Employee Guide

Welcome to the Gen Workday Benefits application.

Employees can:

- Select Benefits
- Add and update Dependents
- Add and update Beneficiaries

For other items such as incorrect benefit selections employees should raise a ticket through SupportNow where a member of our People & Culture team can support.

Enrolment windows

Employees enrolling to or making changes to their medical insurance plan can do so twice per year during our April and October enrolment windows. These enrolment windows will be communicated in advance with instructions. Gen will then report all changes to our Benefit providers.

For new hires or cases of newborn children dependents, employees can add Dependents to their profile and benefit plans within 15 days of birth or hire date.

These selections will be communicated to the provider and our Payroll team. There may be a delay in selection and reporting to provider and changes may not be picked up and processed to providers until the next reporting window.

For example:

If you add a new child to your benefits on March 2 or March 3 this may follow the reporting cut off for that month.

This will result in your selections only appearing on these reports the following month – April 1

Providers will receive your selection April 2 but coverage will be backdated to the March 2 effective date.

If however you have not received your membership details from the provider 6 weeks after signing up please contact the People & Culture team through a SupportNow ticket.

How to?

Beneficiaries / Dependents

There are two areas in the Benefits application where employees can enter details for their family.

Dependents

The first action employees should take is to access the Benefits app and select the **Dependents** tab.

Under this section employees can **ADD** their dependents to their Workday Benefits record capturing the relevant data needed for enrolments. If you have already added Emergency Contacts in Workday, this data can be auto-populated to the Dependent record for faster inputting. Please ensure the following datapoints are included as they are required by our providers:

- Name – First and Last
- Date of Birth
- Gender
- Relationship – Spouse, Child
- Address

If you are adding a child dependent over the age of 18, please be sure to tick the **Full-Time Student** box available (if applicable) as without, eligibility for Medical insurance plans may be restricted. Failure to tick this box will result in the dependent not appearing as an option under Benefit plans.

Beneficiaries

In addition to dependents, employees can add Beneficiaries to their employee record. These entries are a record of your Life and other insurance wishes however in most countries these wishes are also maintained by our Life insurance providers and subject to claims management review. Where there is a disparity between Gen's records and the providers records, the providers records will supersede beneficiary nominations in our systems.

While adding a dependent there is a convenient tick box available to include this dependent as a Beneficiary should you wish.

Important: Enter a dependent as a Dependent if you wish to add them to your medical and other selectable benefit plans – Beneficiaries are for Life/Disability insurance purposes only.

Once you have added the dependents you wish to include on your benefits, you can proceed to enrolments.

New Hires

New hires will receive a notification in the Workday Inbox as well as a notice on their Workday homepage under **Awaiting Your Action**

Follow the steps in these notifications to access your Benefits and make selections.

Remember to add your Dependents before starting the Change My Benefits process (Benefits > Dependents > ADD).

Newly hired employees have 15 days to complete their benefit selections.
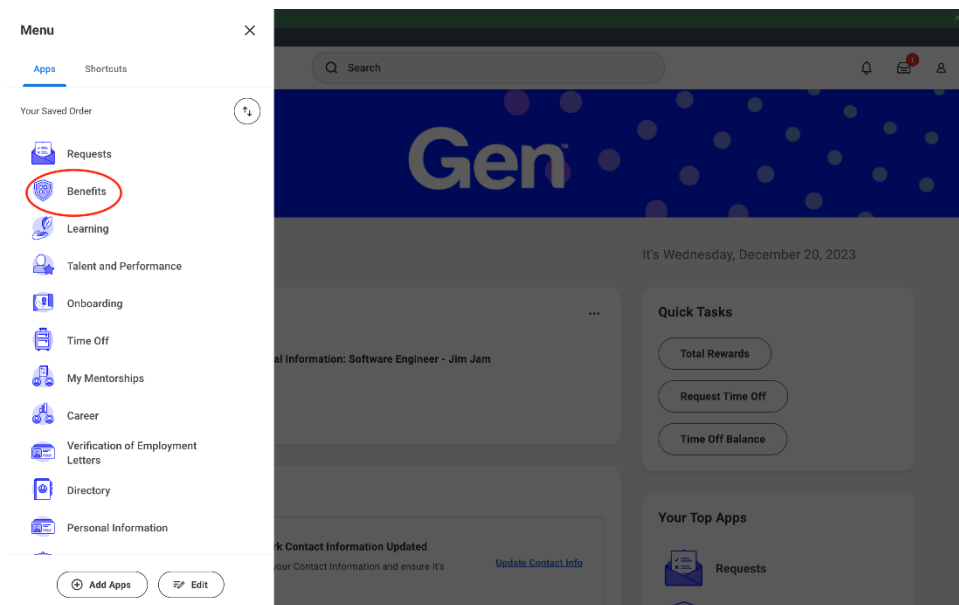
Current Employees

In your Workday profile the Benefits app can be selected from the homepage.

Benefits app visible in sidebar
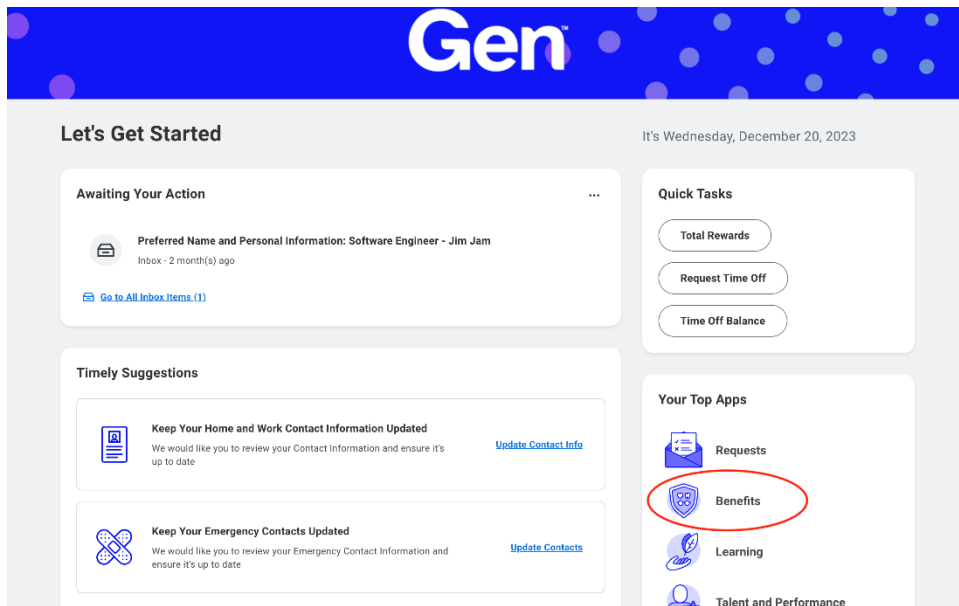
Or from the Menu on the top left of your screen

Menu bar view

1. Once accessed click **Benefits**
   a. Remember, ensure your *Dependent* records are fully updated before proceeding to the next step
2. Select **Change My Benefits**
   a. *This option is only available during our April and October enrolment windows*
3. Select the effective date of this change – **USE TODAYS DATE**
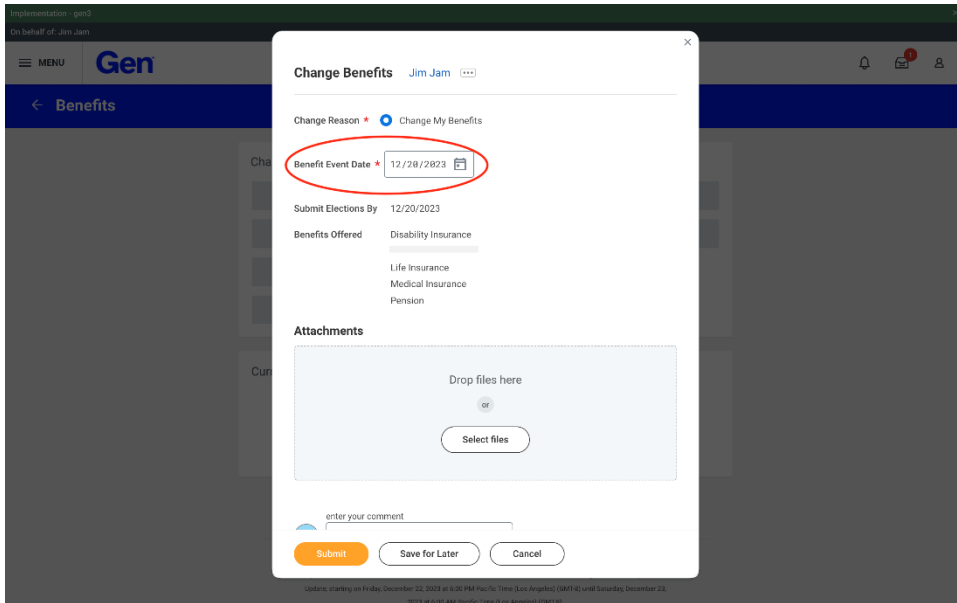
When selected the plans available in your location will be displayed

4. Click **Submit**
5. Click **Open** and finally click **Lets Get Started**

A tile view of all your benefits will be displayed
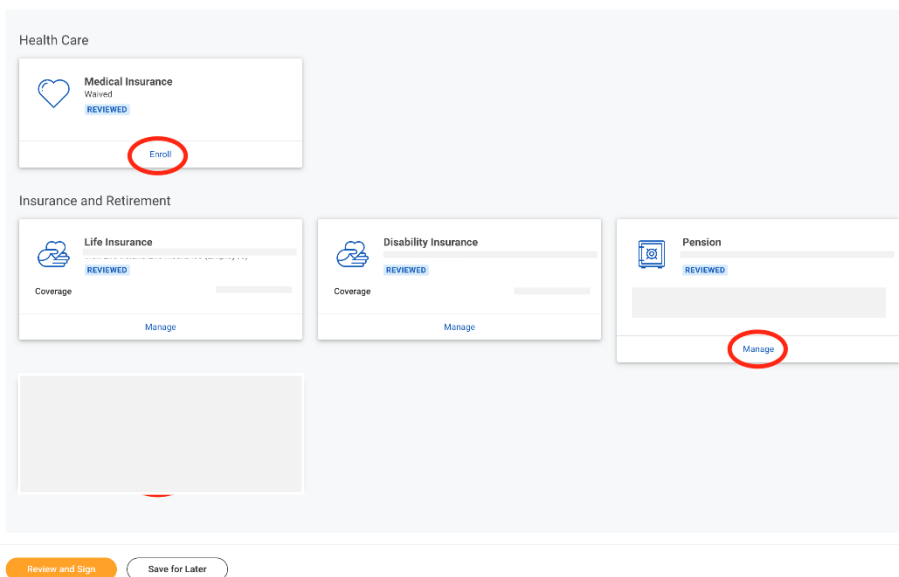
The above screenshot is for informational purposes only and may be vary from your available benefits view.

Important *– insurances such as Life insurance, Disability and others paid in full by Gen will display as "**Manage**". For these benefits there is no action required by employees, you are covered from day one of employment however you can view the calculated coverage these benefits provide and if you wish to do so, add Beneficiary nominations to the plans.*

*If you have added your dependents in the available section and ticked the box to include them as beneficiaries already, access the Life or Disability insurance plans and click the "**+**" symbol. You can then assign a percentage of this benefit to this beneficiary (assignments must total 100%). If you are adding multiple Beneficiaries, add the first at 100%, then the second and adjust the percentage rates.*

Benefits that have selectable components or can be changed/updated will display an "**Enrol**" notice.

Clicking **Save** under benefits displaying "MANAGE" will show them as "UPDATED" – meaning you have viewed and reviewed the plan.

6. For selectable benefits, such as Medical Insurance, to action enrolment or changes, click **Enrol**

Details of the plan will be displayed, and employees should click **Select** and **Confirm and Continue**

7. On the next screen employees can adjust their Dependent coverages – the plans are automatically aligned to *Employee Only* covers. If you wish to do so and have completed the addition of dependents as Dependents, see step 9 below.

   If you have not added your dependents, click **Add New Dependent**

    A pop up will allow employees to add new dependent information. Please review the *Beneficiaries / Dependents* section above and ensure you do not duplicate dependent entries.

    Remember, if a child dependent is over 18 ensure you tick the **Full-Time Student** box available (if applicable)
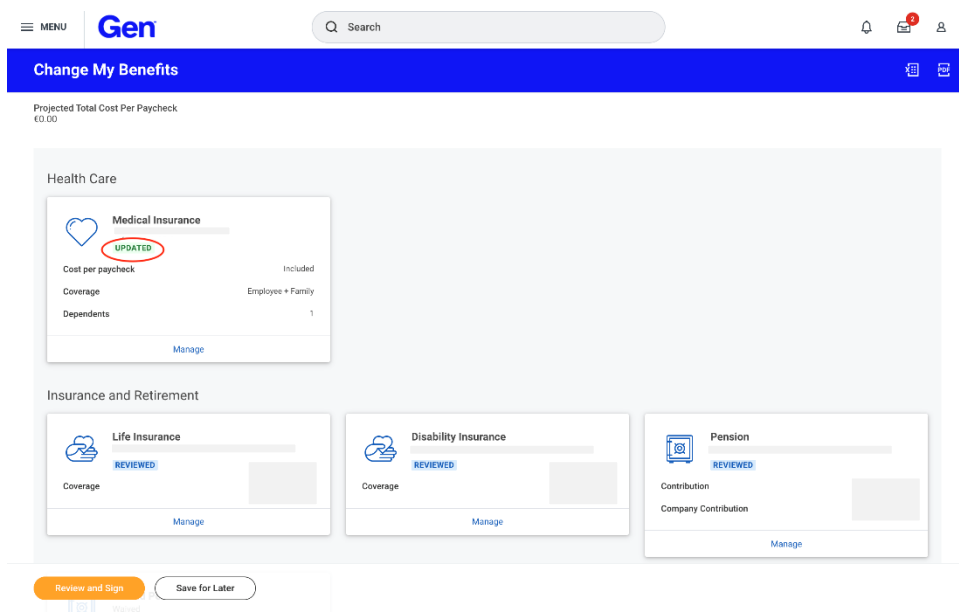
8. Complete the required fields for the dependent and click **Save**

The added dependent will be visible in the plan details and the coverage will change to the selected plan – e.g Employee + Family

9. Ensure you tick the box for each dependent you wish to include under the plan and **Save**
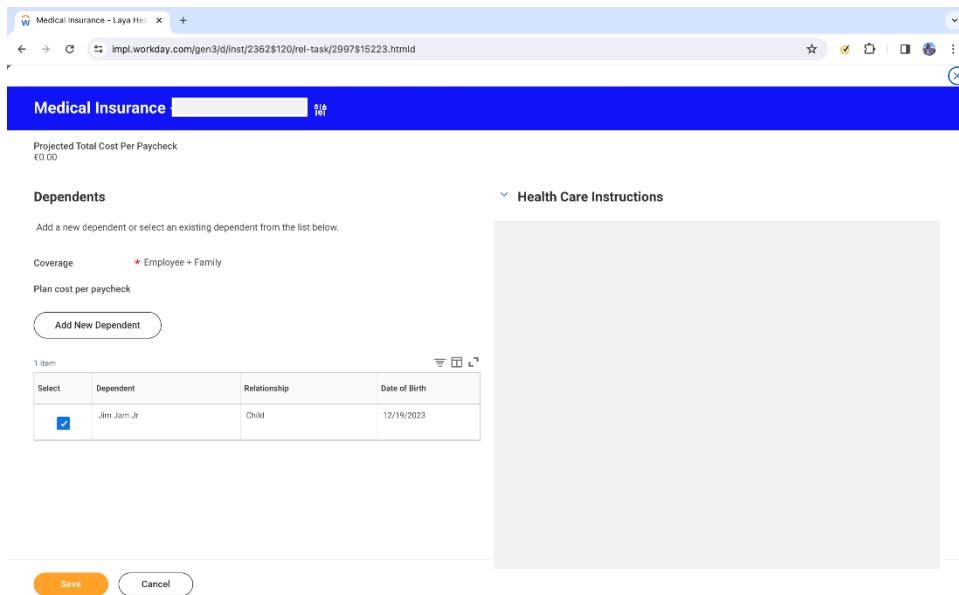
The plan will display as "**UPDATED**"

Where dependents have been added and you have additional plans you wish to select, by again clicking **Enrol** you will see these dependents are visible and these can be added to cover. Do so by ticking the **Select** box available and updating the Coverage type as appropriate e.g Employee + Family, Employee + Spouse, Employee + Family

10. Click **Save**
11. Satisfied you have completed all selections and enrolments, click **Review and Sign**

A summary of all your selections / changes will display.

12. If you are happy to proceed with these selections tick the **I Accept box** and **Submit** – otherwise you can once *Save for Later* and make amendments if you wish to do so.

Once you Submit, a Benefit Statement capturing your benefits in detail, including associated premiums and company costs, can be downloaded and saved or printed for your records. To do so, click **Print**

Returning to your Workday homepage and accessing the Benefits app once again, under the *View* tab you can review your active benefits once again under **Benefit Elections**

If at any point you do not wish to continue selecting benefits, you may **Save without Submitting** and exit the app. To complete the process, you can access the notification in your Inbox (and listed on your Workday profile home screen) or by accessing the Benefits App again and following Step 1 and 2. If you do so on the same date as the initial selections you will see an error message that changes on the same date are not possible. Simply select the next available date and submit – a message will appear indicating that previous changes were not submitted ("On Hold") and you can access these selections for completion.

Click **On Hold, Change Benefit Elections** and **Lets Get Started** to return to where you left off. If you encounter issue with this process please contact our team through SupportNow