



March 23, 2020

TEAM,

If you've received this letter, your hours at HCT have been completely suspended. This decision is the hardest I've ever made at HCT. *You* are the reason I built the company – to create an extraordinary employment experience for an extraordinary person like you. In this time of uncertainty, we're working tirelessly to honor that promise – the guidebook that follows is our first step.

Due to the spread of COVID-19 in our community and in our country, this decision became necessary. Alongside mandated shutdowns, limited customer activity, and generally, tremendous uncertainty, it became evident that many of our team members, just like you, would be better off if we were to temporarily lay them off. This makes you eligible for significant government relief and rapid unemployment compensation. We believe this approach will provide you more stability than any wages you could generate at HCT.

If you take anything from my note, let me be clear. You are still a member of this team. Beyond this communication, our HR team, managers, and leadership team are at the ready to support you. We'll weather this storm together, however long it takes. And I know we'll come back better than ever.

With gratitude,

Joe DeLoss, *Founder*



UNDERSTANDING THIS GUIDE

We've authored this stability guide to provide support to you during this transition. HCT's top priority is ensuring you maintain stability in your income and resources through this crazy moment in our world. Included are instructions and information about accessing HCT and government benefits. Jump to the sections below that have the specific answers you need – **for anything else please contact HR via HR@hotchickentakeover.com or on the hotline at 614-532-7494.**

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PAYCHECK DETAILS AND ACCESS

First things first, let's discuss how you will be paid for the hours you worked this week. HCT payroll will process as normal for hours worked during the pay period starting 3/16/2020. Here are some key details about your upcoming pay:

- All checks will be deposited by 4/3/2020 into your existing account
- Any live paychecks will be available for pickup at your restaurant on 4/3/2020 from 10:00 – 2:00 pm
- Any checks not picked up during this time will be mailed to your home address on file, likely arriving on or before 4/6/2020

If you need these funds sooner than 4/3/20, you can use Payactiv to access your funds. There are three ways to enroll in Payactiv:

1. Text "Enroll me" to 1-877-937-6966
 - a. Type and send your first name.
 - b. Type and send your last name.
 - c. Type and send your team member ID (found on your pay stub)
2. Download the Payactiv app in the Apple AppStore or Google Play
3. Or visit: www.payactiv.com/enroll

You will continue to have access to www.paychexflex.com (to view paystubs and W2s) throughout this period of suspended hours

UNEMPLOYMENT BENEFITS

Part of our decision to suspend your hours came from an executive order issued by Governor DeWine that expands flexibility for Ohioans to receive unemployment benefits during Ohio's emergency declaration period. Ultimately, you will benefit more from unemployment compensation issued by the government than the unknown nature of HCT's business and state of the COVID-19 emergency as it relates to restaurants. It is important that you file for these benefits as soon as possible.

The details of these benefits, instructions on how to apply, and an FAQ can be found here: <http://jfs.ohio.gov/ouio/CoronavirusAndUI.stm>.

If you do not wish to file online, you can complete the attached PDF file (<http://www.odjfs.state.oh.us/forms/num/JFS00671/pdf/>).

When filing your claim, be sure to use mass layoff code 2000180 to expedite the processing time of your claim. Be sure to note that tips are included in your earned wages when completing your paperwork.

If you are receiving a "name mismatch" error when filing for unemployment, per Paychex, you will need to reach out to your State Representative to have this corrected. You can locate your State Representative by clicking here or by calling 800-282-0253 Monday through Friday from 8:30-5:00.

MATCHED MILESTONES

HCT has long since had a \$600 1:1 match program for meaningful employee investments in education, healthcare, transportation, and housing stability. Alongside the COVID-19 crisis, you can access this matched bank at a rate of \$150/week, without match stipulations and broader uses including gap income until unemployment is received, childcare, food stability, and healthcare premiums.

To utilize this benefit, email HR@hotchickentakeover.com with your name, details of your need, and how the payment can be made (direct payment, Venmo or manual check). Venmo is the preferred option and the quickest way to deliver these payments. See the instruction below on how to set up your account.

We will do our best to issues these funds as soon as administratively possible.

MEDICAL, DENTAL, VISION, AND LIFE INSURANCE

If you are on any of HCT's insurance plans, don't worry - your insurance coverage will continue throughout your period of reduced hours and upon your return to work.

HCT will continue to make the employer contribution, however, you will be responsible for making bi-weekly payments for your contribution. To make your payment, choose a method and follow the instructions below:

1.) Mail a check to:

HCT Finance and Accounting
421 W. State Street.
Office 201
Columbus, OH 43215

2.) Send your payment through Venmo to username: **@HotChicken-Takeover**

- Download the Venmo App (Venmo does not have a Windows app)
- Choose your sign-up method and create a secure password (between 8 and 32 characters long).
- Verify your phone number and email address.
- Add and verify your bank account.
- Search **@HotChicken-Takeover**
- Enter the payment amount
- Enter your message - please include your first and last name and "Insurance Payment"

3.) Send your payment through Zelle to username: accounting@hotchickentakeover.com

- Download the Zelle app
- Choose your sign-up method and create a secure password
- Enter accounting@hotchickentakeover.com
- Enter the payment amount

- Enter your message - please include your first and last name and “Insurance Payment”

4.) Use your Matched Milestone Benefit to cover your insurance payment

- Email HR@hotchickentakeover.com and request that your benefits payment is covered by your Matched Milestone benefit.

Failure to miss 2 consecutive payments will result in a termination of benefits. HCT is committed to contacting you to make a payment before benefits are canceled.

If you have any questions about these plans, how much you owe, or would like to discontinue your coverage, please contact Mosaic Employee Benefits by emailing eric@mosaicemployeebenefits.com or calling 614-323-4494.

2020 BENEFITS ENROLLMENT

We want to make sure you are covered! Due to your status of continued employment with HCT, you are eligible to enroll in our benefits plan as part of open enrollment. In addition to Medical, Dental, Vision, and Life, HCT is also offering Short Term and Long Term disability plans in 2020. If you would like to enroll or change your plan, we need you to act fast... **you must do so by 3/31/2020.**

If you have not enrolled in our benefits but would like to, visit <https://app.bernieportal.com/en/login> and create an account. Select “Login with employer code” and enter HCT’s code: **3FD665.**

If you have already enrolled in our benefits and would like to make changes (especially if you or your family’s insurance benefits have changed as a result of COVID-19), please email eric@mosaicemployeebenefits.com or call 614-323-4494.

If you have any questions about open enrollment, email HR@hotchickentakeover.com or call the HR Hotline at 614-532-7494.

ADDITIONAL TIP SHARE

To generate additional support for you, our guests have generously been tipping our team virtually in an online sale HCT created for your benefit. They are contributing thousands of dollars to provide additional relief to you during these uncertain times. These dollars will be used to supplement the tip share on your last paycheck, given our sharp sales decline in the restaurants. Don’t be surprised if you see a larger tip share than normal on this check, be grateful to our generous guests.

HCT OFFICE HOURS

In addition to close monitoring of the HR Hotline (HR@hotchickentakeover.com and **614-532-7494**), we are committed to support you in your search for resources and continued stability. If you need live assistance,

access to internet, or access to a computer, please let us know as soon as possible. We'll coordinate a time to meet with you in a restaurant to assist.

ADDITIONAL RESOURCES

But wait, there's more! HCT is dedicated to providing up-to-date information on resources that are available in the community. Please visit <https://hotchickentakeover.com/covidresources/> to review these resources, along with updated communication from HCT. Some of the resources available on this site include:

- Food
- Transportation
- Childcare
- Utilities
- Seasonal Employment
- Mental Health
- Substance Abuse
- Emergency Shelter
- Anxiety
- Sobriety Support

ALTERNATE EMPLOYMENT

While COVID-19 has caused business uncertainty for HCT, there are several other companies in Ohio that are hiring seasonal employees during this time (Amazon, Giant Eagle, and Big Lots to name a few!). We would love for you to return to HCT upon our re-opening, however, your current stability is most important to us. These companies will be updated on the HCT COVID resources webpage along with details on how to apply.

The HCT HR team is happy to help with your application, serve as a reference, or support you with mock interviews.

If you find alternate employment and do not wish to return to HCT, please email your resignation to HR@hotchickentakeover.com.