

U.S. Family Care Leave Frequently Asked Questions (FAQ)

What is Family Care Leave?

Family Care Leave provides you with support when you need it most, allowing you paid time off to care for your family member experiencing a serious health condition.

What does the Family Care Leave benefit through PayPal provide?

Family Care Leave is available to eligible employees to enable them to care for one qualifying family member with a serious health condition within a 12-month period.

Family Care Leave provides you with a benefit of 100% of your base salary for a maximum of 8-weeks in any 12-month period to care for your family member who has a serious health condition.

Who is eligible for Family Care Leave?

- **Non-exempt employees:** Eligible 1st of the month following 6-months of employment
- **Exempt employees:** Eligible on your date of hire

Who is considered a qualifying family member?

Qualifying family members under Family Care Leave include spouse, domestic partner, child or parent.

What is the definition of Serious Health Condition?

Serious health condition means an illness, injury, impairment, or a physical or mental condition that involves an overnight stay in a hospital, hospice, or residential medical care facility; certain periods of incapacity that last for more than one week; certain periodic incapacity because of pregnancy; certain chronic conditions; permanent or long-term incapacity; and certain conditions that require absence to receive multiple treatments.

What type of documentation is required to support my Family Care Leave?

Your family member's healthcare provider will need to complete the Healthcare Provider Certification For Family Member's Condition Form included in your initial packet.

What states offer a Family Care Leave?

California (CA VP)	Colorado (CO FAMLI)	Connecticut (CT PFMLA)	Hawaii (HI TDI)
Massachusetts (MA PFML)	New Hampshire (NH PFML)	New York (NY DBL/ PFL)	New Jersey (NJ TDI/ FLI)
Oregon (OR PFMLI)	Washington (WA PFML)	Washington DC (DC UPL)	Rhode Island (RI TDI/TCI)

How is my leave affected by state leave benefits?

If your state offers a paid leave benefit, these benefits will be coordinated with your PayPal paid leave benefits. State disability benefits are deducted from your PayPal STD benefits whether you apply for them or not. If the state benefit is denied or if you are not eligible, please forward a copy of the denial to Sedgwick and they will review and determine if the offset will be removed.

For California employees, Sedgwick manages your state benefits through the California Voluntary Plan (CA VP) and will be paid directly through PayPal.

For all other states with a state disability leave plan, you must apply for the state benefits separately, to ensure you receive full disability benefits. You will receive two separate payments from PayPal and the state.

When should I initiate my leave with Sedgwick?

Planning ahead for your Family Care leave helps to create a smooth transition for both you and your team. You are able to initiate your leave as early as you want but you must initiate your leave at least 30-days prior to your expected first date of absence (or if the leave was not foreseeable, as soon as possible).

How do I initiate my leave with Sedgwick?

To initiate your leave, contact our leave administrator, Sedgwick at 855-233-7599 or go to [MySedgwick.com](https://mysedgwick.com) and create a profile. The Service Center Representative (SCR) will initiate your leave. The SCR will initiate the process but will not be able to answer leave specific questions. Your claim will be assigned to a Disability Specialist, who will review the claims process, set expectations, and answer any questions.

Once I initiate my leave, what can I expect?

Once you initiate your leave, Sedgwick will send the initial packet within 5-business days of claim initiation. The claim packet you receive from Sedgwick will include leave information and forms required for processing your claim. Your family members health care provider must complete the Health Care Provider Statement for Family Member and provide the continuous time off you will need to care for your qualifying family member.

On my leave packet, what is the difference between “Your Time Away Begins” and “Your Medical Due Date”?

Your Time Away Begins refers to the estimated date that your leave will begin. This is the date that you provided to Sedgwick when you initiated your leave.

Your Medical Due Date refers to the date that your medical documentation is due to Sedgwick.

What do I need to do with the Health Care Provider Certification for Family Member’s Condition?

The Health Care Provider Certification for Family Member’s Condition Form must be completed by you and your family member’s health care provider and returned by the medical due date listed within your packet.

How do I submit the Health Care Provider Certification for Family Member’s Condition and any pertinent medical information?

Medical information and any other required claim documentation can be uploaded to your claim through the mySedgwick portal. As an alternative, you can e-mail or fax, the information to Sedgwick.

- Upload: [mySedgwick.com/paypal](https://mysedgwick.com/paypal)
- E-mail: PayPalMail@sedgwick.com
- Fax: 877-393-0017

Once Sedgwick receives the required documents, a disability/ leave specialist will review the information within 2- business days and make a determination on your leave.

I have already initiated my leave with Sedgwick, why is the status showing pending?

Your Leave claim status will show as pending until the claim decision is made. Sedgwick will review your claim for approval after the first day of absence and all the required medical documentation is received.

When will I be paid while on leave?

Once your leave is approved, you can expect to receive pay on the next available pay cycle. PayPal leave benefits are issued by PayPal payroll. Any applicable state benefits will be issued by the state leave administrator.

Ongoing pay while on leave will be paid on the regular payroll schedule. Questions related to your benefit calculation, or the dates paid should be directed to your leave specialist at Sedgwick, 855-233-7599 or send a message through [mySedgwick](#), by clicking on the **Contact Examiner** link in your claim. For questions related to any deductions withheld from your benefits, please contact PayPal Payroll at 833-573-6042.

How will I be paid on leave if I receive commission?

Your leave benefit is calculated on pre-disability Regular Wages. Regular wages do not include bonus, over-time, commissions or the value of any stock awards or other employee benefit plans or fringe benefits.

What happens to my pay if I receive a pay increase while I'm on leave?

If you receive an annual merit/ pay increase while on your leave of absence, the increase will be reflected in your leave of absence pay. You will not have to wait until you are back at work full time to receive the pay increase.

What else should I know about my pay while I'm on leave?

- Holiday Pay is not paid while on leave. You will receive leave pay if your leave falls on a holiday.
- Deductions for your benefits (medical, dental, vision, supplemental life, etc.) will continue to be deducted by the Payroll Department.
- Eligibility for AIP Bonuses: Bonuses are paid on eligible earnings; pay from LOA is considered eligible earnings.
- Stock options and RSUs will continue to vest for a full year while on an approved leave.
- 401(k) contributions and deductions will continue during the paid leave of absence.

Is there any impact to my health and other benefits while on leave?

If you are on a paid leave of absence, your benefits coverage will continue, and your regular paycheck contributions will be deducted from any salary continuation pay you receive from PayPal during your leave. The only exceptions are to the Dependent Care Spending Accounts and ESPP deductions where enrollment ceases while on a leave of absence, paid or unpaid. No contributions can be made to the account, nor can any claims be submitted for reimbursement.

For full details regarding all PayPal benefits (i.e. 401k, ESPP, stock vesting, etc.) during your leave, refer to the [US Leave of Absence: Benefits and Pay Information document](#) for full details.

What if I need to extend my leave after 8 weeks?

Contact Sedgwick to determine if there are other unpaid leave options available to you, such as FMLA/state leave that may allow you to remain on leave. You must provide Sedgwick with an updated certification form completed by your qualifying family member healthcare provider.

Who do I contact if I have questions about my leave?

Contact Sedgwick for questions regarding your leave of absence.

- **Sedgwick Service Center Representatives** are available Monday through Friday, from 7:00 a.m. to 7:00 p.m. Central Time at 855-233-7599 and are able to answer most leave-related questions.
- You can also speak to your **Specialist** or send a message through [mySedgwick](#), by clicking on the **Contact Examiner link** in your claim.
- Please send all **claims correspondence** and **medical documentation** to our secure email inbox, PayPalMail@sedgwick.com.
- If you have not filed a leave and have general questions about maternity leave, contact PayPal's Leave of Absence Administrator, Sedgwick, PayPalOperations@Sedgwick.com.

What other resources are available to help me understand my Paid Family Care leave?

- [Family Care Leave on the Bridge](#)