

Question	Answer
What do I need to do to enroll?	<p>Access your 401(k) Plan account and enroll in one of three ways:</p> <ol style="list-style-type: none">1. Online via Single Sign On (SSO) @Work or log in at workplace.schwab.com. Select the Register Now link to establish your login ID and password. Once you have successfully created your login credentials, you will be able to log in and follow the prompts to enroll.2. On Your Mobile Device. Download the Schwab Workplace Retirement App.3. Call Participant Services: 1-800-724-7526 <p>Three enrollment paths are offered:</p> <ol style="list-style-type: none">1. Easy enrollment: This strategy will automatically select a 4% Pre-Tax contribution from your base pay. Your contributions and PayPal matching contributions will be invested in the age-appropriate target date fund, as determined by the 401(k) Plan.2. Do-it-for-me investors: Through the 401(k) Plan, you have the option to have your retirement plan account professionally managed for a fee.3. Do-it-myself investors: Set your own contribution and investment elections.
How soon can I enroll after my hire date?	<p>You can enroll in the 401(k) Plan as soon as you receive your Schwab welcome email to your PayPal email account. You should receive the welcome email within 5-7 days after your hire date. Follow the instructions from the welcome letter in registering and creating your account at workplace.schwab.com. If you did not receive a welcome email from Schwab, please call Participant Services at 1-800-724-7526.</p>
I am new to PayPal, and I already have a Schwab account. Can I use the same credentials to login into my PayPal 401(k) account?	<p>Yes, if you have an existing Schwab Retirement Plan Services account, you can access your PayPal 401(k) Plan using the same credentials. If you encounter any issues with registering on the Schwab site, please call Participant Services at 1-800-724-7526</p>
Can I change my election at any time?	<p>Yes, you have the flexibility of changing your elections throughout the year. The payroll cut-off occurs on</p>

	Thursdays by 9 pm PST the week before the Friday paycheck date. Election changes must be made in your Schwab account .
How do I change my election?	<p>Login to your Schwab account and make your changes under the Manage Account tab.</p> <p>You can make changes to both the amount you're deferring from your paycheck as well as the investments to which they are directed.</p>
Does PayPal match?	<p>PayPal will match your Pre-Tax and Roth 401(k) contributions dollar-for-dollar up to 4% of your eligible compensation. Eligible compensation includes base pay, hourly earnings, overtime pay, sales incentives and bonus payouts. Matching contributions apply to pre-tax and Roth 401(k) contributions only; after-tax contributions are not matched.</p> <p>For 2025 matching contributions are capped at the lesser of 4% of eligible compensation or \$14,000</p>
How does the match true-up work?	<p>PayPal offers a "true-up" benefit on its match to participants who have contributed to the 401(k) Plan during the year. The true-up feature helps ensure that you receive the maximum company match if you contribute at least 4% of your eligible compensation for the year—regardless of the timing of your contributions. The true-up payment is calculated for contributions made each year.</p> <p>The calculation looks at year-to-date 401(k) Plan contributions as a percentage of year-to-date eligible compensation and calculates the match (100% of the first 4%), which is contributed each payroll.</p> <p>The true-up is calculated on a per pay period basis as well as annually* to ensure employees receive their full employer contributions.</p> <p>* The annual true-up calculation is conducted by Schwab in the 1st quarter of the following year (historically around early to mid-March)</p> <p>Contact Schwab Participant Services at 1-800-724-7526 for questions on the match true-up feature.</p> <p>For any payroll questions, contact ADP by opening a ticket under Service Portal, or by calling call 1-833-573-6042.</p>

Can I apply for a 401(k) loan?	Loan repayments will be made via biweekly payroll deductions. Access your 401(k) Plan account @Work or workplace.schwab.com and navigate to Manage Account > Loans . Contact Schwab at 1-800-724-7526 for details on applying for a 401(k) loan.
Can I withdraw my funds from my 401(k) account?	<p>Contributions to the 401(k) Plan are intended for retirement and may only be withdrawn under certain circumstances:</p> <ol style="list-style-type: none">1. Upon leaving PayPal.2. Attaining the age 59 ½ .3. To satisfy an immediate financial hardship (please contact Schwab Retirement Plan Services at 1-800-724-7526 to review criteria). <p>Note that the 401(k) is an IRS regulated program. There are penalties for early withdrawal. Please reach out to Schwab to understand the potential penalties should you wish to withdraw money from your 401(k) account</p> <p>Any after-tax contributions (not including Roth contributions) or funds you roll over into the 401(k) Plan may be withdrawn at any time.</p> <p>For additional details, read the 401(k) Guide under "Accessing my Money".</p>
I'm locked out of the Schwab website. What should I do?	You will need to contact Schwab Participant Services at 1-800-724-7526 to assist you in unlocking your account.

How do I change my address in the Schwab program?

If you **are a U.S. employee**, update your address in Workday by submitting an Employee Central ticket on [HR Hub](#). Look for the blue **"Contact Us"** link on the right to open a "Change my Personal Information" ticket. Updates made within Workday will automatically feed over to Schwab Retirement Plan Services to update your 401(k) Plan.

If you **are not a U.S.-based employee**, (e.g, you re-located to another PayPal location outside of the U.S.), ensure your address is changed in Workday by submitting a ticket to Employee Central as instructed above.

You must also contact Schwab Retirement Plan Services (1-800-724-7526) and open a ticket to update your address in your Schwab account.

How do I change my beneficiary information?

Your 401(k) beneficiary elections are separate from any other beneficiary designation you make in YBR. Review and update your beneficiary(ies) in your Schwab profile by:

- Accessing your 401(k) Plan account [@Work](#) or workplace.schwab.com and selecting **My Profile > Beneficiaries**.
- Calling Participant Services at 1-800-724-7526.

I just started at PayPal. Where do I report my year-to-date (YTD) 401(k) contributions from my former workplace?

If you have contributed to another 401(k) plan this year, contact [ADP](#) by opening a ticket under **Service Portal**, or by calling call 1-833-573-6042.

Provide the following information in your ticket: ***"In calendar year 2024, I have participated to another company's 401(k). I've contributed \$_____ to the pre-tax, Roth or post- tax options and \$ _____ to the catch-up".***

I started at PayPal earlier this year, and I forgot to report my YTD contributions to payroll. Now, I have over contributed. What should I do?	<p>Contact Schwab Participant Services at 1-800-724-7526 or send a message by logging on to your 401(k) Plan account via @Work or at workplace.schwab.com. Select My Profile > Message Center > Compose a New Message. Provide a copy of either your final paystub, or W-2, from your previous employer showing the amount contributed to your prior plan.</p> <p>Please note you must contact Schwab by April 1st of the following year to ensure your excess is refunded by the IRS deadline (typically April 15th). This deadline still applies even if you have filed an extension on your personal tax return.</p>
I think I have contributed more to after-tax contributions than is allowed by IRS limits. How will that get corrected?	<p>In the first quarter of each year, Schwab Retirement Plan Services reviews your total contributions from the prior year.</p> <p>If it is determined that you exceeded the IRS limit, any excess employee contributions (adjusted for any earnings) will be refunded to you, and you will receive an IRS 1099-R in March. Refunds of after-tax contributions may be included in your taxable income.</p> <p>Contact Schwab Participant Services at 1-800-724-7526 for further information and guidance.</p>
Can I get help with my 401(k) rollover request?	<p>Yes, please call Participant Services at 1-800-724-7526. You can find the rollover form by logging into your Schwab account and selecting Manage Account > Rollover Contribution.</p>
Will my 401(k) contributions automatically stop on my paycheck if I reach the IRS maximum?	<p>Yes, ADP is programmed to stop contributions automatically once you reach the IRS maximum for the year. Please note that once the new year begins, your 401(k) elections will resume in payroll. Your 401(k) elections in your Schwab account are the elections programmed in your ADP profile. If you want to change your 401(k) elections, log into to your Schwab 401(K) account @Work or at workplace.schwab.com to make any changes before the next payroll cut-off deadline. View the current 401(k) payroll elections schedule for the payroll cut-off dates.</p>
Who should I reach out to if I have questions on my elections?	<p>For questions on your 401(k) elections, reach out to Schwab Participant Services at 1-800-724-7526.</p>

<p>What is the maximum election I can contribute?</p>	<p>You may decide how much to contribute, up to 50% of your eligible compensation, from three different components (base pay, bonus pay, and Annual Incentive Plan (AIP) pay). You may make Pre-Tax, Roth 401(k), and/or After-Tax contributions.</p> <p>Federal law limits the amount you can contribute every year; the 2025 limit for Pre-Tax and Roth 401(k) after-tax contributions is \$23,500. If you will be age 50 years or older by December 31, 2025, you may make an additional catch-up contribution to the 401(k) Plan from your base pay, bonus pay, or AIP pay. The catch-up limit for 2025 is \$7,500.</p> <p>After-Tax contributions are limited to \$32,500 for 2025. The maximum 401(k) Plan limit is indexed annually according to the IRS limits.</p> <p>NEW: Age 60-64 in 2025 (i.e. born between 1/1/1962 and 12/31/1965)? You can make a total \$11,250 in catch-up contribution (pre-tax and/or Roth 401(k) in 2025, bringing your total contribution opportunity to \$81,250</p> <p>For more details, visit the 401(k) site on PayPalBenefits.com, review the 401(k) Guide, or contact Schwab Participant Services at 1-800-724-7526.</p>
<p>I'm over 50 and eligible for the catch-up contribution. How do I ensure I'm contributing the maximum allowed under the IRS?</p>	<p>ADP will continue to withhold deferrals from your paycheck until you reach the maximum allowed based on your age and YTD contributions.</p> <p>The IRS maximum for the current year can be seen by logging in to your account @Work or at workplace.schwab.com under the Manage Account > Change Contributions.</p> <p>You can schedule a 1:1 with a Schwab representative by navigating to the Advice tab once you are logged into your account.</p> <p>Participants can also contact Schwab Participant Services at 1-800-724-7526.</p>



<p>What’s the difference between Pre-tax and Roth?</p>	<p>Pre-Tax: Contributions are deducted from your paycheck before income taxes are paid. Provides an immediate tax benefit since these contributions reduce your current taxable income. Contributions and any investment earnings are taxed upon distribution.</p> <p>Roth 401(k): Contributions are taxed when they are deducted from your paycheck. Provides a potential tax benefit down the road since contributions and any investment earnings may be withdrawn tax-free under certain conditions. Unlike with a Roth IRA, there is no income limitation when determining eligibility to make Roth 401(k) contributions.</p> <p>In 2025, Pre-Tax and Roth 401(k) contributions are limited to \$23,500, or \$31,000, if you are age 50 or older by year-end. New to 2025, if you are age 60-63 in 2025, you can make a total of \$11,250 in catch-up contribution. Limits apply to Pre-Tax and/or Roth 401(k) contributions combined. You may make separate Pre-Tax and/or Roth 401(k) contribution elections from base pay, bonus pay, and Annual Incentive Plan pay.</p> <p>Review the Education Guide to learn more.</p>
<p>What is After-tax?</p>	<p>You can use the 401(k) Plan’s after-tax contributions and in-plan Roth rollover feature to save more money in your 401(k) Plan account and take advantage of potential tax benefits.</p> <p>After-Tax contributions are made to your 401(k) Plan account after taxes are deducted from your eligible pay. These contributions allow you to save beyond the IRS limit placed on pre-tax and Roth 401(k) contributions. While contributions are taxed when they are deducted from your paycheck, contributions are tax-free when withdrawn, but any investment earnings are taxed.</p> <p>After-Tax contributions can be converted to Roth dollars through the in-plan Roth rollover feature. After-Tax contributions are not eligible for the company match.</p> <p>After-Tax contributions are limited to \$32,500 for 2025.</p> <p>The maximum 401(k) Plan limit is indexed annually according to the IRS limits.</p> <p>Review the Education Guide to learn more.</p>

What is the Schwab Personal Choice Retirement Account® PCRA?	<p>A Schwab Personal Choice Retirement Account® (PCRA) is a brokerage account you manage yourself that provides access to more investment choices than are otherwise available in the 401(k) Plan. To choose this investment strategy, login to your Schwab account and under the Manage Account tab, complete a PCRA application.</p> <p>For questions or assistance, call Participant Services at 1-800-724-7526.</p>
What are Target Date funds?	<p>If you want the ease of a single investment option and if you can approximate the year you want to retire, you may be a good fit for a target date fund.</p> <p>Investing in a target date fund enables you to direct your contributions into a single fund, from the time you begin to save until you retire.</p> <p>Investment allocations in these professionally managed portfolios become more conservative as the target date nears.</p> <p>Simply choose the fund with the target year closest to your anticipated retirement year and consider all the factors that are important to you.</p>
Is there an in-plan Roth rollover option?	<p>Yes. In-plan Roth rollovers let you convert your eligible Pre-Tax and/or After-Tax balances to Roth savings within the 401(k) Plan.</p> <p>There are two ways to request an in-plan Roth rollover:</p> <ul style="list-style-type: none">• One-time rollovers of existing balances: You can roll over any eligible after-tax balances you hold in the 401(k) Plan to Roth savings anytime. One-time rollovers let you choose when and how much to convert and there is no limit on the number of requests you can make.• Automatic rollovers of After-Tax contributions: You can also set up a standing election to have any new After-Tax contributions you make converted to Roth savings automatically. This may help limit your future tax liability by reducing the time your After-Tax contributions have to generate any earnings before conversion. It may also be more convenient for you than requesting individual rollovers.



	<p>To learn more about these features, log in to your @Work or login at workplace.schwab.com. Select Manage Account > In-Plan Roth Rollover, or call Participant Services at 1-800-724-7526.</p>
<p>Can I get help with selecting my investment options?</p>	<p>Yes. Through the 401(k) Plan, you have the option to have your retirement plan account professionally managed for a fee.</p> <p>This service will:</p> <ul style="list-style-type: none">• Calculate a retirement income goal and savings rate for you, based on the information you provide.• Select investments for your retirement plan account from the 401(k) Plan’s available investment options.• Review your retirement plan account every 90 days and make automatic adjustments to your investments as your needs change and you get closer to retirement.• Provide a spending plan if you are age 50 or older to help you make the most of your money in retirement. <p>Prefer to manage your retirement plan account yourself? You can still get a personalized recommendation without signing up for the managed account service.</p> <p>Log in to your account using single @Work or login at workplace.schwab.com. Select the Advice tab.</p>
<p>What is a managed account, and how much will it cost me if I sign up?</p>	<p>A managed account selects investments for your retirement plan account from the 401(k) Plan’s available investment options. The service will review your retirement plan account every 90 days and make automatic adjustments to your investments as your needs change and you get closer to retirement.</p> <p>You can request your 401(k) Plan account be enrolled in the managed account service for an annual fee of 30 basis points (0.3%). The fee will be deducted directly from your account on a quarterly basis.</p> <p>For questions on managed accounts or assistance with choosing this option, call Participant Services at 1-800-724-7526.</p>

<p>I think there's an error with my 401(k) contributions. Where can I get help?</p>	<p>If you have questions or believe there's an error with your 401(k) elections, call Schwab's Participant Services at 1-800-724-7526.</p> <p>If you have questions about your 401(k) details on your PayPal paycheck, contact ADP by opening a ticket under Service Portal, or by calling call 1-833-573-6042.</p>
<p>I am transferring to another PayPal location outside of the U.S. What happens to my 401(k)?</p>	<p>Your 401(k) Plan account balance will remain in the 401(k) Plan with PayPal, and you will continue to have access via workplace.schwab.com or by calling Participant Services.</p> <p>While you can no longer make contributions to the 401(k) Plan, your account balance stays invested, and you can change your investment allocation at your discretion.</p> <p>The account balance will not be available for distribution until you leave the company or attain age 59 ½ .</p> <p>Be mindful that if you have a loan at the time, you leave PayPal U.S. payroll, the remaining loan balance will be due at that time. Please contact Schwab for repayment options.</p> <p>If this amount is not repaid in full within 90 days of termination, it will be deemed a distribution subject to U.S. income taxes and penalties for that year. Should you have any questions, please call Schwab's Participant Services at 1-800-724-7526</p>
<p>I'm going on a paid leave soon. Will I still be able to contribute to 401(k) while on leave?</p>	<p>Certain types of paid leave are eligible for 401(k) deductions.</p> <p>Please submit a ticket to Employee Central for any questions relating to 401(k) contributions while on paid leave. On HR Hub, click the blue circle "Contact Us" link (right side of page). Choose Payroll Request.</p> <p>You can also reach out to ADP by opening a ticket on their Service Portal, or by calling call 1-833-573-6042. Visit Time Off & Leaves on HR Hub for more information Leaves of Absence at PayPal.</p>

I'd like to retire this year. What steps do I need to take regarding my 401(k)?

You will need to decide if you'd like to keep your balance in the PayPal 401(k) Plan, roll it over into an IRA or cash it out (which may incur taxes and penalties).

If you leave your balance in the 401(k) plan, distributions are available in partial or lump-sum payments. You may also set up monthly, quarterly, semi-annually, or annual installment payments. You may opt to make withdrawals by contribution type and/or investment option.

Withdrawals may be subject to ordinary income tax. If withdrawals are taken before age 59½, a 10% federal penalty may apply.

Through the 401(k) Plan, you have the option to have your retirement plan account professionally managed for a fee. If you're age 50 or over, this service can provide a spending plan to help you make the most of your money in retirement.

To access the service, log in to your 401(k) Plan Account [@Work](#) or login at workplace.schwab.com and select the **Advice tab**. You can preview the tool's recommendations or set up a Personal Consultation with a financial professional.

The rights, if any, of employees to participate in the benefit programs and to receive benefits under such programs are governed by the terms and conditions of the applicable benefit plans and PayPal policies (the "Benefit Plans"), rather than any summary or other communication. In the event of any conflict between any summary or other communication and the Benefit Plans, the applicable Benefit Plan shall control. Information contained in this communication does not create a right to employment and will not be interpreted as forming an employment contract or affecting an employee's employment status, which remains at-will. PayPal reserves the right to make changes or cancel any benefits at any time, at PayPal's sole discretion.