

WELLS
FARGO



Your Wells Fargo employee guide to

Navigating a leave of absence

A close-up shot of a person's feet resting on a grey, textured rug. The person is wearing dark-colored pants. The background shows a wooden floor and a dark chair leg.

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Your roadmap to taking a leave

HOW WELLS FARGO SUPPORTS YOU



Life is full of ups and downs, and we want to make sure you know how to take time away if you need it. Review this guide for an overview of how to apply, steps to take based on the type of leave you're taking, and steps to take when returning to work. Inside you'll find:

What to do to take a leave of absence — your general steps



What to do to take a leave of absence — by leave type



Receiving disability benefits on Medical Leave



Understand state-specific leaves (including Washington, D.C.)



What happens while you're on a leave



Contacts and helpful resources



What to do to take a leave of absence

YOUR GENERAL STEPS

1

Understand your leave options.

Based on your circumstances, different job and pay protections may apply. Review the leave of absence types on this page and read the Leave of Absence Overview article on HR Services & Support for details.

Reasons for taking a leave	Leave of absence types
Pregnancy Including birth and bonding	<ul style="list-style-type: none"> • Family and Medical Leave Act (FMLA) • Medical Leave • Parental Leave • Family Leave • State Leave and Disability Plans (including Washington, D.C.)
Bonding Including birth, adoption, and foster care placement	<ul style="list-style-type: none"> • Family and Medical Leave Act (FMLA) • Parental Leave • Family Leave • State Leave and Disability Plans (including Washington, D.C.)
Time off for your own illness Illnesses that last longer than seven days	<ul style="list-style-type: none"> • Family and Medical Leave Act (FMLA) • Medical Leave • Intermittent Leave • State Leave and Disability Plans (including Washington, D.C.) • Workers' Compensation
Time off to care for others	<ul style="list-style-type: none"> • Family and Medical Leave Act (FMLA) • State Leave and Disability Plans (including Washington, D.C.) • Critical Caregiving Leave • Family Leave • Service Member Care Leave
Time off for other reasons	<ul style="list-style-type: none"> • Personal Leave • Military Leave • Military Exigency Leave

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Prepare for your leave.

After reviewing your options, you'll need to take certain steps to initiate your leave and ensure you'll receive the proper job and/or pay protections.

Notify your manager.

- Notify your manager as early as possible. If your leave is planned, notify your manager at least 30 days before your leave and keep them informed throughout the process.
- If you need to take time away because of work-related illness or injury, contact Wells Fargo Risk & Insurance Management at **1-877-HRWELLS** (1-877-479-3557), option 2, 3, 3.
- If you need to take a Personal Leave, submit your leave request in Workday.

Contact Lincoln Financial, the administrator for most leave types, no earlier than 30 days before your leave start date.

Representatives will speak to you confidentially about your needs and, based on a review of federal, state, and Wells Fargo policies, will determine what job protection and paid benefits you're eligible for and how to apply.

File an initial claim or check your claim status by contacting Lincoln Financial.

They may ask for the following to assess your claim:

- Personal and job information
- Details about your reason for leave including your medical condition and treatment
- Authorization to release your medical information
- Family medical leave information

If you're requesting Short-Term Disability (STD) benefits, submit a request for Paid Time Off (PTO).

- Submit your PTO request in [Workday](#) for the days/hours you're regularly scheduled to work during the seven-day waiting period. If you're unable to submit your request, ask your manager or supervisor to enter your PTO in the system for you.
- During the seven-day STD waiting period, you must use accrued unused PTO (or paid sick time, if applicable), if available. If accrued PTO isn't available and your business unit has placed restrictions on the use of unaccrued PTO, then some or all of the STD waiting period must be unpaid. In lines of business that allow use of unaccrued PTO, PTO from a future calendar year can't be used to cover any portion of the STD waiting period.
- Observed, personal, and floating holidays and other paid time away (except military duty) can also be used during the STD waiting period, if it's recorded and approved by your manager in Workday before the scheduled day.

Report your absence.

After reporting your leave to Lincoln Financial, you don't need to report to work while waiting for your leave to be approved. Continue to report your absences to your manager as outlined by your line of business standards until you receive confirmation that your leave is approved.

3

Stay in touch.

During your leave, follow these steps to ensure you continue receiving your paid benefits or job protections.

Work with Lincoln Financial.

- Lincoln Financial will communicate with you throughout your leave; however, it's your responsibility to ensure they receive all necessary information to manage and approve your leave and any associated pay, like STD benefits, especially any requested medical documentation. It's possible to have an approved leave while waiting to receive confirmation about any disability pay. **If they don't receive this information, it could impact your pay and job protection.**
- Lincoln Financial will also check in on your condition and work capability periodically, or if you initiate a Family Leave or Critical Caregiving Leave, your parent's, spouse's, or child's capacity to perform their daily living activities. Working with Lincoln Financial helps ensure your leave matches your needs. Please let them know of any circumstances that may impact your leave or your return-to-work plans.

Keep your manager updated.

- While you shouldn't provide details about the reason you're on leave, you must communicate with your manager throughout a continuous leave and inform them of any changes to your return date.
- While you should provide your manager with your preferred contact method and schedule, there may be times when your manager needs to speak with you outside of your preferences.

4

Plan ahead for your return.

Ready to return to work? The steps below apply if you're returning to work from a continuous leave.

Contact Lincoln Financial.

Let Lincoln Financial know your anticipated return-to-work date.

Let your manager know.

Notify your manager as soon as you know your return date so they can begin the return-to-work process in Workday.

Request accommodations, if needed.

- If you're released to return to work with restrictions or an alternative schedule, provide the release to Lincoln Financial as soon as possible.
- While you're on a Medical Leave, if you need a workplace accommodation, Lincoln Financial will reach out to your manager and Accommodations Management to review the request.

For Intermittent Leaves

If approved for an intermittent Family or Medical Leave, you're required to record your time in Workday and report your intermittent absences to both Lincoln Financial and your manager. Report your time directly to Lincoln Financial as soon **as possible but generally no later than seven business days after returning to work from the absence.**

If you fail to appropriately report these absences, the time away may be subject to the Attendance and Punctuality guidelines.

A leave scenario

Here's an example of what an employee's leave journey might look like.



Meet Suzy

Suzy has been an employee for the past three years.

- One afternoon while playing basketball with her family, Suzy suffers a knee injury.
- She goes to her doctor, and they inform her she needs surgery for her injury.
- The surgery is scheduled in two weeks, and Suzy may be unable to work for up to six weeks.

Here are the steps Suzy needs to follow to take time away for her injury.

After seeing her doctor

Suzy tells her manager as soon as possible that she'll need to be on leave starting in two weeks, and that she may be out of work for six weeks.

Then, she calls Lincoln Financial as soon as possible to initiate a Medical Leave and file for Short-Term Disability (STD) benefits.

- Lincoln Financial gives Suzy a Certification of Health Care Provider form and an authorization form for her medical records.
- Suzy completes her part of the Health Care Provider form and gives the form to her doctor to fill out their section as well.
- Once she gets the form back from her doctor, she uploads it to the Lincoln Financial portal. She also signs the authorization form and uploads it to the Lincoln Financial portal.

The next week

Suzy and her manager both receive approval from Lincoln Financial for her Medical Leave with the leave start and end dates.

The day before her surgery, Suzy submits a request in Workday for five days of Paid Time Off for pay during the STD waiting period.

First day of Medical Leave

Suzy starts her leave and has her surgery. Once Lincoln Financial confirms the surgery with Suzy's physician, the STD claim is approved.

Once approved, her STD payments begin after the waiting period, and she receives them through her biweekly paycheck.

Week three of Medical Leave

At her post-operative appointment, Suzy's doctor feels her recovery isn't progressing well. They give her medical information to provide to Lincoln Financial to support her Medical Leave and STD benefit extension. If needed, Lincoln Financial will initiate a request for additional medical documentation directly from Suzy's provider.

Suzy emails her manager to inform them about the extension of her leave.

Week four of Medical Leave

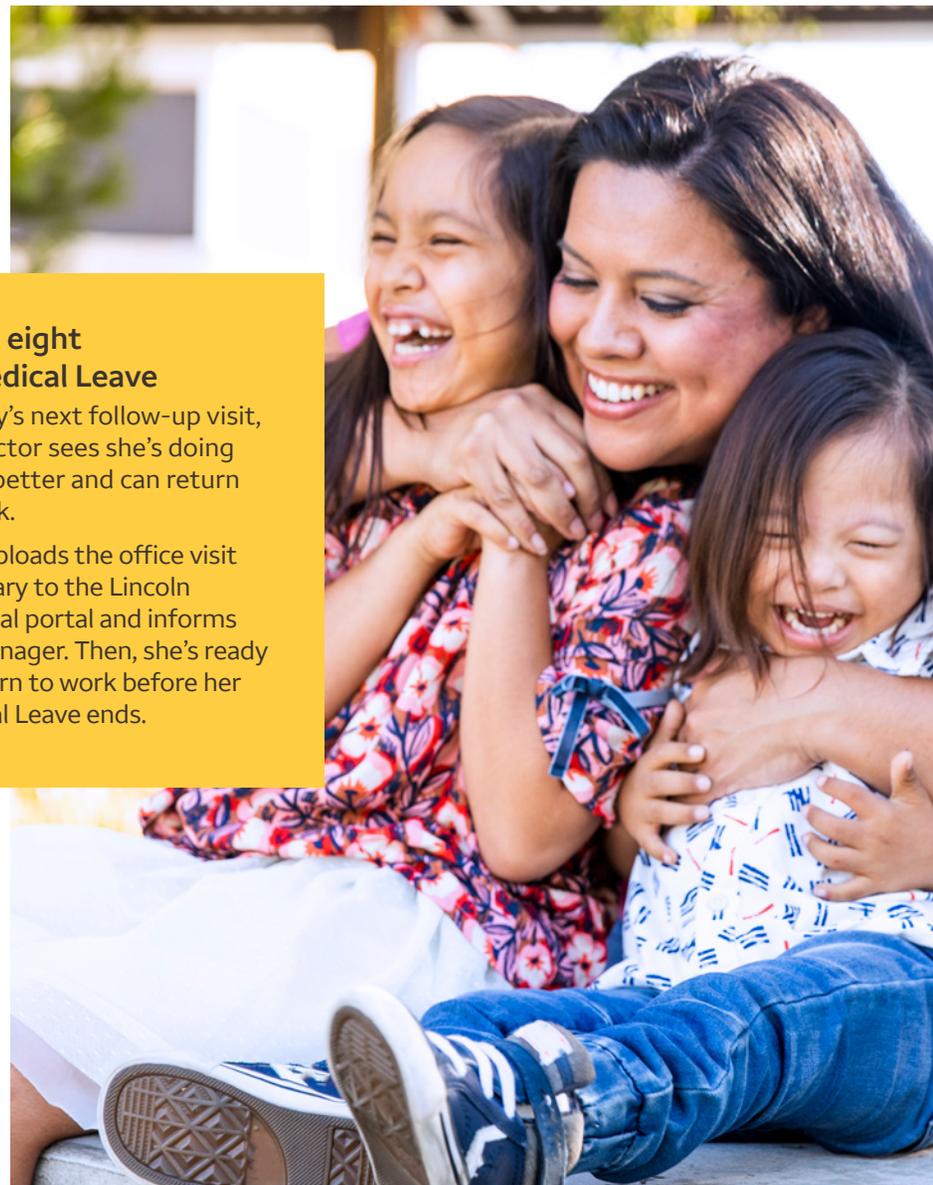
Lincoln Financial completes a review of the medical documentation and approves her extension. Then, they send a communication with the updated leave end date to Suzy and her manager.

Lincoln Financial also provides a communication to Suzy about the extension of her STD benefits.

Week eight of Medical Leave

At Suzy's next follow-up visit, her doctor sees she's doing much better and can return to work.

Suzy uploads the office visit summary to the Lincoln Financial portal and informs her manager. Then, she's ready to return to work before her Medical Leave ends.



What to do to take a leave of absence

BY LEAVE TYPE

Depending on the type of leave of absence you're taking, you may have additional requirements before you go on leave and when you're returning. Review this chart for details.

Leave type	Before going on a leave	Returning from leave
Medical Leave Including pregnancy	<p>After initiating your leave request, Lincoln Financial will send you a Certification of Health Care Provider (DOC) form. Complete your section and have your provider complete their section and send it to Lincoln Financial.</p> <p>If you're eligible for STD benefits, Lincoln Financial will also provide a medical authorization form for you to sign and return to them. To receive STD benefits, medical proof of incapacity to do your job is required. Note: You may receive approval of your Medical Leave and not be approved for disability benefits.</p>	<p>Contact your manager when you're returning from leave. Provide your return-to-work release to Lincoln Financial. Don't send it to your manager.</p>
Parental Leave	<p>After initiating your leave request, Lincoln Financial will send you a Certificate of Care for Parental Leave. You must also provide a declaration of birth or applicable legal documentation that confirms the birth of a child or placement of an adoptive child. Review the HR Services & Support article Parental Leave for a helpful checklist of action items.</p>	<p>If you wish to add your new child to your Wells Fargo-sponsored health plan in the Benefits app on Workday, do so within 60 days of your child's birth, adoption, or placement. See the HR Services & Support article Benefits Eligibility & Enrollment: Dependents for details.</p> <p>Note: If you return to work before using all your approved Parental Leave days, you'll forfeit any remaining time. Contact your manager when you're returning from leave.</p>
Personal Leave	<p>Submit your leave request in the Absence app on Workday. Once submitted, follow up with your manager regarding your request.</p> <p>Note: If your reason for Personal Leave is medical in nature, contact Lincoln to discuss your options. Inform your manager that you've contacted Lincoln.</p>	<p>Your manager should notify you if your position is still available and, if so, return you from leave. If your position is unavailable, your employment is terminated at the end of your leave period.</p>
Family Leave	<p>After initiating your leave request, Lincoln Financial will send you a Certification of Health Care Provider form for family care. Complete your section and have your family member's provider complete their section and send it to Lincoln Financial.</p> <p>Submit any requested documentation to Lincoln Financial within the required time frame.</p>	<p>Contact your manager when you're returning from leave.</p>

Leave type	Before going on a leave	Returning from leave
Workers' Comp	<ol style="list-style-type: none"> 1. Notify your manager immediately if you experience a work-related illness or injury. Report your injury to Risk & Insurance Management by completing the Employee On-The-Job Injury Report Form on Teamworks. 2. If this isn't an emergency, please call the Wells Fargo Workers' Compensation nurse triage line at 1-844-392-9808 and the nurse will provide self-care tips or help refer you to a clinic. 3. Complete and submit any requested documentation, including ongoing medical documentation describing your work ability. 	<p>Stay in touch with your manager, Risk & Insurance Management, and Sedgwick.</p> <p>Confirm your anticipated return-to-work date with your health care provider.</p> <p>Submit return-to-work documentation to Risk & Insurance Management.</p> <p>Keep your manager informed of any changes in your return-to-work status.</p>
Critical Caregiving Leave	<p>After initiating your leave request, Lincoln Financial will send you a Certification of Health Care Provider form for family care. Complete your section and have your family member's provider complete their section and send it to Lincoln Financial.</p> <p>Submit any requested documentation to Lincoln Financial within the required time frame.</p>	<p>Contact your manager when you're returning from leave.</p>
Military Leave	<p>If you'll be on military duty for more than 31 days, complete and submit any required documentation to Lincoln Financial within the required time frame.</p> <p>If you don't provide documentation, your Military Leave request will be approved but your leave is unpaid.</p>	<p>Follow these notification requirements based on your length of service:</p> <p>31 days or less: Notify your manager at the beginning of the first regularly scheduled workday.</p> <p>31 – 180 days: Notify your manager no later than 14 days following completion of military service.</p> <p>181 days or more: Notify your manager no later than 90 days after completion of military service.</p>
Military Exigency Leave	<p>After initiating your leave request, complete and submit any requested documentation to Lincoln Financial within the required time frame, including your family member's Active Military Duty Order or orders for Rest and Recuperation Leave.</p>	<p>Contact your manager when you're returning from leave.</p>
Service Member Care Leave	<p>After initiating your leave request, complete and submit any required documentation to Lincoln Financial within the required time frame, including the Service Member Care Form.</p>	<p>Contact your manager when you're returning from leave.</p>

Receiving disability benefits

ON MEDICAL LEAVE

Short-Term Disability (STD)

When you file matters.

You can initiate your claim with Lincoln Financial up to 30 days before your leave is due to begin. You must file your claim for STD benefits no later than 90 days after your date of disability. It's possible to have your leave approved and not be approved for STD pay if you don't provide all requested medical documentation to Lincoln Financial.

Coordinate with Lincoln Financial.

Lincoln Financial will send a packet of information including an Authorization to Obtain and Release Information form (the Kaiser Medical Authorization form if you're enrolled in a Kaiser health plan). It's your responsibility to provide any of the requested medical documentation to Lincoln Financial.

Submit your request for Paid Time Off (PTO) for pay during the STD waiting period.

Review details in "Prepare for your leave" on [page 4](#) of this guide.

Long-Term Disability (LTD)

File a claim with Lincoln Financial.

Notify your Lincoln Financial STD case manager of your need for LTD. You must provide medical records to support your inability to perform your job duties beyond 26 weeks.

Wait for instructions.

If you're disabled for more than 18 weeks and it's anticipated that your disability will be longer than 26 weeks, you'll receive instructions from Lincoln Financial to file an LTD claim.

If you're enrolled in a Kaiser plan

You'll receive the Kaiser Medical Authorization form in an intake packet from Lincoln Financial after filing your STD claim. Sign the form and provide it to your health care provider to fill out. Then, send the completed form to Lincoln Financial by uploading it to mylincolnportal.com (first time registration code: WELLS), emailing it to wellsfargo@lfg.com, or mailing it to:

**Lincoln Financial Group
Disability Claims
P.O. Box 2578
Omaha, NE 68172-9688**



Understand state-specific leaves

(INCLUDING WASHINGTON, D.C.)

Depending on where you work, you may be eligible for state-mandated short-term disability and/or paid family and medical leave benefits to help support you or a family member who is sick or injured or has an approved medical condition. If you work in:

Hawaii, New Jersey, or New York:

Lincoln Financial files your State Disability Insurance (SDI) claim when you file your Wells Fargo STD claim.

California, Colorado, Connecticut, Massachusetts, Oregon, Rhode Island, Washington, D.C., or Washington State:

You must apply for SDI or paid family and medical leave benefits directly with the state/district.

State	Filing a claim	Other details
California	<p>Contact the Employment Development Department (EDD) at 1-800-480-3287 or visit the California Paid Leave website at https://edd.ca.gov/disability/ to request a disability claim form.</p> <ul style="list-style-type: none"> You must send a copy of your EDD SDI award letter to Lincoln Financial at wellsfargo@lfg.com or by fax to 1-866-214-7839. This ensures Lincoln Financial deducts the correct amount of state-mandated benefits from approved Wells Fargo STD and paid leave benefits. 	<p>Income you receive or are eligible to receive from the state is deducted from any approved Wells Fargo STD, Parental Leave, or Critical Caregiving Leave benefits. You receive SDI income directly from the state.</p>
Colorado	<p>Colorado Family and Medical Leave Insurance Program (FAMLI) benefits are available on or after January 1, 2024. To file for FAMLI benefits, eligible employees can use the FAMLI Claimants Portal. Learn more on https://famli.colorado.gov. Make sure to:</p> <ul style="list-style-type: none"> Apply no earlier than 30 days before you need to take leave, or Apply no later than 30 days after you take your leave. 	<p>Income that you receive or are eligible to receive from Colorado FAMLI is deducted from any approved Wells Fargo STD, Parental Leave, or Critical Caregiving Leave benefits. You'll receive Colorado FAMLI benefits directly from the state.</p>
Connecticut	<p>File for Connecticut's Paid Family and Medical Leave (CT Paid Leave) directly with the state at the Connecticut Paid Leave website at https://ctpaidleave.org/.</p> <ul style="list-style-type: none"> You'll receive an employer verification form from the CT Paid Leave Authority or its delegate. Sign and complete the form and email it to leaveofabsencerequest@wellsfargo.com. Include "Connecticut Paid Family and Medical Leave benefit — (Your name)" in the subject line and attach the form. Allow two business days for the completion of this form. Once CT Paid Leave Authority approves your claim, you must send a copy of your CT Paid Leave award letter to Lincoln Financial at wellsfargo@lfg.com or by fax to 1-866-214-7839. This ensures Lincoln Financial deducts the correct amount of state-mandated benefits from approved Wells Fargo STD and paid leave benefits. 	<p>Income you receive or are eligible to receive from the state is deducted from any approved Wells Fargo STD, Parental Leave, or Critical Caregiving Leave benefits. You receive CT Paid Leave income directly from the state.</p>

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State	Filing a claim	Other details
Hawaii	Contact Lincoln Financial to initiate your claim. Lincoln Financial automatically files your claim for Temporary Disability Insurance (TDI) benefits at the same time your STD claim is filed.	Income you receive or are eligible to receive from the state is deducted from any approved Wells Fargo STD benefits. You receive a separate check from Lincoln Financial for your Hawaii TDI benefit.
Massachusetts	<p>Initiate your claim for Paid Family and Medical Leave (PFML) benefits by calling 1-833-344-7365 or online at the Department of Family and Medical Leave website at https://www.mass.gov/orgs/department-of-family-and-medical-leave.</p> <ul style="list-style-type: none"> You must send a copy of your Massachusetts Paid Family and Medical Leave letter to Lincoln Financial at wellsfargo@lfg.com or by fax to 1-866-214-7839. This ensures Lincoln Financial deducts the correct amount of state-mandated benefits from approved Wells Fargo STD and paid leave benefits. 	Income you receive or are eligible to receive from the state is deducted from approved Wells Fargo STD, Parental Leave, or Critical Caregiving Leave benefits. You receive paid leave benefits directly from the state.
New Jersey	<p>Contact Lincoln Financial to initiate your claim. Lincoln Financial automatically files your claim for New Jersey's Temporary Disability Insurance (TDI) benefits at the same time your STD claim is filed.</p> <ul style="list-style-type: none"> If you're approved for Wells Fargo STD and New Jersey TDI, you'll receive one check for combined STD and TDI. If your claim for STD is denied for any reason, you'll receive a separate check for TDI from Lincoln Financial for your TDI benefit. <p>Important: For New Jersey's paid Family Leave Insurance benefits, you must file directly with the state. Visit the New Jersey Division of Temporary Disability and Family Leave Insurance website at https://www.myleavebenefits.nj.gov/worker/fli/ to file a claim online.</p>	Income you receive or are eligible to receive from the state is deducted from approved Wells Fargo STD, Parental Leave, or Critical Caregiving Leave benefits. You receive paid leave benefits directly from the state.

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State	Filing a claim	Other details
New York	<p>Contact Lincoln Financial to initiate your claim. Lincoln Financial automatically files your claim for New York Disability and New York's Paid Family Leave at the same time your STD claim or paid leave claim is filed.</p> <ul style="list-style-type: none"> If you're approved for Wells Fargo STD or paid leave benefits and New York Disability or Paid Family Leave benefits, you'll receive one check with the combined benefits. If your claim for STD or paid leave is denied for any reason, you'll receive a separate check for New York Disability or Paid Family Leave from Lincoln Financial for your New York Disability or Paid Family Leave benefit. 	<p>Income you receive or are eligible to receive from the state is deducted from approved Wells Fargo, STD, Parental Leave, or Critical Caregiving Leave benefits. You receive paid leave benefits directly from the state.</p>
Oregon	<p>Paid Leave Oregon benefits are available as of September 3, 2023. When you're ready to apply for benefits, you will use Frances Online or by calling 1-833-854-0166. You can create an account on https://frances.oregon.gov. For information on how to create an online account, go to https://paidleave.oregon.gov. Make sure to:</p> <ul style="list-style-type: none"> Apply no earlier than 30 days before you need to take leave, or Apply no later than 30 days after you take your leave. 	<p>Income that you receive or are eligible to receive from Oregon is deducted from any approved Wells Fargo STD, Parental Leave, or Critical Caregiving Leave benefits. You receive Paid Leave Oregon benefits directly from the state.</p>
Rhode Island	<p>Initiate your claim by calling 1-401-462-8420 or online at the Department of Labor and Training website at https://dlt.ri.gov/tdi/.</p> <ul style="list-style-type: none"> You must send a copy of your determination letter to Lincoln Financial at wellsfargo@lfg.com or by fax to 1-866-214-7839. This ensures Lincoln Financial deducts the correct amount of state-mandated benefits from approved Wells Fargo STD and paid leave benefits. 	<p>Income you receive or are eligible to receive from the state is deducted from approved Wells Fargo STD, Parental Leave, or Critical Caregiving Leave benefits. You receive Temporary Disability or Caregiver Insurance payments directly from the state through direct deposit or an electronic payment card.</p>

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State	Filing a claim	Other details
Washington, D.C.	<p>Initiate your claim for Paid Family Leave benefits (which includes paid medical leave for your own serious health condition) by calling 1-202-899-3700 or online at the DC Paid Family Leave website at https://dcpaidfamilyleave.dc.gov/how-to-apply-for-benefits/.</p> <ul style="list-style-type: none"> The Washington, D.C., application process requires documentation from Wells Fargo. Sign and complete the form and email it to leaveofabsencerequest@wellsfargo.com. Include “Washington, D.C. Paid Family Leave Benefit — (Your name)” in the subject line and attach the form. Allow two business days for the completion of this form. You must send a copy of your Washington, D.C., determination letter to Lincoln Financial at wellsfargo@lfg.com or by fax to 1-866-214-7839. This ensures Lincoln Financial deducts the correct amount of state-mandated benefits from approved Wells Fargo STD and paid leave benefits. 	<p>Income you receive or are eligible to receive from Washington, D.C., is deducted from approved Wells Fargo STD, Parental Leave, or Critical Caregiving Leave benefits. You receive paid family leave income directly from Washington, D.C.</p>
Washington State	<p>Initiate your claim by calling 1-833-717-2273 or online at the Paid Family & Medical Leave website at https://paidleave.wa.gov.</p> <ul style="list-style-type: none"> The Washington State application process requires documentation from Wells Fargo. Sign and complete the form and email it to leaveofabsencerequest@wellsfargo.com. Include “Washington State PFML Benefit” — (Your name)” in the subject line and attach the form. Allow two business days for the completion of this form. Once your claim is approved, you must send a copy of your determination letter to Lincoln Financial at wellsfargo@lfg.com or by fax to 1-866-214-7839. This ensures Lincoln Financial deducts the correct amount of state-mandated benefits from approved Wells Fargo STD and paid leave benefits. 	<p>Income you receive or are eligible to receive from the state is deducted from approved Wells Fargo STD, Parental Leave, or Critical Caregiving Leave benefits. You receive paid family and medical leave income directly from the state.</p>

What happens while you're on a leave

You may have questions about what happens while you're on a leave of absence. Read on to learn more.

Benefits

Your benefits can be impacted based on the type of leave you take.

- If you're on an approved leave and receiving income replacement pay (such as PTO, Parental Leave, Critical Caregiving Leave, Short-Term Disability (STD) benefits, military with pay leave, military supplemental pay leave, or benefits under the Texas Injury Benefits Plan), your benefits will continue and your applicable contributions and premiums for elected benefits will automatically be deducted from your income replacement benefit, as long as you're eligible.
- If you're receiving LTD benefits or Worker's Compensation benefits, or you're on an unpaid leave like Personal Leave or unpaid Military Leave, you'll be placed in direct billing and receive a monthly bill for your applicable benefit deductions. Your coverage will continue as long as you make full payment within 60 days of the original billing date.

For complete details, review Appendix D (Leave of Absence and Your Benefits) of the [Benefits Book](#) for more information or contact Employee Care.

Cell phone

If you have a cell phone, you can keep your work cell phone during the leave; however, you shouldn't be conducting business like checking email. If you have further questions, contact your manager.

Building access

Your Wells Fargo badge is deactivated while you're on a leave and you don't have access to any Wells Fargo campus or building. Your building access is reinstated once you return from leave, however there could be a delay and your manager may need to make alternative accommodations (i.e., work with building management to allow you to enter for the day or request a guest badge) until your access is restored.

Corporate gym access

If you have corporate gym access, you can't access the corporate gym while on leave.

Laptop

If you have a laptop, you can keep your laptop while on leave. If you become eligible for a laptop refresh while on leave, you're responsible for completing the refresh process upon your return to active status. You may be required to re-image your laptop upon your return to active status.

PTO

PTO doesn't accrue while on leave. You begin accruing PTO again when you return to work and have completed at least one full shift of your standard schedule or reduced work schedule.

You can request a one-time lump-sum payout of accrued unused PTO during an unpaid leave of absence or to subsidize a state-provided leave such as paid family leave. Your manager submits the PTO payout at your request.

Expenses

During your leave, you can continue to access the Travel & Expense tool to submit your eligible expenses incurred prior to your leave. No expenses should be incurred while on a leave of absence.

Your Internal Commercial Card limits are set to zero while you're on a leave. Once you're back, it returns to the pre-set limits.

Email

Your Wells Fargo email account is deactivated for most leave types. However, you shouldn't be working while on leave. Set an appropriate out-of-office email message.

Accommodations

If you require a workplace accommodation upon returning from leave, contact your manager or Accommodations Management.

Contacts and helpful resources

Contact	How they can help	How to get in touch
Lincoln Financial	Lincoln Financial is the leaves and claims administrator for Wells Fargo Leaves of Absence. They will determine what job protection and paid benefits you're eligible for and tell you how to apply.	<ul style="list-style-type: none">  To file an online claim, visit https://mylincolnportal.com. First-time users must create a username and password when prompted. The company code for Wells Fargo is "Wells."  To inquire about disability, leave eligibility, or initiating a leave, or to get the status of a leave, call 1-866-213-2937 from 7:00 a.m. to 7:00 p.m. Central Time. After you file a claim, a representative from Lincoln Financial will provide you with contact information for ongoing correspondence.
Accommodations Management	Accommodations Management is Wells Fargo's team that can help you set up a workplace accommodation, such as restrictions or an alternative schedule (if needed) upon your return from leave.	<ul style="list-style-type: none">  To request an accommodation, submit an Accommodation Request on HR Services & Support.  Call 1-877-HRWELLS (1-877-479-3557), option 2, 3, 4 from 7:00 a.m. to 7:00 p.m. Central Time, Monday through Friday. We accept all relay calls, including 711.
Employee Care	Employee Care is your contact for benefits questions.	<ul style="list-style-type: none">  Chat with an HR professional on HR Services & Support.  Call 1-877-HRWELLS (1-877-479-3557), option 2 from 7:00 a.m. to 7:00 p.m. Central Time, Monday through Friday. We accept all relay calls, including 711.
Risk & Insurance Management	Risk & Insurance Management is your contact for Workers' Compensation Leave.	<ul style="list-style-type: none">  Email workerscompensation@wellsfargo.com  Call 1-877-HRWELLS (1-877-479-3557), option 2, 3, 3 from 7:30 a.m. to 5:00 p.m. Central Time, Monday through Friday. We accept all relay calls, including 711.