



2025 US Benefits Guide for Part-time Employees

January 1–December 31, 2025

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Welcome to SoFi!

We trust that this guide will serve as a resource for you throughout the year, detailing the services and benefits available to you as a valued SoFi employee. This guide highlights the key features of each benefit, but we encourage you to explore the insurance and carrier materials for more comprehensive information as well as the US Benefits page at **SoFi Central**.

We're here to support you.

If you have any questions regarding the benefits offered, the enrollment process, or where to find additional information, please reach out to us at **benefits@sofi.org** for further assistance.

Your Benefits Team

This guide is for reference purposes only. SoFi reserves the right to terminate or amend employer-sponsored plans at any time, in whole or in part, for any reason. While every effort has been made to provide an accurate summary of the plans and programs, the information contained in this handout, does not replace or change the meaning of the SoFi employer sponsored benefit plan documents, SPDs and contracts. The plan documents and contracts are controlling in the event of any discrepancy.

Where to Find Help

We hope that this Benefits Guide will be a resource to use throughout the year for the services and benefits provided and offered to you as a valued SoFi employee.

SoFi Central

- Carrier contact information, including websites and phone numbers
- Helpful plan information & supporting documentation
- Enrollment and Life Event Instruction Guides
- Benefit Plan Summaries for health plans, disability and life insurance, employee assistance programs, flexible spending accounts, and more
- Visit **SoFi Central**

SoFi Health Advocate

Health Advocate can answer any number of questions you may have, including:

- Benefit Plan Information
- Carrier Information
- Claim Assistance
- Benefit Administration Assistance

Phone: 866-989-2942

Website: healthadvocate.com/members **Email:** Benefits@SoFi.org

How Health Advocate Can Help

- To identify and make appointments to see the appropriate physician or hospital for an illness.
- To review your current benefit plan options and help you decide which plan is right for you and your family during open enrollment, a qualifying life event or as a new hire.
- For help with insurance claims and billing issues.
- For help with medical issues and health care needs that your parents or parents in-law might have.

When you call Health Advocate to assist with a health care issue, you will be assigned a Personal Health Advocate (PHA) who will remain with you through the resolution of the problem.

Note: Health Advocate does not replace the customer service lines of our health plans. By offering Health Advocate in tandem with these other vital resources, SoFi is taking another step to ensure that our employees have access to the best possible health care. We believe that you and your family will benefit greatly from this valuable service. Health Advocate is available to you and your dependents by phone, 24 hours a day, seven days a week. This service is provided at no cost to you and your family.

Simply call Health Advocate at **866-989-2942** or visit their website at [**healthadvocate.com/members**](https://healthadvocate.com/members). If you register on their website, you will be able to chat live with an advocate! In addition, when you email [**benefits@sofi.org**](mailto:benefits@sofi.org), you will be directed by SoFi Health Advocate to register so that you may receive answers to your questions via their online ticketing system. All information shared is confidential.



Benefits Basics

SoFi offers a variety of benefits, perks, resources and tools so you can build your personal benefits in a way that supports your health and financial security.

Eligibility

Part-time employees working 29 hours or less per week are eligible for select benefits, including:

- Paid Vacation, Sick and Holidays
- 401(k) Plan
- Voluntary Employee Paid Legal Protection
- Commuter Benefits
- Tuition Reimbursement
- Well-being benefits

If you consistently work 30 or more hours per week, you may be eligible to enroll in all employee benefits as a regular, full-time employee. If your work status changes and you become a full-time employee, you will be notified.

When Coverage Begins

Benefit start dates vary accordingly:

- Paid Vacation, Sick and Holidays: May take accrued vacation and sick time after 60 days of employment.
- 401(k) Plan: Eligible first of the month after hire date.
- Voluntary Employee Paid Legal Protection: Eligible first of the month on or after hire date.
- Commuter Benefits: Eligible first of the month after date of hire.

Tuition Reimbursement Program: Eligible after 6 months of continuous employment.

When Coverage Ends

All benefits terminate on your last day of employment.

Confirmation of Coverage

Once you complete your online enrollment, you may download a confirmation of your benefit elections in Workday. Workday does not automatically email a confirmation statement. Please review this confirmation carefully and notify the Benefits Team of any concerns. You must notify the Benefits Team of any change or concern within **30** days of your coverage being effective.

Benefit Identification Cards

ID cards from the various carriers and the debit card for commuter can take up to 2 weeks to get to you. Please complete your benefit enrollment in a timely manner.

Commuter Benefit

If you enroll into the commuter benefit, you will receive a Benefits MasterCard® from P&A Group.

LegalShield

If you enroll into the voluntary legal protection plan, you will receive an ID card from LegalShield.

Benefit Carrier Contact Information

Plan	Group Number	Phone	Website
Fidelity 401(k)	2411X	800.835.5095	www.netbenefits.com May also access via Okta
Health Advocate		866.989.2942	healthadvocate.com/members Email: benefits@sofi.org
LegalShield	204510	888.807.0407	shieldbenefits.com/sofi
P&A Group Commuter		800.688.2611	www.padmin.com

Instructions for your P&A Group login

To get started, please register your account by visiting padmin.com.

- First time users navigate to the blue login box at the top of the page. Select "Employees".
- Under My Benefits Account Login, enter your username and password and click Submit. If you are a first time user, click the First Time Logging In link. You will be prompted to create a username and password for your account. TIP: If you press Enter on your keyboard instead of Submit, it will not work. You must click "Submit."
- New Mobile App available. To get the new app, search "P&A MyBenefits" in the App Store or Google Play.



401(k) Retirement Plan

In addition to benefits that provide security for today, SoFi makes saving for the future easy with a 401(k) plan that allows you to save a portion of your salary toward retirement. Contributions are automatically deducted from your paycheck and can be invested in a diverse portfolio at your discretion. **Important Note:** If you are a new hire and have contributed to a 401(k) during the same year with a prior employer, please notify the Benefits team to adjust your annual IRS contribution limit with payroll.

401(k) Plan Provisions

Fidelity Investment Services Group #2411X
Phone: 800.835.5095
Website: Fidelity NetBenefits via Okta

Provider

When can I enroll?

- Service Requirement: None
- Enter on the 1st of the month following requirement satisfaction

How do I enroll?

New Hires are Auto Enrolled at 3% pre-tax and pre-tax bonus deferral rate

How do I access my 401(k) account?

To access your retirement account, visit Fidelity NetBenefits via Okta.

How much may I contribute?

- 1– 80% of paycheck
- Up to IRS limit of \$23,500
- \$31,000 if over age 50 in 2025

Is there an employer match?

SoFi does not currently provide a 401(k) employer match. While we understand the importance of a 401k match, our priority right now is to continue offering a comprehensive and cost effective portfolio of benefits, as we continue to build a durable business. Each year we continue to reassess our benefits program.

401(k) Plan Provisions

Higher Catch-up limit for participants ages 60–63

The SECURE 2.0 Section 109 legislation increases catch-up contributions for employees who attain age 60–63 in a given calendar year. The legislation increases the catch-up contribution limits for those ages 60–63 to the greater of:

- \$10,000 (indexed) or
- 150% of the regular catch-up contribution limit

Contribution Type

- Auto-enrollment at 3% pre-tax and pre-tax bonus with an automatic 1% increase annually
- Pre-tax (Traditional)
- Post-tax (Roth)
- You may elect separate contribution rates for salary and bonus compensation (LTI and commissions).

How do I request a rollover into the SoFi 401(k) plan?

- You can rollover contributions to your account from a previous employer's 401(k) plan. Simply log on to www.NetBenefits.com, select Rollovers under the Quick links menu and follow the prompts. If you have questions, please call Fidelity at **800.835.5095**.

How do I opt-out of automatic enrollment?

To opt out of SoFi's 401(k) plan, visit the Empower 401(k) website and register to access your account. Change your contribution percentages to 0% and click confirm. Or after your first paycheck, you may call Empower at 800.338.4015 to request assistance with making this change. It may take 1-2 pay periods for any changes to reflect on your paycheck.

Additional information on the 401(k) plan, such as investment options, withdrawal regulations, and loans, can be found in the Summary Plan Description from Fidelity and it available online at SoFi Central/ US Benefits.

Key Account Choices

Pre-tax (traditional)

- Contributions are made before taxes are applied, which reduces current tax burden.
- All capital gains, dividends, interest, etc. grow within the account on a tax-deferred basis.
- Account holder becomes eligible to withdraw at age 59 ½. Withdrawals will be taxed at then-current rates and total income levels.
- All withdrawals prior to eligibility are subject to limitations, taxes, and/or penalties.

Post-tax (Roth)

- Contributions are made after taxes have been applied.
- All capital gains, dividends, interest, etc. grow tax-free in the account.
- Account holder becomes eligible to withdraw at age 59 ½. Withdrawals are not subject to taxes but funds must be held in account for at least five years.

Your investment options

Fidelity provides a number of investment funds so you can build a portfolio that meets your needs.

If you are not sure where to begin, consider a Target Date Fund based on your age. You will automatically be enrolled in a Target Date Fund with your automatic enrollment. The fund takes into consideration your age and time to retirement and contains a mix of stocks, bonds and other investments, which becomes more conservative as the target retirement age approaches. Learn more about your investment options and to choose your investments, simply log onto your Empower retirement account or call Fidelity at **800.835.5095**.

Plan Investment Advisor: One Digital

SoFi partners with One Digital as our 401(k) Plan Investment Advisor. If you have 401(k) questions, you may reach out to OneDigital directly at **732.530.8129** or visit online at <https://www.onedigital.com/Financial-academy>



Commuter Benefits

If you take public transportation or pay for parking to commute to work, the commuter benefit helps you save money by paying for commuter expenses with pre-tax dollars. Eligible employees may enroll in both Transit and Parking benefits for work related transportation and parking purposes. Please keep in mind, you can only use funds and submit claims for each specific benefit. You cannot use Transit benefit funds to cover Parking, and you cannot use Parking funds to cover Transit benefits.

How does this benefit work?

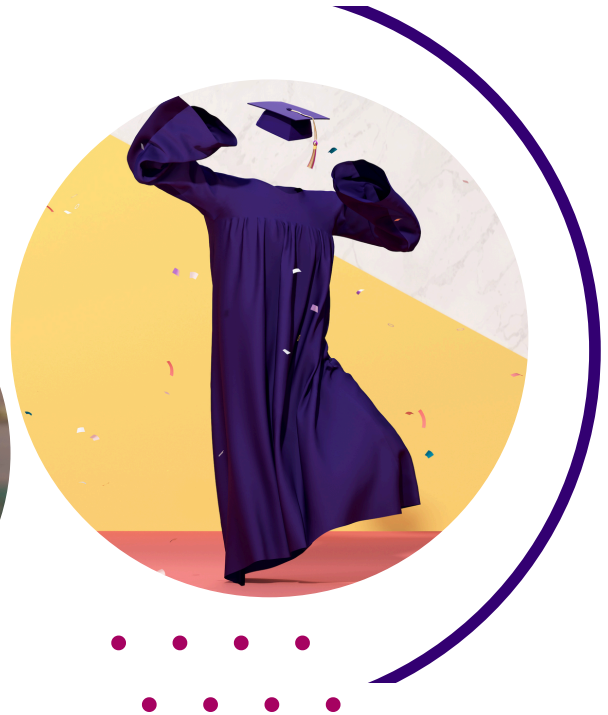
Full monthly elections are directly deducted from your paycheck on the first check of the month. Participation in this benefit and the contribution amount can be changed at any time throughout the plan year since this is a monthly benefit and is not tied to any annual election.

- All commuter elections will be made via Workday.
- Your funds will be loaded to your P&A Group Benefits Card on the first pay period of each month.
- If you wish to view your claims, you can log onto padmin.com.

	Transit	Parking
Provider Information	P&A Group: padmin.com Phone: 800.688.2611	
Maximum IRS Pre-tax contribution	<ul style="list-style-type: none"> • Up to \$325 monthly 	<ul style="list-style-type: none"> • Up to \$325 monthly
What expenses are allowed?	Work related expenses such as: <ul style="list-style-type: none"> • Mass transit fares • Monthly bus passes • Vanpooling fees 	<ul style="list-style-type: none"> • Parking at or near your work location • Parking at a location from which you participate in a carpool or board mass transit
What expenses are NOT allowed?	<ul style="list-style-type: none"> • Taxi fares • Bridge tolls • Cost of auto maintenance 	<ul style="list-style-type: none"> • Parking costs at home • Parking when not commuting to or from work location.

This is a partial summary of benefits only. The Summary Plan Description (SPD) contains a complete detail of benefits, limitations and exclusion. The SPD also describes grievance procedures for disputes. We strongly encourage you to review the SPD before applying for coverage. You may obtain a copy at SoFi Central/US Benefits.

Additional Benefit Programs



Pre-Paid Legal Services with LegalShield

At SoFi, we pride ourselves on putting the health and security of our employees first, and that is why we offer a legal protection plan through LegalShield. With LegalShield you will have direct access to a dedicated law firm who can review and prepare legal documents and assist with personal legal matters such as speeding tickets, neighbor disputes and family related matters such as adoption, and more.

For \$7.27 per pay period, LegalShield puts a law firm in the palm of your hand. LegalShield requires a minimum 1 year enrollment.

LegalShield Plan Benefits

- Dedicated law firm
- Court representation
- Legal document preparation and review
- Letters and phone made calls on your behalf
- Speeding ticket assistance
- Will preparation
- 24/7 emergency legal access
- Mobile app

For more information, please visit:
[**shieldbenefits.com/sofi**](https://shieldbenefits.com/sofi)

Tuition Reimbursement Program

SoFi will cover tuition costs for approved programs from an accredited institution, pre-tax up to \$5,250 per year with a lifetime maximum of \$25,000. This program is available to all regular, full- and part-time employees. Employees are eligible for this benefit after 6 months of employment. \$5,250 is the maximum that can be paid out in one calendar year and is in combination with the Student Loan Repayment Program due to CARES Act. It is the responsibility of the employee to submit their request for reimbursement by December 1st in a given calendar year to ensure they are reimbursed for that year. SoFi's reimbursement policy is based on paid dates of reimbursement, and not the dates of the course itself.

For more information, please visit SoFi Central or contact the benefits team at [**benefits@sofi.org**](mailto:benefits@sofi.org).

Employee Time Off

SoFi provides a generous vacation, sick and holiday schedule to all employees. Part-time employees receive pro-rated paid time off, which they may use after 60 days of employment. More information may be found at [**SoFi Central**](#).

Frequently Asked Questions



Commuter

What happens to my commuter funds if my employment with SoFi terminates?

When your employment ends, you will lose any remaining funds in your commuter benefit account. Per IRS regulations, SoFi can't refund your unused commuter benefit funds. However, you may submit claims for eligible expenses incurred during employment for up to 90 days. Expenses cannot be older than the claim year. Expenses incurred after your employment ends are not eligible for reimbursement. If you have questions, please contact P&A Group at **800.688.2611**.

How do I submit a claim for reimbursement for parking or transit?

Your options to submit eligible parking claims include:

- P&A Group Mobile App: Download the mobile app and log into your account. Go to the menu and tap Upload Claim/Documentation to submit your claims.
- QuikClaim: Instantly submit claims from your smartphone. Log into your account from your mobile device by selecting Account Login and follow the prompt on your screen.
- Electronic Claim Upload: Upload claims online by logging into your P&A account. Select Upload Claim/Documentation under the Member Tools Tab.
- Fax or Mail a Claim: Claim forms are available when you log into your account at www.padmin.com
 - Fax: 877-855-7105
 - Mail: P&A Group, 17 Court St. Suite 500, Buffalo, NY 14202

LegalShield

How do I enroll?

You need to log into Workday via Okta and elect coverage through a new hire event. Please reach out to the benefits team at benefits@sofi.org if you need assistance.

What if I do not elect now, can I enroll later?

No, if you elect to waive this coverage now, you will need to wait until the 2025 Open Enrollment to elect this benefit, unless you experience a qualified life event.

How much does LegalShield cost?

Employees pay for the program with convenient payroll contributions of \$7.27 per pay period by signing up via the Workday system.

Can I stop the plan at any time?

No. This plan is an annual election and you will not be able to drop the coverage until our next open enrollment in 2025 or if you experience a qualifying life event and have participated in the program for 1 year.

Where can I find more information about what is covered?

Click [here](#) for additional information.

What happens to the LegalShield benefit if my employment at SoFi ends?

Your coverage will end as of your termination date, and you will not be able to start any new legal matters while in suspension. You will be eligible to continue your plan by paying for the coverage directly to LegalShield on a monthly or quarterly basis. LegalShield will send you a notice allowing you to continue your enrollment and provide you up to 45 days to respond.

Paid Time Off**How much time do I accrue for time off vacation, sick and holidays?**

Part-time non-exempt employees are eligible to accrue vacation & sick paid time off. Eligible employees accrue (or earn) vacation depending on the length of time they have been employed with the Company. Regular part-time employees are eligible to receive 4 hours of holiday for holidays listed in the Employee Handbook (pages 18-20/ December 2024).

Where can I find how much time I have available for PTO?

Vacation and sick time accruals are on your paystub each pay period. You may also look in the time-keeping/payroll system for information or reach out to payroll at askpayroll@sofi.org for assistance.

Tuition Reimbursement Program**What is the eligibility to participate on the Tuition Reimbursement program?**

To participate in the program, some of the eligibility requirements include:

- Being a *regular* employee (not temp, intern, contingent) for at least 6 continuous months *before* eligible courses begin.
- Your manager and HR confirming you are in good standing (have not received a written warning or been on a PIP in the last 90 days).
- The request relates to your professional development & aligns with what is listed as “eligible” within the policy. Note, typically things like conferences, subscriptions, etc. are *not* covered. Please carefully review the policy.
- You have completed the pre-approval process in Workday *before* eligible courses begin.

Is there a list of approved courses? How do I know if a course will be reimbursed?

We do not have a list of specific courses that are considered eligible under this program. It is up to you to carefully review the policy to ensure you and your desired coursework meet the criteria. The request must relate to your professional development & align with what is listed as “eligible” within the policy. Note, typically things like conferences, subscriptions, etc. are *not* covered. These types of expenses may be covered under your department budget instead. We would suggest taking a look at the examples of eligible versus ineligible expenses noted towards the end of the policy

To learn more about employee benefit programs, please visit [SoFi Central/ US Benefits](#).



This guide provides highlights of the SoFi benefit program. A complete description of your benefit plans can be found in the plan document. Summary Plan Descriptions (SPD) and contracts. While every effort has been made to provide an accurate summary of the plans, the information contained in this booklet does not replace or change the meaning of the SoFi employer sponsored benefit plan documents; SPDs and contracts; the plan documents and contracts are controlling in the event of any discrepancy. SoFi reserves the right to terminate or amend the employer-sponsored plans or any of its employee benefits at any time, in whole or in part, for any reason. As such amendment or termination may apply to current and future participants; covered spouse/domestic partner, beneficiaries and dependents.

