UKG

FREQUENTLY ASKED QUESTIONS

What is changing?

UKG has chosen Empower Retirement to offer employees top-quality service and resources for their retirement planning as the two legacy plans become one UKG plan. On May 1, 2021, the Ultimate Software 401(k) Retirement Plan will merge with the Kronos Incorporated Retirement Savings Plan and be renamed the UKG Retirement Savings Plan, which will be administered by Empower Retirement.

Why are we making this change?

UKG is committed to providing you with access to quality tools and resources that will help you pursue your retirement goals and financial well-being. As part of that commitment, we evaluated service providers to ensure we are partnered with a provider we believe best aligns with our objectives and service standards. By partnering with Empower, we will provide you with powerful tools to help you generate retirement savings to fund your post-retirement life.

Who is Empower Retirement?

Empower is one of the largest retirement service providers in the United States servicing the retirement plans for more than 12 million individuals and over 67,000 organizations as of January 4, 2021. Empower is singularly focused on retirement and has created an intuitive retirement planning experience to help you prepare for tomorrow — while still enjoying today. Learn more about Empower here.

What are some of the benefits of the new website?

With this transition, you will now use the Empower website, **ukg401k.com,** to access your UKG Retirement Savings Plan account. The Empower website has a variety of tools focused on making it easy for you to understand, navigate, take action, and get help related to your long-term retirement planning needs. On the Empower website you can see:

- Your savings rate.
- The total savings you have in the plan.
- Your estimated monthly retirement income.
- The percentage of your current salary you're on track to replace in retirement.

You can also access online educational articles and calculators (in the My Financial Path section) to help you sharpen your focus on your financial well-being. Take a tour of the new site here.

Are there two URLs to use?

Technically, yes. You will have access to **ukg401k.com** to make your **Early Open Elections** during the election window and after the plan is live. The url **ukg401k.com/transition** will be available mid-March through early May as an online informational site during your transition to Empower.

Can I leave my account at the current provider?

No. Since the UKG Retirement Savings Plan, formerly the Ultimate Software 401(k) Retirement Plan and the Kronos Incorporated Retirement Savings Plan, is an employer-sponsored plan, all plan participant accounts will move to Empower. Your account will automatically transfer and cannot be continued with the current providers. (Ultimate Software is currently with John Hancock. Kronos is currently with Fidelity Investments)

Are there important dates I should be aware of?

April 14, 2021, 4 p.m. Eastern time	This is the last day to complete a contribution rate update or enrollment on your current platform. After April 14 contribution rate changes should only be completed with Empower.
April 15-29, 2021 Early Open Election Window	Empower Early Open Election Window opens for the UKG Retirement Savings Plan. Elections will be effective May 1, 2021. Log on to **ukg401k.com** to make: • Contribution rate updates, including enrollment elections for newly eligible participants • Investment elections • Beneficiary election updates NOTE: Investment elections will determine how your transferring balance and future contributions will be invested. If you do not provide investment elections during this Early Open Elections Window with Empower, your account will transfer to the plan's default investment alternative, a FIAM Index Target Date Fund based on your date of birth, excluding any investments in a self-directed brokerage account if you are in the Kronos retirement plan. During this window you will not be able to elect self-directed brokerage as an investment for future contributions.
Ultimate Software plan: April 22, 2021, 4 p.m. Eastern time, through April 29, 2021, 4 p.m. Eastern time	April 22, 2021, 4 p.m. Eastern time: This is the last day to complete and submit loan or other withdrawal requests via paper forms or online. Plan accordingly to return all paperwork and documentation for applicable transactions (i.e., supporting documentation for loans or withdrawals) in good order before this date. All other activity must be completed by April 29, 2021, at 4 p.m. Eastern time. *To contact John Hancock to complete transactions call 800-395-1113 (Participant Services) or log in to myplan.johnhancock.com/login.*
Kronos plan: April 22, 2021, 4 p.m. Eastern time, through April 27, 2021, 4 p.m. Eastern time	April 22, 2021, 4 p.m. Eastern time: This is the last day to complete and submit loan or other withdrawal requests via paper forms or online. Plan accordingly to return all paperwork and documentation for applicable transactions (i.e., supporting documentation for loans or withdrawals) in good order before this date. April 22, 2021, 4 p.m. Eastern time: Transactions between brokerage and core accounts with Fidelity will no longer be permitted after this time. All other activity must be completed by April 27, 2021, at 4 p.m. Eastern time. Plan accordingly to return all paperwork and documentation for applicable transactions (i.e., supporting documentation for loans or withdrawals) in good order before this date. *To contact Fidelity to complete transactions call 800-835-5097 or log in to netbenefits.401k.com.*
April 29, 2021	Early Open Election Window closes to any updates until the week of May 9, 2021, when the plan is scheduled to be fully live for all participant updates and activity.
Week of May 9, 2021	The blackout period is expected to end, and you will have full access to your account on the new website. You will be notified by email and postcard when the blackout period has ended. Contact Empower by visiting **ukg401k.com** or calling **833-752-6854 (833-PLANUKG)** weekdays from 8 a.m. to 10 p.m. Eastern time (excluding most financial market holidays) and Saturdays from 9 a.m. to 5:30 p.m. Eastern time.

During the blackout period, will my payroll deferrals continue, or will they stop for one pay period?

During the blackout period UKG payroll will continue with deduction of your deferral, loan repayment and matching contribution. Deposits will be made to your Empower account prior to the plan going live during the week of May 9, 2021.

Do I need to do anything to transfer my money/account to Empower?

We are moving your account balance and future contributions to a target date fund — automatically. If you want to choose a different investment allocation for your account before the transition, you can make new fund elections with Empower between April 15, 2021, and April 29, 2021.

If you have an account in both the Ultimate Software and Kronos retirement plans, each account will transfer to Empower as specified in the transition brochures you are receiving in the mail and/or described in this FAQ document.

What if I am hired in March or April and wish to rollover an account from a previous employer to this account?

If you become eligible to participate in the plan during the transitioning to Empower, you will want to review the important deadlines starting on page 2 of this document or page 3, *Mark your calendar,* of the brochure mailed to your home address in March. You will want to ensure any applicable paperwork is submitted in good order by the deadline. You may also wait until the plans have transferred to Empower in May to conduct your rollover(s) directly with Empower. *Consider all your options and their features and fees before moving money between accounts.*

Are the investment choices changing?

Unless you provide an affirmative investment election to the contrary, your account balance and your future contributions will be invested in the target date fund that corresponds with your date of birth according to the plan's records (see the table below). (Kronos: This excludes your account balance held in a brokerage account.) If you don't want your assets and future contributions to transfer to the plan's default investment alternative, you can change your elections for your current balance and your future contributions by visiting **ukg401k.com** during the early election period of April 15, 2021, through April 29, 2021.

Here is a list of investment options available in the UKG Retirement Savings Plan:

Putnam Stable Value Fund (N/A)	FIAM Index Target Date 2005 Commingled Pool Class Y
Vanguard Federal Money Market Investor (VMFXX)	FIAM Index Target Date 2010 Commingled Pool Class Y
BlackRock Total Return K (MPHQX)	FIAM Index Target Date 2015 Commingled Pool Class Y
Fidelity US Bond Index (FXNAX)	FIAM Index Target Date 2020 Commingled Pool Class Y
Diamond Hill Large Cap Y (DHLYX)	FIAM Index Target Date 2025 Commingled Pool Class Y
Fidelity 500 Index (FXAIX)	FIAM Index Target Date 2030 Commingled Pool Class Y
T. Rowe Price Blue Chip Growth I (TBCIX)	FIAM Index Target Date 2035 Commingled Pool Class Y
Fidelity Extended Market Index (FSMAX)	FIAM Index Target Date 2040 Commingled Pool Class Y
Harbor Small Cap Value Retirement (HNVRX)	FIAM Index Target Date 2045 Commingled Pool Class Y
ClearBridge Small Cap Growth IS (LMOIX)	FIAM Index Target Date 2050 Commingled Pool Class Y
American Funds EuroPacific Growth R6 (RERGX)	FIAM Index Target Date 2055 Commingled Pool Class Y
Fidelity Total International Index (FTIHX)	FIAM Index Target Date 2060 Commingled Pool Class Y
FIAM Index Target Date Income Commingled Pool Class Y	FIAM Index Target Date 2065 Commingled Pool Class Y

Funds exempt from SEC registration do not have ticker symbols.

How do I know which target date fund I will transfer to?

Assets and future contributions will be invested in the target date fund that corresponds with your date of birth according to the plan's records. Locate your birthdate in the left-hand column below to help you identify the target date fund your account will transfer into.

IF YOU WERE BORN:	YOUR TARGET DATE FUND WILL BE:
December 31, 1937, or earlier	FIAM Index Target Date Income Commingled Pool Class Y
January 1, 1938-December 31, 1942	FIAM Index Target Date 2005 Commingled Pool Class Y
January 1, 1943-December 31, 1947	FIAM Index Target Date 2010 Commingled Pool Class Y
January 1, 1948-December 31, 1952	FIAM Index Target Date 2015 Commingled Pool Class Y
January 1, 1953-December 31, 1957	FIAM Index Target Date 2020 Commingled Pool Class Y
January 1, 1958-December 31, 1962	FIAM Index Target Date 2025 Commingled Pool Class Y
January 1, 1963-December 31, 1967	FIAM Index Target Date 2030 Commingled Pool Class Y
January 1, 1968-December 31, 1972	FIAM Index Target Date 2035 Commingled Pool Class Y
January 1, 1973-December 31, 1977	FIAM Index Target Date 2040 Commingled Pool Class Y
January 1, 1978-December 31, 1982	FIAM Index Target Date 2045 Commingled Pool Class Y
January 1, 1983-December 31, 1987	FIAM Index Target Date 2050 Commingled Pool Class Y
January 1, 1988-December 31, 1992	FIAM Index Target Date 2055 Commingled Pool Class Y
January 1, 1993-December 31, 1997	FIAM Index Target Date 2060 Commingled Pool Class Y
January 1, 1998, or later	FIAM Index Target Date 2065 Commingled Pool Class Y

Investing involves risk, including possible loss of principal.

What is the blackout period?

As part of the transition to Empower, there will be a required blackout period pertaining to administrative procedures. Such a blackout occurs when moving account balances to a new recordkeeper.

During this time, you will have limited access to your account at your prior recordkeeper or with Empower, and access to enroll, make changes to your contribution rate or investment elections, or obtain loans or distributions will be restricted.

If you have self-directed brokerage account investments, please note that your brokerage investments will not liquidate but instead will transfer directly. Your self-directed brokerage account will not be subject to the transfer through target date funds. Additionally, if you have contributions directed into your brokerage account, you will need to re-establish this instruction after the plan goes live with Empower the week of May 9, 2021. Otherwise, contributions will be directed into the appropriate target date fund unless you make a different election either during the Early Open Election Window or after the plan goes live the week of May 9, 2021.

What is a recordkeeper? What does changing recordkeeper mean to me?

A 401(k) plan recordkeeper tracks your 401(k) account balance, payroll contributions, investment elections, and beneficiary information and processes enrollments, deferral and contribution rate changes, loans and withdrawals.

Changing our 401(k) plan recordkeeper means that you will access your 401(k) account balance and contributions, make changes to your investment elections or before-tax and/or Roth contribution rate(s), update your beneficiary information, or request a loan or distribution through a new vendor's online site: **ukg401k.com**. With the transition to Empower, you will also be able to access best-in-class resources to support your financial well-being, including savings scenario modelers, budgeting tools, and more.

Will there be any changes to the plan?

Here are some changes to the plan as of May 1, 2021:

- Plan website: **ukg401k.com**
- Plan phone number: **833-752-6854** (833-PLANUKG)
- Plan eligibility: To be eligible to enroll in the plan, employees must be age 21 or older. *This applies to all employees, whether you are full time, part time, temporary, student, or intern.* If you were previously eligible under either the Ultimate Software 401(k) Retirement Plan or the Kronos Incorporated Retirement Savings Plan, you will continue to be eligible in the UKG Retirement Savings Plan.
- Plan entry: If you are eligible to participate, your entry into the plan is immediate upon completion of your enrollment. There is no restriction to monthly entry any longer.
- Vesting: If you are already 100% vested in your legacy company's retirement plan, you will be 100% vested in the UKG Retirement Savings Plan. Employer contributions deposited after May 1, 2021, will vest using the following schedule based on total years of employment: 1 year of total service: 33.33% / 2 years of total service: 66.67% / 3 or more years of total service: 100%. This is not a change for participants who have been in the Kronos plan. For participants who have been in the Ultimate plan, employer contributions deposited prior to May 1, 2021, will still vest according to the prior vesting schedule of 1 year: 25% / 2 years: 50% / 3 or more years: 100%. In addition, it will be easier to accumulate vesting service since you will not be required to complete 1,000 hours per plan year to be credited with another year of vesting service. Instead, you will be credited with a year of vesting service for every year of employment with UKG (or Ultimate).
- Enrollment: If you are a newly eligible participant effective May 1, 2021, or later (not including merging participants or interns), you will be automatically enrolled at a before-tax rate of 5% after 30 days from notification of enrollment eligibility unless you make an affirmative election at a different rate or decline participation.
- You may contribute on either a percent-of-pay or flat-dollar basis each pay period. If you contribute on a percent-of-pay basis, you may elect to contribute from 0% to 75% of compensation per pay period on a before-tax, Roth, or combined before-tax and Roth basis. If you contribute on a flat-dollar basis, you may elect to contribute from $0 to $2,000 of your compensation on a pay-period basis on a before-tax, Roth, or combined before-tax and Roth basis.
- Contribution elections will be made by accessing your account at **ukg401k.com.**
- If you are age 50 or older in the calendar year, you are considered to be "catch-up" eligible. This means that the IRS allows you contribute up to $6,500 more per year than those under age 50 who are limited by IRS regulations of $19,500 per year. If you are catch-up eligible, you should include this in your basic contribution election. You no longer need to specify your catch-up contribution election separately.
- Loans: Employees may have only one loan outstanding at a time, and may initiate one new loan per each twelve month period, if funds are available. Additionally, loans may not be refinanced.
- Lower administrative fees requirements.

Will there be any new products or services offered?

- **My Financial Path**: The plan is partnering with Empower to offer you a new approach to financial wellness. My Financial Path can help you make better sense of your long-term savings needs. Whether you're new to the workforce, in the middle of your career, or getting close to retirement, My Financial Path provides personalized, actionable steps you can take to reduce financial stress and help you get closer to achieving your long-term financial goals.
- **Empower Brokerage account**: If you're an experienced investor looking for ways to diversify your portfolio, this self-directed brokerage account makes it easy to allocate your assets over a broad array of investment options.

  Additional information about the Empower Brokerage account investment option will be provided to you in a mailing to your home after the plan is active with Empower. Please review all such information before electing to invest any portion of your plan account balance in investments through Empower Brokerage. *The Empower Brokerage account is intended for knowledgeable investors who acknowledge and understand the risks associated with the investments available through an Empower Brokerage account.*

When will I be able to make changes again to my account?

You can continue to make changes up to the blackout period, which starts at 4 p.m. Eastern time on April 22 for participants in the Ultimate Software plan and at 4 p.m. Eastern time on April 27 for the Kronos plan. When the blackout period is lifted (this is expected to occur the week of May 9, 2021), access to your account in the Empower system will resume.

You will not be able to make contribution rate changes or enroll under your current platform after April 14. From April 15 until April 29 you will be able to make contribution rate changes and enrollments with Empower which will be effective with the first payroll in May 2021. From April 30 until the week of May 9, 2021, you will not be able to make any contribution rate changes or enrollment until the plan is live. You will be notified by email and/or postcard once access is available.

What happens to my outstanding loan?

Your loan will automatically transfer to Empower. Note that outstanding loan balances will not be reflected in the total account balance shown on the website. You will be able to see the details of your loan balance under *Loans and Withdrawals* within *My Accounts*.

If you have separated from employment and are currently repaying a loan through automated clearing house (ACH) debits from a personal bank account, you will need to contact Empower to establish your banking instructions with us for continued repayment. If you do not contact Empower to establish banking instructions, the outstanding loan balance may eventually be reported to the IRS as taxable income.

For active employees, you may have only one loan outstanding at a time and may initiate only one new loan per each twelve-month period if funds are available. Terminated employees may not request new loans, only repay on existing loans. Additionally, loans may not be refinanced. A Loan Policy will be posted to the Empower website for your information.

What happens to my installment payments or distribution arrangements?

All of the information regarding your existing installment payment or distribution arrangement will automatically transfer to Empower.

What happens to my contribution rate(s)?

If you are currently participating in the plan, your contribution rate(s) and beneficiary information as of April 1, 2021, will be captured and made available for update with Empower between April 15, 2021, and April 29, 2021, during the Early Open Election Window. During this window, you should make elections for contribution rate(s), investment elections that will direct how your converting balance and future contributions will be invested, and beneficiary information. Any changes from April 2 thru April 14 will be updated as soon as administratively feasible for you to review.

If you have a separate catch-up election, your contribution election will be combined into a single election going forward.

Can I take a withdrawal or loan if I need one?

Prior to the blackout period: You may request a hardship withdrawal or primary residence loan from your current plan, by April 22, 2021, at 4 p.m. Eastern time. This is the last day to complete and submit loan or other withdrawal requests either through paper form or online.

Plan accordingly to return all paperwork and documentation for applicable transactions (i.e., supporting documentation for loans or withdrawals) before this date.

Once the plan is live at Empower: Once the blackout period ends, if you have a loan or withdrawal amount available, you may initiate either transaction by contacting Empower at **833-752-6854 (833-PLANUKG)** or logging in to **ukg401k.com**.

What other important information should I know about the transition?

Please note that your beneficiary election will automatically transfer. If you do not have a beneficiary election on file or would like to update your beneficiary, you are encouraged to provide this information either during the Early Open Election Window with Empower or once the transition is complete. To add or update your beneficiary, within *Account Overview*, click on *Beneficiaries,* and then add or update your election.

Is there an app I can use?

Yes. You can download the free Empower app in the App Store® or on Google Play™. Simply search for **Empower Retirement**. You may also access the **ukg401k.com** website from your smartphone or tablet to take advantage of the mobile-friendly website.

How will I access my account through Empower?

1. Visit **ukg401k.com**.
   - Click the *Register* button.
   - You will arrive on the *I do not have a PIN* tab.
   - Follow the prompts to create a username and password. You will need to enter SSN, ZIP code, last name, date of birth and the numeric portion of street address or P.O. Box #. These will be specific to the website only.
   - The next time you access your account, simply choose *Sign in*.

OR

2. Call **833-752-6854 (833-PLANUKG)**. For initial access, select the *I do not have a PIN* option. Follow the prompts to obtain a temporary PIN and then establish a new PIN that will be unique to you on Empower's voice response system. You can speak with an Empower representative at any time. Representatives are available weekdays from 8 a.m. to 10 p.m. Eastern time (excluding most financial market holidays) and Saturdays from 9 a.m. to 5:30 p.m. Eastern time.

How can I get help in another language?

Empower representatives are available at **833-752-6854 (833-PLANUKG)** and can assist callers in more than 200 languages, including Spanish.

The Empower website can be viewed in Spanish. After you log in to **ukg401k.com**, just click on *Español* to have future statements and the website delivered to you in Spanish.

Carefully consider the investment option's objectives, risks, fees and expenses. Contact Empower Retirement for a prospectus, summary prospectus for SEC-registered products or disclosure document for unregistered products, if available, containing this information. For prospectuses related to investments in your self-directed brokerage account (SDBA), contact your SDBA provider. Read them carefully before investing.

Fund changes may alter the risk exposure of an investment account. Some cash-alternative options (other than money market funds), such as guaranteed interest funds or stable value funds, may have withdrawal and transfer restrictions. Carefully consider the importance of a well-balanced and diversified investment portfolio, taking into account all your assets, income and investments. Adjustments may be needed to realign the account with its desired investment strategy. Once the transition is complete, please review the information for each fund on the plan website.

Asset allocation and balanced investment options and models are subject to the risks of their underlying investments.

IMPORTANT: The projections, or other information generated on the website by the investment analysis tool regarding the likelihood of various investment outcomes, are hypothetical in nature, do not reflect actual investment results and are not guarantees of future results. The results may vary with each use and over time.

My Financial Path includes products made available by Empower Retirement, LLC and third-party providers outside the benefits provided under your retirement account. Inclusion of a product in My Financial Path is not an endorsement or recommendation of the product by your retirement account sponsor or providers.

Empower Retirement Advisory Services refers to the advisory services offered by Advised Assets Group, LLC, such as the Professional Management Program and Online Advice. AAG uses Financial Engines Advisors L.L.C. to provide subadvisory services. AAG and FEA are unaffiliated registered investment advisers. FEA is a subsidiary of Edelman Financial Engines, LLC. AAG is a subsidiary of Great-West Life & Annuity Insurance Company. Financial Engines is a registered trademark of Edelman Financial Engines, LLC. ©2021 Edelman Financial Engines, LLC. Future results are not guaranteed by AAG, FEA or any other party.