



Your Life Events Guide



Get started

The work you do at Palo Alto Networks fuels our success and future growth. As part of your total rewards package, we're proud to offer competitive benefits and programs that support your overall well-being.



Life can get complicated at times and life events — good or bad — may require a majority of your attention. Thinking about how your benefits may be affected by these changes is an important step. This guide covers most major life events and aims to take the guesswork out of the benefits decisions you need to make to support the next step of your journey.

What this guide covers

- Joining Palo Alto Networks
- Getting married or entering a domestic partnership
- Growing your family (birth, adoption, surrogacy, and fostering)
- Gaining or losing dependent coverage
- Getting divorced or ending a domestic partnership
- Relocating in the U.S.
- Experiencing a major illness or injury
- Preparing for or coping with a dependent's death
- Leaving Palo Alto Networks
- Retiring from Palo Alto Networks



Click one of the topics for information and tips on how Palo Alto Networks' benefits and programs can help you.

Getting around the guide is easy

Use the navigation icons to toggle between sections. ◀ Click to go to the previous page; ▶ Click to go to the next page.

Use [underlined links](#) within the text to read more information or link directly to an external website.

There are three types of benefits

As you read this guide, you will see our benefits and programs are broken up into three categories:



Foundational

Basic health, financial, retirement and time-off benefits.



Supplemental

Optional top-up health and financial benefits.

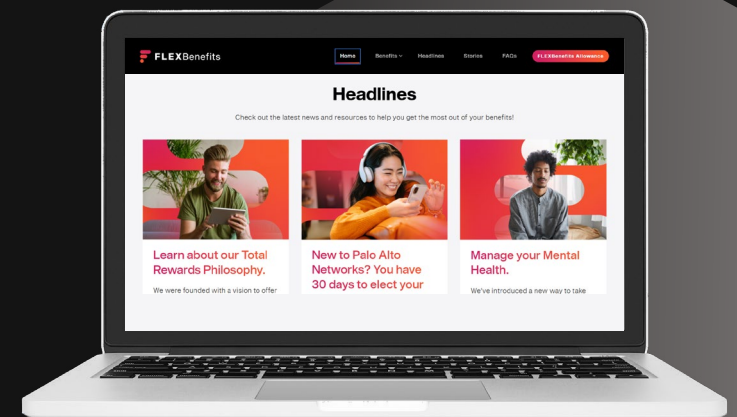


Flexible/Ad-hoc

Lifestyle benefits designed around you.



To help make the right decisions for you and your family, make sure to visit the [Benefits Microsite](#) and familiarize yourself with the details of the benefits and programs available to you before making your selections.



Joining Palo Alto Networks

Welcome to Palo Alto Networks! We're so excited to have you and want to help make your benefits onboarding experience easy and seamless.

We are all different people with different needs, and we lead different lives. Our diversity is our strength, and we celebrate it by offering a flexible suite of benefits that meet your individual needs. We think of our benefits as broken up into three main categories:

Foundational	Supplemental	Flexible/Ad-hoc
Medical	Caregiving	FLEXBenefits Allowance
Prescription Drugs	Cleo	Employee Discount Program
Dental	Accident Insurance	Flexible Time Off and Paid Time Off*
Vision	Critical Illness Insurance	Travel Assistance
401(k)	Pet Insurance	Commuting
Spending Accounts	Auto and Home Insurance	Credit Union Membership
Employee Assistance Program (EAP)*	Legal Help	
Family Building Benefits*		
Disability Coverage*		
Life Insurance and AD&D Insurance**		
Palo Alto Networks Survivorship Benefits		

*These benefits are automatically provided to you by Palo Alto Networks.

**Palo Alto Networks provides you with 2x your annual earnings in basic life and AD&D insurance at no cost to you. If you wish to increase your coverage or cover a dependent, you may enroll in the Voluntary Life Insurance plan(s) separately in the BenefitConnect system.

Important!

You have 30 days from your date of hire to enroll in benefits through [BenefitConnect](#) (accessible through your Okto SSO dashboard). If you don't make your enrollment selections within 30 days of hire, all health coverages (medical, dental, and vision) and voluntary coverages will be waived.



Frequently asked questions

When can I access BenefitConnect to enroll in my health benefits?

Access to [BenefitConnect](#) will be made available on the first Monday following your hire date (or on your day of hire, if you join Palo Alto Networks on a Monday). BenefitConnect will send out a welcome email with instructions for enrollment once your profile has been loaded in the system (generally by 12pm Pacific time on the applicable Monday).

[Learn more about your benefits.](#)

[Ready? Enroll now.](#)

When will my benefits be active?

New hire benefit elections will be effective as of your hire date; however, note that your elections are sent to the vendors from [BenefitConnect](#) once per week on Thursday. Depending on what day of the week you complete your elections, the associated vendors may not receive your election information until the following Thursday. Overall, we recommend assuming a timeframe of 5–7 business days for the vendors' systems to receive your information and issue your member ID after elections are completed. Once that is complete, if you need your member ID information in advance of receiving your ID cards, you'll need to reach out to the vendors directly as, for privacy reasons, Palo Alto Networks does not retain this information internally.

How do I enroll in the 401(k) plan?

Enrollment in the 401(k) plan is managed by Fidelity. Your information will be loaded into the Fidelity system within 5–7 business days of your hire via an automated feed from Workday (not BenefitConnect). Once your profile has been created, you can navigate to [401k.com](#) and set up your deferral elections. You can enroll in the plan and/or make changes to your deferral at any time throughout the year via the Fidelity website mentioned above.

Note: If you've already contributed to another employer's 401(k) plan in this calendar year, please report your YTD contributions to the Payroll Team so they can ensure that you don't exceed the IRS contribution maximum. You can access the [Payroll Help Desk](#) via The Loop after your start date.

What if I have an issue while enrolling?

If you're having problems enrolling, you can log into [BenefitConnect](#) and send a message via the secure portal to request assistance. Or, if for some reason you're unable to log in, you can call BenefitConnect at 844-380-2467 (Monday–Friday, 7:00am–5:00pm PST) for support.

If you have questions or concerns unrelated to benefits enrollment, please contact HRConnect@paloaltonetworks.com.

Things to think about



Review the benefits available to you, and when you're ready, make your selections in the [BenefitConnect](#) portal.



Don't forget to complete your beneficiary designations for the following benefits (as applicable):

- Life and AD&D Insurance (in BenefitConnect)
- Palo Alto Networks Survivorship Benefits (in BenefitConnect)
- 401(k) (in the [Fidelity](#) system)
- Health Savings Account (HSA) (in the [Via Benefits](#) system)



Keep your personal information up to date to ensure you don't miss benefits information sent to your home.

- Visit [Workday](#) to make updates to your address, contact information, or emergency contacts. (**Note:** these changes will flow to the benefits vendors automatically!)
- Visit [ADP](#) to update your payroll tax exemptions and direct deposit information.

Getting married or entering a domestic partnership

Congratulations! If you're about to get married or enter into a domestic partnership, it's important to know what that means for your benefits.

Foundational		
Benefit	What to do	Whom to contact
Flexible Time Off (FTO) Program or Paid Time Off (PTO) Program	Get ready for your honeymoon If you need to take time off, the FTO or PTO Program can help. Take time to rest and relax with your partner away from work.	Submit your requests for FTO/PTO on Workday at least two weeks in advance of the first day you expect to be out.
Health Care Flexible Spending Account (FSA) and Dependent Care FSA	Enroll or update your contributions You have 60 days to enroll in or stop contributions to the Health Care or Dependent Care FSA.	Visit BenefitConnect within 60 days to make changes to your benefits.
Health Care Plans	Enroll your loved ones You have 60 days to enroll your new spouse or domestic partner and/or new dependent(s) in medical, dental, or vision coverage — even if you do not currently participate in these plans.	Visit BenefitConnect within 60 days to make changes to your benefits.
Employee Assistance	Build your relationship Check out the Employee Assistance Program to find helpful marriage advice and tips for a newly blended family to help make your relationship even stronger.	Visit Modern Health to get started with free and confidential specialist support.

CONTINUED OVERLEAF

Remember!

You **MUST** report your marriage or domestic partnership to [BenefitConnect](#) within 60 days or you will not be able to make changes to your benefits until the next Open Enrollment period.



Foundational

Benefit	What to do	Whom to contact
Family Building Benefits	<p>Plan for your family's next steps Get ahead of your fertility planning with Progyny and increase your chances of a healthy and successful pregnancy.</p> <p>Considering a surrogate? Our partnership with Progyny provides you with guidance, assistance, and a one-time (taxable) \$20,000 reimbursement.</p> <p>Looking to adopt? If you decide to grow your family through adoption, you are eligible to receive an adoption reimbursement of up to \$5,000 per child (taxable) from Palo Alto Networks.</p>	<p>Visit Progyny for a list of resources that can help.</p> <p>Note: You must be enrolled in the Blue Shield Platinum PPO plan or the Blue Shield Platinum PPO Savings plan to take advantage of our infertility benefits, but our adoption and surrogacy programs are available to all employees.</p>

Supplemental

Benefit	What to do	Whom to contact
Auto and Home Insurance	<p>Save on car insurance and your homeowner's policy Combine your coverage with our discounted Auto and Home Insurance through MetLife.</p>	Visit the MetLife website to learn more.
Cleo	<p>Family support Cleo supports families at every step of the parenting journey, including help with understanding options for expanding your family. Resources include emotional and mental wellness support to help balance family, work, and health. This benefit is available at no cost to you.</p>	Download the Cleo app to learn more.

Flexible/Ad-hoc

Benefit	What to do	Whom to contact
FLEXBenefits Allowance	Treat Yourselfes Use the \$250 you receive in your designated Forma account each quarter to support your health and wellbeing. You can use this allowance for a variety of items, including gym memberships, counseling services, massage therapy, concerts, and more.	Visit the FLEXBenefits Allowance page for a full list of eligible products, services, and activities.
Credit Union Membership	Plan for your future Whether you're preparing to buy a house or just want to better monitor your finances and credit, check out Tech CU. Get access to free credit monitoring and over 65,000 fee-free ATMs.	Visit Tech CU to learn more.
Employee Discount Program	Surprise your partner Show your love with discounts! With Perks at Work, you can get discounts on home appliances, travel, electronics, groceries, and more.	Visit the Perks at Work website for a list of discounts.

Personal checklist

While you're making changes to your benefits, don't forget to do the following:



Change your name if you need to.

- Fill out an application for a new Social Security card at your local Social Security Administration office or online at [socialsecurity.gov](https://www.socialsecurity.gov).
- Learn more about how to [change your legal name](#).



Update tax forms.

- Do you need to update your tax forms? Your income tax withholding amount may need to change. Update your Federal tax form (W-4) and your State tax withholding by logging into [ADP](#).
- For any questions about salary and tax exemptions, you can submit a request ticket to our Payroll team or email USpayroll@paloaltonetworks.com.
- Learn more about how to [make changes to your tax withholding allowances](#).



Update your personal information.

- You can update your personal information any time.
- Visit [Workday](#) to make updates to your address, contact information, or emergency contacts.
- Visit [ADP](#) to update your payroll tax exemptions and direct deposit information.



Update your beneficiary designations for the following benefits (if you want to):

- Life and AD&D Insurance (in [BenefitConnect](#))
- Palo Alto Networks Survivorship Benefits (in [BenefitConnect](#))
- 401(k) (in the [Fidelity](#) system)
- Health Savings Account (HSA) (in the [Via Benefits](#) system)

Growing your family (birth, adoption, surrogacy, and fostering)

Families come in all shapes and sizes, and everyone's parenthood journey is unique. Your benefits connect you to the support you need when it matters most – and helps you care for those who matter most.

That's why we provide a bundle of options, expert guidance, and resources to help you support your growing family.

Foundational

Benefit	What to do	Whom to contact
Flexible Time Off (FTO) Program or Paid Time Off (PTO) Program	Plan time away from work If you need to take time off in addition to any leave available to you, the FTO or PTO Program can help you spend time with new family members and ease into this life transition.	Submit your requests for FTO/PTO on Workday at least two weeks in advance of the first day you expect to be out.
Health Care Flexible Spending Account (FSA) and Dependent Care FSA	Enroll or update your contributions You have 60 days to enroll in or add to your contributions to the Health Care or Dependent Care FSA. If you don't already, consider enrolling in the Dependent Care FSA — you can use this money to pay for childcare when you return to work!	Visit BenefitConnect within 60 days to make changes to your benefits.
Health Care Plans	Make changes to your health care coverage You have 60 days to add your new dependent(s) to your medical, dental, and/or vision coverage.	Visit BenefitConnect within 60 days to make changes to your benefits.

CONTINUED OVERLEAF

Remember!

You MUST add an eligible new family member to your coverage in [BenefitConnect](#) within 60 days or you will not be able to make changes to your benefits until the next Open Enrollment period.



Foundational		
Benefit	What to do	Whom to contact
Life Insurance	<p>Add Voluntary Life Insurance coverage You have 60 days to add Voluntary Life Insurance for your new dependent(s) (if desired).</p>	Visit BenefitConnect within 60 days to make changes to your benefits.
Employee Assistance Program (EAP)	<p>Get parenting advice Having a baby or adopting a child is life changing, even if it's not your first. When you feel overwhelmed, frustrated, anxious, or even sad, speak up and seek support. Check out the EAP, at no cost to you, to find helpful advice and parenting tips.</p>	Visit Modern Health to get started with free and confidential specialist support.
Family Building Benefits	<p>Did you just go through surrogacy? Don't forget that our partnership with Progyny provides you with guidance, assistance, and a one-time (taxable) \$20,000 reimbursement.</p> <p>Did you have a recent adoption? If you recently grew your family through adoption, don't forget to request your adoption reimbursement of up to \$5,000 per child (taxable) from Progyny.</p> <p>Milk Stork If you must travel for work once you return, Milk Stork's breast milk home delivery services frees you up to head out on work trips with one less thing to worry about. Place an order for a Milk Stork Kit, and it will be sent to your hotel. FedEx will pick up your cooler of milk and overnight it to your baby, at no cost to you.</p>	<p>Visit Progyny for a list of resources that can help.</p> <p>Note: You must be enrolled in the Blue Shield Platinum PPO plan or the Blue Shield Platinum PPO Savings plan to participate.</p> <p>Visit Milk Stork to learn more or order your Milk Stork Kit.</p>

Supplemental		
Benefit	What to do	Whom to contact
Legal Help	<p>Create or update your will If you are enrolled, schedule a consultation to review or make changes to your will — now that you have a new family member, there's never been a better time to make your wishes known. Access the ARAG Learning Center to learn more.</p>	Visit BenefitConnect to learn more.
Cleo	<p>Understand your options Cleo supports families at every step of the parenting journey, including help with understanding options for expanding your family. Resources include emotional and mental wellness support to help balance family, work, and health. This benefit is available at no cost to you.</p>	Download the Cleo app to learn more.
Caregiving	<p>Need an extra set of hands? Care.com offers you 10 days of backup care per year at a discounted rate. Get in-home care for your child so you can nap or take care of chores around the house.</p>	Visit Care.com to learn more.

Flexible/Ad-hoc

Benefit	What to do	Whom to contact
FLEXBenefits Allowance	Enjoy some family activities! Use the \$250 you receive in your designated Forma account each quarter to support your and your family's health and wellbeing. You can use this allowance for a variety of items, including gym memberships, counseling services, massage therapy, concerts, and more.	Visit the FLEXBenefits Allowance page for a full list of eligible products, services, and activities.
Employee Discount Program	Need groceries and diapers? With Perks at Work, you can get discounts on home appliances, travel, electronics, groceries, and more.	Visit the Perks at Work website for a list of discounts.

Personal checklist

Consider making these changes, if right for your situation:



Update tax forms.

- Do you need to update your tax forms? Adding to your family can potentially lower your taxable income. Update your Federal tax form (W-4) and your State tax withholding by logging into [ADP](#).
- For any questions about salary and tax exemptions, you can submit a request ticket to our Payroll team or email USpayroll@paloaltonetworks.com.
- Learn more about how to [make changes to your tax withholding allowances](#).



Update your personal information.

- You can update your personal information any time.
- Visit [Workday](#) to make updates to your address, contact information, or emergency contacts.
- Visit [ADP](#) to update your payroll tax exemptions and direct deposit information.



Update your beneficiary information for the following benefits:

- Life and AD&D Insurance (in [BenefitConnect](#))
- Palo Alto Networks Survivorship Benefits (in [BenefitConnect](#))
- 401(k) (in the [Fidelity](#) system)
- Health Savings Account (HSA) (in the [Via Benefits](#) system)



Maternity and Parental Leave

Palo Alto Networks is proud to offer both birthing and non-birthing parents time off to bond with their newest family member(s) after a birth, adoption, or foster placement.

If you are the **birthing parent**, you may be eligible to continue your regular pay for up to 12 weeks during an approved disability and/or parental leave of absence following the birth of your child. This pay comes to you through a combination of our Short-Term Disability benefits (approximately $\frac{2}{3}$ of your pay) and Palo Alto Networks' own wage continuation program (which makes up the difference, up to 100%). If you plan to take time off for pregnancy disability and/or bonding, our representatives at The Larkin Company can walk you through the details of what to expect and what is required.

In addition to our policies for the birthing parent, **non-birthing parents** (including if you adopt a child) may be eligible to continue their regular pay for up to six (6) weeks during an approved parental leave. Parental Leave can be taken immediately following the birth, adoption, or foster placement of your child and can be taken all at once or intermittently throughout the first year of parenthood (though some limitations may apply).

Note:

To request a leave of absence, email PANWleaves@thelarkincompany.com or call 866-923-3336.



Gaining or losing dependent coverage

Gaining or losing coverage may sound like a hassle, but we're here to help you through the process.

Gaining or losing coverage

If you or your dependent(s) gain coverage elsewhere — such as through a dependent's new job, their university, or another source — you may want to stop or limit your Palo Alto Network benefits coverage for them (or enroll yourself and your dependent(s) in the Palo Alto Networks plans).

Things to think about



If you're considering dropping your dependent(s) from coverage, compare the medical, dental, and vision coverage that you're currently providing with the new coverage(s) available to them.



If you need to add coverage for yourself and/or your dependent(s), be sure to review the benefits microsite for details about the plans that Palo Alto Networks offers.



Ready to make changes?

- Visit [BenefitConnect](#) within 60 days to update your elections (enroll or terminate coverage).
- If you don't make changes within 60 days, you won't be able to add or stop coverage for yourself or your dependent(s) until the next Open Enrollment period.



Don't forget about your Flexible Spending Accounts! Do you need to adjust your annual contribution amounts now that your and your dependent's employment status or healthcare needs have changed?



Update your personal information to make sure you don't miss benefits information sent to your home.

- Visit [Workday](#) to make updates to your address, contact information, or emergency contacts.
- Visit [ADP](#) to update your payroll tax exemptions and direct deposit information.

Important!

You **MUST** report this change of coverage to [BenefitConnect](#) within 60 days or you will not be able to make changes to your benefits until the next Open Enrollment period.



Getting divorced or ending a domestic partnership

Divorce can be a challenging time but know you're not alone. Palo Alto Networks is committed to supporting you through various benefits and programs.

Foundational		
Benefit	What to do	Whom to contact
Flexible Time Off (FTO) Program or Paid Time Off (PTO) Program	Plan time away from work If you need to take time off to focus on matters at hand or have the opportunity for reflection, the FTO or PTO Program can help you allow space to practice self-care.	Submit your requests for FTO/PTO on Workday at least two weeks in advance of the first day you expect to be out.
Health Care Flexible Spending Account (FSA) and Dependent Care FSA	Enroll or update your contributions You have 60 days to enroll in or stop contributions to either the Health Care or Dependent Care FSA.	Visit BenefitConnect within 60 days to make changes to your benefits.
Health Care Plans	Remove your spouse or dependents You have 60 days to remove your spouse or domestic partner and/or dependent(s) from medical, dental, or vision coverage and provide them with information about continuing coverage through COBRA. Note: Your spouse and/or dependent must be enrolled at the time of your life event to be eligible for COBRA.	After notification, BenefitConnect will mail COBRA instructions and an election packet to your spouse or domestic partner. If you have questions regarding COBRA coverage, please contact BenefitConnect or call 877-292-6272.

CONTINUED OVERLEAF

Remember!

You **MUST** report a divorce or end of domestic partnership to [BenefitConnect](#). Ineligible dependents will be removed from coverage as of the date of notification.



Foundational

Benefit	What to do	Whom to contact
Life Insurance	<p>Remove voluntary Life Insurance coverage You have 60 days to remove your Voluntary Life Insurance for your spouse or domestic partner and/or child(ren).</p>	Visit BenefitConnect within 60 days to make changes to your benefits.
Employee Assistance Program (EAP)	<p>Get help This is a big change for you. Ask for help when you need it. Check out the EAP, offered at no cost to you, to find helpful advice and tips for getting through this transition.</p>	Visit Modern Health to get started with free and confidential specialist support.

Supplemental

Benefit	What to do	Whom to contact
Legal Help	<p>Manage legal issues Access the ARAG Learning Center to learn more about managing legal and financial issues.</p>	Visit BenefitConnect to learn more.
Caregiving	<p>Get extra help with your children Care.com offers you 10 days of backup care per year at a discounted rate. Get in-home care for your children from experienced care providers so you can focus on other matters at hand.</p>	Visit Care.com to learn more.



Flexible/Ad-hoc

Benefit	What to do	Whom to contact
FLEXBenefits Allowance	Take care of yourself Use the \$250 you receive in your designated Forma account each quarter to support your health and wellbeing. You can use this allowance for a variety of items, including gym memberships, counseling services, massage therapy, concerts, and more.	Visit the FLEXBenefits Allowance page for a full list of eligible products, services, and activities.
Employee Discount Program	Treat yourself Show yourself some love! With Perks at Work, you can get discounts on home appliances, travel, electronics, groceries, and more.	Visit the Perks at Work website for a list of discounts.

Personal checklist

While you're making changes to your benefits, don't forget to do the following:



Change your name if you need to.

- If you need to change your name, fill out an application for a new Social Security card at your local Social Security Administration office or online at [socialsecurity.gov](https://www.socialsecurity.gov).
- Learn more about how to [change your legal name](#).



Update tax forms.

- Do you need to update your tax forms? Your income tax withholding amount may need to change. Update your Federal tax form (W-4) and your State tax withholding by logging into [ADP](#).
- For any questions about salary and tax exemptions, you can submit a request ticket to our Payroll team or email USpayroll@paloaltonetworks.com.
- Learn more about how to [make changes to your tax withholding allowances](#).



Update your personal information.

- You can update your personal information any time.
- Visit [Workday](#) to make updates to your address, contact information, or emergency contacts.
- Visit [ADP](#) to update your payroll tax exemptions and direct deposit information.



Update your beneficiary information for the following benefits:

- Life and AD&D Insurance (in [BenefitConnect](#))
- Palo Alto Networks Survivorship Benefits (in [BenefitConnect](#))
- 401(k) (in the [Fidelity](#) system)
- Health Savings Account (HSA) (in the [Via Benefits](#) system)
- Life Insurance
- 401(k)
- Health Savings Account (HSA)



Relocating in the U.S.

Did you know moving is one of the top 10 most stressful life events? We're here to help make this transition easier – maybe even enjoyable!

Here are some ways our benefits and programs can help you make your next move.

Foundational		
Benefit	What to do	Whom to contact
Medical coverage	Make sure you're covered If you move into a new service area, you may be eligible to select and enroll in a new medical plan that serves your new geography.	Visit BenefitConnect to learn more.
Flexible Time Off (FTO) Program or Paid Time Off (PTO) Program	Plan time away from work Take time off to pack and move. The FTO or PTO Program can help take some stress off all the moving tasks on your list.	Submit your requests for FTO/PTO on Workday at least two weeks in advance of the first day you expect to be out.
Employee Assistance Program (EAP)	Get help with stress When you feel overwhelmed or anxious, speak up and seek support. Check out the EAP, at no cost to you, to talk to someone and get help with any stress and anxiety you're feeling as you move.	Visit Modern Health to get started with free and confidential specialist support.

Supplemental		
Benefit	What to do	Whom to contact
Caregiving	Need an extra set of hands? Care.com offers you 10 days of backup care per year at a discounted rate. Get in-home care for your child so you can pack and get things done around the house.	Visit Care.com to learn more.
Auto and Home Insurance	Save on car insurance and homeowner's policy Moving into a new home? Get discounted rates on Auto and Home Insurance through MetLife.	Visit the MetLife website to learn more.

Flexible/Ad-hoc

Benefit	What to do	Whom to contact
FLEXBenefits Allowance	Take care of yourself Use the \$250 you receive in your designated Forma account each quarter to support your health and wellbeing. You can use this allowance for a variety of items, including gym memberships, counseling services, massage therapy, concerts, and more.	Visit the FLEXBenefits Allowance page for a full list of eligible products, services, and activities.
Employee Discount Program	Need more groceries and diapers? With Perks at Work, you can get discounts on home appliances, travel, electronics, groceries, and more.	Visit the Perks at Work website for a list of discounts.
Commuter Transit/Parking Program	Need to manage your commute differently from your new home? The Commuter Transit/Parking Program makes your commute to work a little less stressful by allowing you to set aside up to \$270 each month for commuter expenses and parking.	Visit BenefitConnect at any time during the year to enroll or change your contribution amount.

Personal checklist

Don't forget to check these things off your to-do list:



If you need to change medical plans, check for new in-network providers.

Will you be seeing new medical, dental, or vision providers now that you moved? Make sure to check that these doctors are in-network so you don't get charged with an out-of-network visit. To check if your provider is in-network, visit your carrier's website:

- [Blue Shield](#)
- [Kaiser](#)
- [Delta Dental](#)
- [VSP](#)



Update your personal information.

You can update your personal information any time.

Visit [Workday](#) to make updates to your address, contact information, or emergency contacts.

Visit [ADP](#) to update your payroll tax exemptions and direct deposit information.



Experiencing a major illness or injury

In addition to a medical leave of absence for recovery, you may want to address a few things related to your health and welfare benefits while you're out.

Note: Employees who experience an injury or illness and need to take time away from work may use up to five (5) consecutive days of FTO or PTO for recovery without needing to request a leave of absence. FTO/PTO requests must be submitted on Workday as soon as possible once you know you'll need to be out — and we recommend checking in with your manager as soon as possible as well.

If you need to take more than five (5) days off for your recovery (such as for a surgery, pregnancy complications, the birth of a child, etc.), you will need to request a medical leave of absence with our leave of absence administrators at The Larkin Company.

Contact The Larkin Company at PANWleaves@thelarkincompany.com or call 866-923-3336.

Foundational

Benefit	What to do	Whom to contact
Health Care Plans	<p>Know your coverage Review your medical benefits to better understand your expenses and always check to make sure your providers are in-network to help manage costs.</p> <p>Coverage under Palo Alto Networks' medical, dental, and vision plans may continue for up to six (6) months while you're on a medical leave of absence and unable to work.</p>	<p>Visit your medical carriers' website to learn more:</p> <ul style="list-style-type: none"> • Blue Shield • Kaiser
Employee Assistance Program (EAP)	<p>Get help A difficult diagnosis can be tough to manage — so be sure to ask for help when you need it.</p> <p>Check out our Modern Health EAP to find helpful advice and tips for getting through this hard time (accessible through your Okta SSO dashboard).</p>	<p>Visit Modern Health to get started with free and confidential specialist support.</p>

Supplemental		
Benefit	What to do	Whom to contact
Caregiving	<p>Not able to care for your kids during recovery? Get extra help with your children</p> <p>Get in-home or in-center care for your children from experienced care providers so you can focus on self-care while you heal.</p> <p>Care.com offers you 10 days of backup care per year at a discounted rate as well as a premium membership that allows you to search for longer-term childcare arrangements.</p>	Visit Care.com to learn more.
Auto and Home Insurance	<p>Extra income protection</p> <p>Accidents and serious illnesses can get expensive. Things like your mortgage payment, groceries, and bills all become stressors when you can't work.</p> <p>Do you know if you opted into our Critical Illness and/or Accident Insurance during the last Open Enrollment? This type of coverage helps fill the gaps of the income protection you have with your Medical and Disability Insurance. If you have it, don't forget to use it.</p>	<p>Didn't enroll in Accident or Critical Illness Insurance last year? Visit Aflac to learn more about this type of coverage and consider whether you want to add it next time.</p> <p>Note: These coverages cannot be added mid-year after you've already experienced an accident or illness.</p>

Flexible/Ad-hoc		
Benefit	What to do	Whom to contact
FLEXBenefits Allowance	<p>Manage your stress</p> <p>Don't forget to use the \$250 you receive in your designated Forma account each quarter to support your health and wellbeing during this difficult time.</p> <p>You can use this allowance for a variety of items, including gym memberships, counseling services, massage therapy, concerts, and more.</p>	Visit the FLEXBenefits Allowance page for a full list of eligible products, services, and activities.
Employee Discount Program	<p>Show yourself love</p> <p>Don't forget to check out all the discounts at your disposal to help you get through this. With Perks at Work, you can get discounts in home appliances, travel, electronics, groceries, and more.</p>	Visit the Perks at Work website for a list of discounts.

Disability

The Palo Alto Networks' disability insurance policies replace a portion of your income when you are injured or ill and unable to work for an extended period of time. Coverage is provided by Palo Alto Networks at no cost to you as outlined below.

Short-Term Disability

Palo Alto Networks provides Short-Term Disability insurance beginning on your 8th day of a sickness or illness and replaces 66.67% of your target weekly earnings (up to a maximum of \$2,770 per week) until you can return to work (or up to 180 days, whichever comes first).

Long-Term Disability

If you have not recovered after 180 days, Palo Alto Networks also provides company-paid Long-Term Disability. This benefit begins after six months of disability (once Short-Term disability ends) and may continue until your recovery or your normal retirement age, whichever comes first. This benefit pays 66.67% of your monthly target salary, up to a maximum monthly benefit of \$12,000.

Wage Continuation for Disability Leave

In addition to the Short- and Long-Term Disability policies mentioned above, Palo Alto Networks also offers wage continuation for up to twelve (12) weeks while you are on an approved leave of absence due to a health condition and you are unable to work. This benefit enables you to maintain 100% of your regular weekly target earnings for up to twelve (12) weeks of leave (in combination with any pay received from our Short- and Long-Term disability insurance policies).

Wage continuation payments run on Palo Alto Networks' regular semi-monthly payroll schedule. Short- and Long-Term Disability payments may be made to you directly via check depending on your state of residence.

Preparing for or coping with a dependent's death

Losing a loved one is one of the most difficult times we can face. From getting affairs in order to finding a listening ear, you can always get help and support from your Palo Alto Network benefits and programs.

Foundational		
Benefit	What to do	Whom to contact
Flexible Time Off (FTO) Program or Paid Time Off (PTO) Program	Take some time for yourself If you need to take time off to heal and mourn, the FTO or PTO Program can help.	Submit your requests for FTO/PTO on Workday .
Health Care Plans	Update your benefits You have 60 days to remove your spouse and/or dependent from medical, dental, and/or vision coverage. Remember that therapy for coping with a loss is available through our medical plans.	Visit BenefitConnect within 60 days to make changes to your benefits.
Life Insurance	Remove Voluntary Life Insurance coverage You have 60 days to remove your Voluntary Life Insurance for your spouse or domestic partner and/or child(ren).	Visit BenefitConnect within 60 days to make changes to your benefits.
Employee Assistance Program (EAP)	Get emotional support This is a trying time. Don't hesitate to ask for help when you need it. Check out the EAP, at no cost to you, to find helpful advice and tips for getting through this hard time.	Visit Modern Health to get started with free and confidential specialist support.
FLEXBenefits Allowance	Take care of yourself Use the \$250 you receive in your designated Forma account each quarter to support your health and wellbeing. You can use this allowance for a variety of items, including gym memberships, counseling services, massage therapy, concerts, and more.	Visit the FLEXBenefits Allowance page for a full list of eligible products, services, and activities.

If your dependent had life insurance coverage or was listed as a beneficiary, you must notify [BenefitConnect](#) within 60 days.



Supplemental		
Benefit	What to do	Whom to contact
Legal Help	Get Legal Help If enrolled, contact Legal Help for assistance with legal issues such as will preparation and changes.	Visit BenefitConnect to learn more.
Caregiving	Get extra help with your children Care.com offers you 10 days of backup care per year at a discounted rate. Get in-home care for your children from experienced care providers so you can focus on healing.	Visit Care.com to learn more.



Personal checklist

While you're making changes to your benefits, don't forget to do the following:



Update tax forms.

- Do you need to update your tax forms? Your income tax withholding amount may need to change. Update your Federal tax form (W-4) and your State tax withholding by logging into [ADP](#).
- For any questions about salary and tax exemptions, you can submit a request ticket to our Payroll team or email USpayroll@paloaltonetworks.com.
- Learn more about how to [make changes to your tax withholding allowances](#).



Update your personal information.

- You can update your personal information any time.
- Visit [Workday](#) to make updates to your address, contact information, or emergency contacts.
- Visit [ADP](#) to update your payroll tax exemptions and direct deposit information.



Update your beneficiary information for the following benefits:

- Life and AD&D Insurance (in [BenefitConnect](#))
- Palo Alto Networks Survivorship Benefits (in [BenefitConnect](#))
- 401(k) (in the [Fidelity](#) system)
- Health Savings Account (HSA) (in the [Via Benefits](#) system)

Leaving Palo Alto Networks

If and when you leave Palo Alto Networks, you'll want to consider whether you need to continue certain benefits and, if yes, how to do that. Here's some important information to keep in mind.

Considering COBRA coverage

Your active medical, dental, vision, and/or Flexible Spending Account (FSA) coverage will end on the last day of the month following your termination date.

[BenefitConnect](#) will mail you a COBRA election packet within two weeks of your termination with instructions for continuing medical, dental, vision, and/or Healthcare (or Limited Purpose) FSA coverage. COBRA continuation allows you to pay the premiums for and continue coverage under the same plan(s) that you had as an active employee — and you have 60 days from the date of the notice to elect continuation of coverage for yourself and/or your dependents.

If you do not receive your COBRA packet or if you have questions regarding the continuation process, please contact BenefitConnect COBRA directly at 877-292-6272.

Note: You must be enrolled in at least one COBRA continuation-eligible plan at the time of your termination to be eligible for COBRA.

401(k)

You can call [Fidelity](#) as early as 48 hours after termination to request a cash distribution or rollover of your account balance into another plan or IRA account, but keep in mind that your termination date must flow from [Workday](#) to the Fidelity system before

this process kicks off. Please allow 5–7 business days for this to occur. Approximately 60 days following your termination date, your account will be distributed as indicated below unless you've made other arrangements with Fidelity directly:

- If your vested account balance is less than \$1,000, a check will automatically be issued and mailed to you.
- If your account balance is between \$1,000 and \$5,000, your account balance will be automatically rolled into a Fidelity Individual Retirement Account (IRA).
- If your account balance is greater than \$5,000, it will remain in the Palo Alto Networks Plan until you move or withdraw it.

401(k) loan information

Outstanding 401(k) loan(s) are technically due and payable as of your last day of work. Per plan requirements, you must pay them in full no later than the end of the calendar quarter following your last day of work, if not earlier. If you don't pay them by the deadline, the outstanding balance(s) may be subject to state and federal tax withholding and/or tax penalties.

Paid Time Off

Exiting employees will be paid for any unused Paid Time Off (PTO) if/when they leave the company, but Flexible Time Off (FTO) isn't accrued and thus isn't "payable" at termination.



Things to do before you leave:



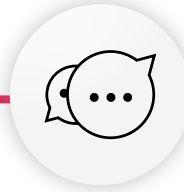
Update your address.

- Be sure to update your personal address to make sure you don't miss benefits information or your W-2 sent to your home. Visit [Workday](#) to make updates to your address in advance of your last day.



Keep your manager updated and provide notice of resignation as soon as possible.

Offboarding timeline



Notify your manager and HRConnect of your resignation as soon as possible.



Once your manager has initiated your termination event in [Workday](#), you will gain access to an offboarding dashboard where you'll find additional information regarding your exit. You'll also receive a link to an exit survey via email.



On your last day, don't forget to return all company assets to your manager. If remote, an IT asset recovery box will be mailed to you within 3–5 business days from your termination date.





Retiring from Palo Alto Networks

Retirement is a momentous occasion! Whether you're ready now or planning for it, let us help you navigate through possible retirement topics.

Here's a timeline for actions to take leading up to your retirement:



At least six months before you plan to depart

- Let your manager know about your plans to retire in the near future.
- Review your retiree health care benefit options:
 - Pre-65: Read about [Public Exchanges](#).
 - Post-65: Read about [Medicare](#).

Three months before you plan to depart

- Confirm your retirement/separation date with your manager.
- If you'll be 65 when you retire, initiate your Medicare benefit by calling 800-633-4227 or go to [medicare.gov](#).
- If you're eligible to start Social Security benefits when you retire, apply for benefits by calling 800-772-1213 or go to [socialsecurity.gov](#).

Tip: Use the resources on [socialsecurity.gov](#) to learn the pros/cons of collecting Social Security when you're first eligible or delaying until you are older.

Here are some items you may want to review:

- Update your contact information in [Workday](#).
- Review or update your [401K plan](#).
- Learn more information about our 401K plan in the [Benefits Microsite](#).





One month or so before retiring

- Have a follow-up discussion with your manager regarding your retirement and any related paperwork.
- Make sure you have plans in place for health insurance in retirement (Medicare, COBRA, or otherwise).
- Consult with [Fidelity](#) to understand how your 401(k) distributions will work post-separation.



On your last day of work

- Plan to leave your laptop with the IT Helpdesk team, or mail it back if you're remote (Note: A box will automatically be shipped to you for this purpose).
- Leave your badge and other equipment with your manager or the front desk if you're office based — or plan to mail it back alongside your laptop if you're remote.



Shortly after retiring

- Call The Standard at 888-937-4783 if you are interested in converting your Life and Accidental Death & Dismemberment Insurance to a personal policy.
- Return your application and premium payment to The Standard within 45 days from the date your life insurance benefits ended (the last day of the month of when your employment ended).
 - No medical exams are required.
- Look for a COBRA healthcare continuation package in the mail and make any elections within 60 days.
 - Your coverage for most benefits plans will end on the last day of the month in which you end employment.
- If you choose to enroll on a Public Exchange instead of COBRA, be sure to complete that process in a timely manner. Note that COBRA coverage may be less costly than the Public Exchange if you are under age 65. Be sure to carefully consider your options.
- Check your mail for a notice from [Fidelity](#) about when you become eligible to receive a distribution from the 401(k) Plan if you have a vested balance.



By March 31 of the year following retirement

- If you participated in an FSA, submit claims to the Flexible Spending Account administrator for eligible expenses.
- You may submit claims to your Healthcare FSA for qualified expenses incurred between the beginning of the plan year (or your participation date—whichever is later) and the last day of the month of when your employment ended. You have 90 days from your last day of work to submit eligible claims for reimbursement.
- For the Dependent Care FSA, you may continue to submit claims for qualified expenses incurred between the beginning of the plan year (or your participation date – whichever is later) and December 31 of the plan year in which you retire. You will have 90 days from the end of the plan year (until March 31 of the following year) to submit eligible claims for reimbursement.
- Visit [Via Benefits](#) to submit a claim.