, regardless of whether you apply for or receive such state benefits. You should review your state benefits with Voya. For more information, contact Voya at:

- **Phone:** Customer Service at (888) 305-0602 or claims at (888) 973-3652
- **Email:** claims@yourbenefitexpert.com

You may also refer to the links available at 8x8benefits.com/leaves-of-absence/

I am on an approved leave of absence, why am I missing pay?

Suppose you are on an approved leave of absence and eligible for income replacement benefits, such as Short-Term Disability or Parental Leave. In that case, benefits may be delayed due to the timing in which Voya to process benefits before for the next pay period. If we receive confirmation from Voya that your leave dates have

shifted and active salary may be due, then any retroactive pay due will be applied on the next applicable pay period.

You must promptly respond to all Voya communication and requests to ensure continuity of pay during your absence (where applicable).

If you are on an approved leave of absence and not eligible for income replacement benefits, your leave will be considered unpaid, and you will not receive income while you are out on leave.

In addition, (where applicable) depending on when you file for your State benefits, it can take up to several weeks for the relevant payment to be made, and the timeline and process varies by State.

Can I use Paid Time Off during a leave of absence?

Exempt Employees: *Flexible Time Off (FTO) is not intended to be used during or in place of a leave of absence or to extend a leave of absence.* You may use only five business days (7 calendar days) at the beginning of a Short-Term Disability to offset the waiting period. FTO will automatically apply to the STD waiting period unless otherwise specified by raising a HR/Benefits ticket with [My8 Internal Support Center](#). Any leave of absence not qualifying for income protection benefits will be considered unpaid.

Non-Exempt Employees: Paid Time Off (PTO) can be used for an approved unpaid leave of absence.

However, during a leave of absence, PTO accrual and paid holidays will be suspended. All PTO requests must be submitted in ADP and approved by your manager to be processed and paid following normal payroll cutoff dates.

Will I be paid for holidays while I am out on leave?

If a company holiday occurs while you are on leave, the holiday will be paid according to any paid leave benefits you may be due, not as a Company holiday.

What will happen to my benefits while I am out on leave?

Employees on an approved leave of absence will continue group health benefits for up to 6 months, as long as premiums are paid. After 6 months, continuation of coverage will be available through COBRA. Your restricted stock units will continue to vest.

How do I pay for benefits while I am out on leave?

If you're on leave and miss one or more pay periods, you'll need to pay your own insurance premiums—for health and other benefits—since they're normally taken from your paycheck. Voya will send you a bill directly for any benefit costs you owe while you're on leave from 8x8.

You will receive a communication from Voya by mail, which will include direct bill coupons. These will allow you to make any missed premium payments for your health insurance and other benefits directly.

For any HSA contributions, please note that the timing of when contributions are loaded into HealthEquity may differ from the regular pay schedule. We must first confirm that a direct payment has been made for the contribution before we can update HealthEquity with the funding.

It is important that you have a plan to pay your premiums; failure to do so means that any missed premium will be collected upon your return up to double the standard deduction amount until the full amount due is received.

If you have an open 401(k) loan, loan payments will discontinue during your leave of absence. Your loan will be re-amortized with updated payments upon your return.

If you contribute to the 401(k) and/or Employee Stock Purchase Plan, your contributions will stop while on a leave of absence, except if you are on parental leave.

How do I update group health benefits while I am out on leave?

You may be eligible to update your group health benefit elections while out on leave if you experience a qualifying life event, such as the birth or adoption of a child. To update your benefits while out on leave, you must login to Benefitsolver within 30 days of the date the event occurred. While on leave you can login to Benefitsolver by visiting my8x8benefits.us and click 'Register' to access via a username and password, if you have not previously registered already.

Where do I go for well-being support while out on leave?

Whether you're feeling stressed and overwhelmed or stuck dealing with something complex, you can access support through our employee assistance program administered by SupportLinc. SupportLinc provides you and your household members with access to digital resources and referrals and 6 confidential counseling sessions at no cost to you. You can reach SupportLinc through:

- **Phone:** 1-888-881-5462,
- **Web:** [SupportLinc Member Portal](#), or
- **Mobile App:** [eConnect](#)

Our company group reference is 8x8.

We also offer support for working parents through [Cleo for Families](#). With Cleo, you will get the support and resources you need from expecting a child, through the age of 12. You'll have access to parenting and programming support in birth, sleep, newborn care, potty training, positive discipline, transition to adolescence, and more.

What happens if I exhaust the 12 weeks of FMLA and must be out longer?

An employee who exhausts FMLA may be entitled to additional leave as a reasonable accommodation under the ADA or PWFA if the leave relates to their serious health condition. Accommodations will be handled case-by-case, as determined by 8x8 through the interactive process and as advised by Voya. An employee who exhausts FMLA and is not entitled to additional leave as a reasonable accommodation may request to extend a leave of absence. However, extensions will be handled on a case-by-case basis, with approval or denial at the discretion of your manager and HR business partner. Any approved request for an extension would be considered a personal leave of absence.

Return From Leave

What do I do when I am ready to return to work?

Employees must keep Voya and their manager informed about their estimated return to work date. They are asked to confirm their estimated return to work date with Voya at least two (2) weeks prior to returning to work. Employees taking a leave of absence for their own serious health condition will be required to provide Voya with a fitness for duty certificate from their healthcare provider confirming they are medically cleared to work or specifying any special accommodations required.

What do I do if I need accommodation before returning to work?

Suppose your healthcare provider recommends accommodation upon returning to work. In that case, you must work with Voya, your manager, and your HR Business Partner before your return to ensure the accommodation can be supported.

I returned from leave, why am I missing active pay?

To restore active pay, we must receive confirmation from Voya that you have returned to work. Suppose your return to work or confirmation of your return occurs after payroll is processed. In that case, you can expect a retroactive adjustment on your subsequent paycheck for any missed days you were actively working.

Additional Questions

What if I have additional questions about my eligibility for a leave of absence or about the status of my leave of absence request?

Please contact Voya at:

- **Phone:** Customer Service at (888) 305-0602 or claims at (888) 973-3652
- **Email:** claims@yourbenefitexpert.com

Voya should be the first point of contact, but for any unresolved queries, you can submit a ticket via [My8 Internal Support Center](#) > HR > Benefits.

What if I don't know who my HR Business Partner is?

Please ask your direct manager to refer you to your HR Business Partner, or visit [In the Know](#) for the North America HR Business Partner.

Who qualifies as “immediate family” under the bereavement policy and what if I need more than five days off?

In the event of a death in the immediate family, employees eligible for employer-sponsored benefits will be allowed up to five (5) consecutive working days off with pay to arrange and attend the funeral. For purposes of this policy, an employee's immediate family is defined to include the spouse, registered domestic partner, parent, grandparent, legal guardian, sibling, child, and grandchild and the parent, grandparent, legal guardian, sibling, child, or grandchild of a spouse or registered domestic partner, parent-in-law, sister/brother-in-law, aunt, or uncle. If an employee requires more than the days allowed, FTO, a personal leave of absence for additional unpaid time, or accrued PTO may be requested from Human Resources.