

# PayPal Mexico Coupons/Vouchers

## Coupons/Vouchers Overview

The Coupons or Vouchers Program is a benefit that PayPal offers to the Mexico based employees to provide economic assistance for certain expenses such as Groceries, Restaurant, Fuel and Home Office.

The vouchers provider is Si Vale Mexico.

### I. Eligibility

All Mexico based employees working for OPERADORA PAYPAL DE MÉXICO, S. DE R.L. DE C.V. are eligible to receive monthly allowances paid through voucher cards. Employees are eligible upon hire and automatically enrolled to receive the allowances.

### II. Coupon/Voucher Cards and Allowances

Employees will receive one card for each benefit: Grocery, Restaurant, Fuel and Home Office. The monthly allowance for each benefit will be deposited in the corresponding card as per the following:

- **Grocery Allowance:** equivalent to 1 UMAM per month (MXN 3,153.70); allowance is provided through a voucher card (*Tarjeta de Despensa*) to use at selected grocery shops.
- **Restaurant Allowance:** equivalent to 1 UMAM per month (MXN 3,153.70); allowance is provided through a voucher card (*Tarjeta de Restaurante*) to use at selected restaurants.
- **Fuel Allowance:** equivalent to MXN 1,300 per month; allowance is provided through a voucher card (*Tarjeta de Gasolina*) to use at selected gas stations.
- **Home Office Allowance:** equivalent to MXN 734 per month to assist with the utility costs associated with working from home more than 40% of the time; allowance is provided through a voucher card (*Tarjeta de Incentivos*) to use at a variety of selected shops.

### III. Payment Details

- The allowances are deposited monthly into each card. For active employees the funding occurs on or around the 25th of every month.
- New hires receive a prorated amount according to the number of days worked during their first month. Employees hired after the 20<sup>th</sup> of the month will receive their funds deposit within the first 10 business days of the following month after their month of hire.
- Terminated employees receive a prorated amount according to the number of days worked in their month of separation from the company. Terminated employees will receive their funds deposit within 10 business days after the signing their separation agreement.

## IV. Coupon/Voucher Cards

The coupon/voucher cards provider is Si Vale Mexico.

a) New Hire Cards:

Employees are enrolled automatically. The Si Vale cards for new hires will be delivered to the company between 10-15 business days upon hire date. PayPal office receptionist will contact new hires when the cards are ready to be delivered to their home or picked up at the office.

Employees must activate their new cards (see Cards Activation section below).

b) Cards Replacement:

Employees must contact Si Vale directly if they need a card replacement in the event of lost or stolen card. Employees must report immediately and request the replacement to Si Vale by calling the number (55) 5814-9393 – Option 1 with card number or Option 2 for client support (24/7 service). The new card will be delivered to the office in up to 15 business days of the replacement request. PayPal office receptionist will notify the employee when the cards are ready to be picked up at the office; replacement cards are not delivered to the employee's home.

Employees must activate their new cards (see Cards Activation section below).

c) Cards Expiry Date:

Cards expire after 5 years of being issued. Replacement cards for soon to be expired cards are automatically generated one week before of the expiration date. If the expiring card has an available balance Si Vale will transfer the balance to the new card.

Employees must activate their new cards (see Cards Activation section below).

d) Cards Activation:

New cards (either for new employees or for existing employees who received a replacement card) must be activated. Card activation can be completed as follow:

- Restaurant, Fuel or Home Office (*Incentivos*) card: activate by using the Up Si Vale App
- Groceries (*Despensa*) card: activate by calling the Si Vale number 55 5814-9393, please have your card number to request activation.

e) Card Cancelation or Blocking:

Cards will be automatically canceled or blocked for the following reasons:

- Due to inactivity: if there are no purchase-type transactions in a period equal to or greater than 90 calendar days the card will be canceled. If the card has a balance, it can be extended up to 90 more calendar days, however a monthly fee of MXN \$ 6.23 will be charged to the card balance.
- Due to errors at entering the NIP: if the NIP is incorrectly entered 5 times when trying to pay the card will be blocked. Ask Si Vale for instructions to unblock.

f) Card Balance Inquiry:

Employees can check their voucher card amount balance in the Up Si Vale App; on the Si Vale website ([www.sivale.mx](http://www.sivale.mx)) or by calling to (55) 5814-9393 – Option 1.

g) Si Vale Fees

- Balance Inquiry Fee



- Extend use of balance when the card has been canceled due to inactivity
- Overdraft fee

h) *Up Si Vale App*:

Employees are encouraged to use the *Up Si Vale App* (available in App Store or Google Play)

- It's fast and easy to use
- Requires creating a password to log in
- Can check each card's PIN
- Secure, agile, and comfortable access with facial or fingerprint identification
- Exclusive promotions and benefits
- Instant movements and balance check
- Card turn-on and turn-off

For question on the app employees should reach out directly to Si Vale by sending an email to: [soporteapp@sivale.com.mx](mailto:soporteapp@sivale.com.mx).