

General Leave FAQs

General Leave

How do I request a leave of absence?

Matrix is the SS&C Leave of Absence and Disability administrator. If you are requesting a leave of absence and/or a disability claim, you will begin the process by contacting **Matrix at 1-877-202-0055**.

The Matrix representative will take your request for leave over the phone and will work with you to obtain any additional paperwork needed.

Should I notify my manager that I have requested a leave of absence?

Yes. In addition to notifying the Matrix, you must provide 30 days advance notice for all foreseeable leaves. If you are unable to give a 30 day notice, you must give notice as soon as practicable and in compliance with the company normal call-in procedures, absent unusual circumstances.

If I need to be absent due to my continuous or intermittent leave, am I required to report my absence?

We realize that unexpected situations such as illnesses or emergencies may arise. If you are not able to report to work as scheduled, contact your manager at least one hour before your start time to communicate the nature of your absence and when you expect to return. Some business units may have different call-in requirements based on the department business needs that you must follow.

If you are on intermittent leave and need to be absent, contact your manager at least one hour before your regular start time and state whether your absence is due to FMLA. In addition, you are required to contact Matrix as soon as possible, but no later than 72 hours from the date of absence. Matrix *approved* and *pending* intermittent time can be reported in Workday or Ceridian time entry as leave time.

Failure to report your intermittent FMLA time to Matrix within the required timeframe will result in your intermittent absence not being approved as FMLA time.

How will I know if my leave of absence has been approved?

Matrix will notify you through www.matrixabsence.com whether your leave of absence has been approved. You will also have the capability to view the status of your claim.

What if I do not want to apply for a leave of absence and just want to take PTO time during my absence?

If you are absent from work for more than three continuous work shifts due to a medical condition for yourself or a covered family member, the leave of absence process must be initiated in order for the company to comply with prevailing federal and state laws.

Can I work from home while I am on a leave of absence?

You are not allowed to work from home while on a leave of absence.

How will my medical information that I submit to Matrix be used and stored?

Documents submitted to Matrix relating to medical certifications, recertification, or medical history for the employee or the employee family member will be maintained separately and treated as confidential medical records.

For additional information, please contact the Leaves Team at sscleaves@sscinc.com or leaves@dstsystems.com.

Do I need to provide a Return to Work Release prior to returning to work?

Yes, if you take a leave of absence due to your own serious health condition, you will be required to provide to the Leave Coordinator a Return to Work Release form prior to returning to work. Please submit the return to work within 2 business days of your return to work via email to sscleaves@sscinc.com or leaves@dstsystems.com.

Are there any other specific rules surrounding leave?

Failure to comply with the conditions of leave or to provide timely, accurate documentation or information regarding the reason for your leave, extension of the leave, or activities while on leave may result in denial of leave, delay of leave, or termination of employment.

Engaging in any activity during a leave which is inconsistent with the purpose of the leave, such as outside employment without company approval, may result in the cancellation of leave and termination of employment.

Will I be discriminated against for taking a Leave of Absence?

No. We take our obligation to our employees very seriously and will not interfere with, restrain, or deny the exercise of any rights provided by the FMLA, ADA, or USERRA. If you believe your rights have been restricted or violated in any way, we encourage you to contact the Leaves Team immediately: sscleaves@sscinc.com or leaves@dstsystems.com.

Will I experience a delay in my pay while on a leave of absence?

Several factors are taken into consideration when processing payroll for any pay supplement that is added to your leave of absence, including Short-term Disability pay, Banked Sick time, PTO, etc.

Factors that could delay your pay include:

- Your leave start date.
- Approval date of Short-term Disability (if applicable).
- Your return to work date.

Based on the payroll processing timeframes impacting the above factors, you could experience a delay in your pay.