

# Leave of Absence (FMLA) FAQs

## Family and Medical Leave (FMLA)

The Family and Medical Leave Act (FMLA) provide eligible employees the opportunity to take unpaid, job-protected leave for certain specified reasons. The maximum amount of leave an employee may use is 12 work weeks within 12-month period. **Note:** In the case of caring for a current member or veteran of the Armed Services, the maximum leave time can be up to 26 work weeks.

### Identifying the 12-Month Period

The Company's maximum leave policy is 12 work weeks within a measured forward 12-month period. This method measures forward from the first date of FMLA eligibility or the anniversary of the initial date of any FMLA.

### How long can I be on leave under FMLA?

The amount of leave for which you are entitled is dependent on the reason for your leave.

The following FMLA examples allow a total of **12 workweeks** of unpaid leave in a 12-month period:

- Maternity and/or Baby Bonding Leave.
- Family Care Leave.
- Serious Health Condition Leave.
- Military Exigency Leave.

The following FMLA example allows a combined leave total of **26 workweeks** in a 12-month period, unless proved by any other applicable state law:

- Military Caregiver Leave.

### What are the types of FMLA leaves that can be taken?

FMLA leaves fall into 3 categories:

1. **Continuous:** FMLA leave taken in one continuous block of time.
2. **Intermittent:** FMLA leave taken in sporadic blocks of time instead of one continuous block.
3. **Reduced-Leave Schedule:** Work schedule reduced due to an FMLA qualifying condition.

### What requirements must be met to be eligible for an FMLA leave?

To be eligible for FMLA leave, you must meet these three requirements:

1. You must work in the United States or a US territory.
2. You must have been employed with the company for at least 12 months.
3. You must have worked at least 1,250 hours during the 12 months prior to the start of the FMLA Leave.

### If I have prior service with SS&C, whether as a regular associate or as a contractor, can my prior service be applied towards meeting my eligibility requirements?

Yes. Any verified hours of prior employment within the past seven years can count towards determining FMLA eligibility.

When you contact Matrix to apply for a FMLA leave, you will be asked if you have any previous employment with SS&C as a regular employee or contractor. Matrix will send the information to SS&C Human Resources for verification.

### Do I need to certify the reason for my FMLA leave?

Yes. If you receive a request for certification or recertification, you have 15 calendar days to return it, or to request an extension if there are circumstances beyond the control of the employee which prevents a timely return.

If a certification is submitted incomplete, illegible, or requires clarification, you will be required to obtain additional information from the health care provider.

If you fail to comply with these requests in a timely manner, your FMLA leave may be delayed, interrupted, or denied.

### Do I need to provide a certification of return to work release prior to returning to work?

If you took a leave of absence due to your own serious health condition, you will be required to provide to the SS&C Leave Coordinator a medical certification of release from your medical provider before you return to work.

### What should I do if I need to extend my leave?

If the dates of your leave need to change from what was initially submitted and/or approved, you should notify Matrix at **1-877-202-0055** and the SS&C Leave Coordinator at [sscleaves@sscinc.com](mailto:sscleaves@sscinc.com) or [leaves@dstsystems.com](mailto:leaves@dstsystems.com) as soon as possible, preferably within two business days.

If you do not secure an extension and you do not return to work on the first work day following your leave end date, it may be considered you have voluntarily terminated employment.

If an emergency prevents you from returning on this date and from securing an extension, please contact Matrix as soon as possible at **1-877-202-0055**.

### How are company holidays counted towards my FMLA designation?

**Continuous Leave:** If you are out on a continuous FMLA leave during a company holiday, the time for the company holiday will count towards FMLA hours used. Normal holiday pay guidelines still apply for the first 90 days of the leave.

**Intermittent Leave:** If you were scheduled to work on a company holiday and were unable to, due to an approved intermittent FMLA absence, the time for the company holiday will count towards your FMLA hours used.

### I am not eligible for FMLA but need to be absent for a medical condition. What options are available to me?

To comply with applicable laws ensuring equal employment opportunities for individuals with disabilities, we will make reasonable accommodations for the known mental or physical limitations (including a temporary disability or one related to pregnancy or childbirth) of an otherwise qualified individual, unless doing so would pose a direct threat to the health of the individual or others, or would impose undue hardship on the business. Please contact Matrix at **1-877-202-0055** to discuss leave options available to you.

### How do I check my FMLA balance and when can I earn FMLA time back?

To check your FMLA balance and time used, you can log in to [www.matrixabsence.com](http://www.matrixabsence.com) or contact Matrix at **1-877-202-0055**.

### Am I guaranteed to be returned to the position I held before taking FMLA leave?

Generally, you will be reinstated to the same position held at the time of the leave or, if necessary, to an equivalent position with equivalent pay, benefits, and other employment terms and conditions.

## Intermittent FMLA Leave

### Can I take FMLA leave intermittently or work on a reduced schedule?

Yes. Under certain circumstances, you may be able to use leave in blocks of time or to reduce the number of hours in your normal schedule. Leave time for the birth or placement of a child is not eligible to be taken on an intermittent basis.

If approved, an intermittent leave must have a set beginning and end date. It is your responsibility, as the employee, to secure an extension of the leave, if needed. Any absences occurring before or after the approved date range will not be protected under Family Medical Leave.

### Can I use intermittent FMLA leave prior to receiving approval from Matrix?

Yes. You are provisionally designated to use intermittent leave, however, if the leave is denied or closed, any time recorded/used will be removed from your time entry and subject to departmental attendance guidelines.

### What happens if my Intermittent FMLA leave is denied and a portion of my time off has already been paid as Banked Sick Time, PTO, and/or Leave Time?

If your leave is denied, any absence time taken during the provisionally designated period will not be counted as protected leave time and will be subject to departmental attendance guideline.

### Am I required to recertify my intermittent FMLA leave?

If you continue to be in need of an intermittent FMLA leave past your approved leave through date, you will be required to recertify your leave. Matrix will mail a reminder to you that your recertification is approaching. If you are in need of recertification, you can reach out to Matrix at **1-877-202-0055** to request recertification paperwork.

Matrix will also request recertification if you exceed the approved frequency and duration outlined by the attending physician. If you find that you will need to be out more than what has been approved, reach out to Matrix and the attending physician for additional paperwork.

**IMPORTANT:** Failure to comply with the recertification process will result in a closure of leave. Any time used will be subject to departmental attendance guidelines.