



## Frequently Asked Questions

### 1) When do I get paid?

We are paid weekly, on Friday. The company requires all employees to provide bank information for Direct Deposit. You will receive your first paycheck the Friday after you have completed one week of work.

### 2) What if I don't have the necessary documents for the Employment Eligibility form?

You should apply for new documentation and provide a copy of the request to the HR Department. You are required to furnish this within three days from your date of hire in order to remain working. Examples of required documents: drivers' license, birth certificate, Social Security card, school ID, Visa, etc.

### 3) How long before my benefits become effective?

All benefits become effective on the first day of the month following 30 days of employment. So, if you were hired on 3/10/18 your insurance would become effective May 1, 2018. It is important that you complete your benefit paperwork and return it to the HR department within two weeks so that we can process it and you can be issued your insurance cards. If electing medical coverage, you need to select a primary care physician for all family members.

### 4) Will I be paid for holidays?

You are eligible for Holiday pay after you have been employed for 30 days.

### 5) When will my vacation and choice time become effective?

You are eligible for vacation and choice time after you have been employed 30 days. Vacation and choice time require management approval. For hourly employees, your vacation and choice time allotment for the year will be listed on your paycheck. If you leave the company prior to December the vacation pay will be prorated according to the policy outlined in the employee handbook.

### 6) When will I be eligible for the 401k Plan?

After working for 6 months for full-time employees, you will be eligible for 401k. Part-time employees are eligible for 401k if working at least 1000 hours in the year. You must be 18 years or older to qualify. Following the rules of the plan, employees will be automatically enrolled into the plan after their eligibility date, unless otherwise specified.

### 7) What is Auto-Enrollment in 401k?

We encourage our employees to take advantage of our 401k investment options by having an auto-enroll feature in our plan. All employees will be auto-enrolled at the 6 month mark at a 3% contribution rate unless they decline in writing.

### 8) Can I roll money from a prior plan over into the company 401 K Plan before I'm eligible to participate?

Yes, you can roll money immediately into the plan. Please contact Kristy Beaulieu at 627-2162 to receive rollover forms.



**9) What is Choose Health?**

This is a wellness program offered to all employees. Do I have to wait 30 days? No, you can participate immediately. You will see periodic attachments on your pay stub. Each location has a Choose Health representative who will let you know when there are special wellness events.

**10) Who do I contact if I have a new address or phone number?**

Please fax changes to HR at 627-4372 or email anyone in HR to update your personal information. We recommend you keep your information current to ensure you receive communications and benefit change information.

**11) What if I get married?**

Contact HR to discuss the necessary steps in updating insurance, tax forms, beneficiaries, or other data. A new Social Security card will be required for name change requests.

**12) Who do I contact if I am unable to report for work?**

You should contact your manager/supervisor as soon as possible.

**13) What if I need to add or delete a dependent on my insurance?**

You can enroll or change your insurance benefits when you have a family status change such as a marriage, divorce, or the birth or adoption of a child. Please contact Human Resources prior to an event to obtain the proper forms. It is important that you make changes within 30 days of the event or you may have to wait until the next open enrollment.

**14) What if I switch banks?**

You should contact HR and let them know prior to making a change to make sure we have the new bank information so we can stop your direct deposit prior to the account being closed.

**15) How do I obtain company clothing?**

You can order on-line at <http://inside.hancocklumber.com/> , under the section for company clothing. Retail employees have a company clothing account, all others will have to pay with cash, check or payroll deduct. If you do not have an account please contact HR for the details.

**16) (Retail employees only) How much credit do I get for purchasing company clothing as a retail employee?**

The company contributes to the cost of company clothing. You get \$60 upon hire and will receive \$10 a month. The total amount subsidized by the company is \$180 annually. If you want to purchase additional clothing beyond your allowance you can have the cost payroll deducted, the minimum deduction is \$25 per week.

**If after reviewing the employee handbook you still have questions, please feel free to contact the Human Resource Department any time for assistance.**

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