



## BENEFITS AND PAY INFORMATION

### 2026

This summary contains important information about your benefits and final pay cheque following your last day of employment with PetSmart. This is a summary and does not replace or alter the official documents that legally govern the terms and operation of PetSmart's benefits plans, policies and procedures.

#### **I. BENEFITS**

##### **A. Extended Healthcare/Dental Coverage**

Coverage for Extended Healthcare and Dental ends at 11:59 PM on your last day of employment unless there has been a communicated continuation of benefits. If you're enrolled in Extended Healthcare and/or Dental at the time your employment ends, you may elect to continue your coverage through FollowMe with Manulife for a limited time. You'll have 90 days to make your FollowMe elections without evidence of insurability and will be responsible for paying the full cost of premiums. Contact a FollowMe representative for coverage options and cost at 1-844-378-3866 or email [am\\_info@manulife.com](mailto:am_info@manulife.com).

**Other options besides FollowMe:** Using our ALLY EAP program you can request a search of all available independent benefit providers by going online <https://www.guidanceresources.com/> and using access code PETSMART or calling 1-855-201-3843.

##### **B. Company Paid Basic Life Insurance, Dependent Life Insurance and Optional Life Insurance**

Participation in the Company Paid Basic Life, Dependent Life and Optional Life Insurance coverage will end on your last day of employment. If your Group Benefits terminate or reduce, you may be eligible to convert your Employee Life Insurance to an individual policy, without medical evidence. Your application for the individual policy along with the first monthly premium must be received by Manulife Financial within 31 days of the termination or reduction of your Employee Life Insurance. For more information on the conversion privilege, please contact the HR Shared Services Team at 1-866-263-8411 or [hrsharedservices@petsmart.com](mailto:hrsharedservices@petsmart.com).

##### **C. Accidental Death and Dismemberment**

Participation in Accidental Death and Dismemberment coverage will end on your last day of employment. There is no conversion policy available.

##### **D. Short-Term and Long-Term Disability**

Benefits coverage under all disability plans will end on your last day of employment. There are no conversion policies available.

##### **E. Savings Plan (RRSP/DPSP)**

For information on your PetSmart Savings Plan, please contact Canada Life at 1-800-724-3402 to settle your account. An email with settlement options for your account will be sent within 30 days of your last day of employment directly from Canada Life.

What should I do if I'm ready to retire and start receiving retirement income?

Contact your financial advisor if you have one, or call *Access Line* at 1-800-724-3402 and ask to speak with an investment and retirement specialist. We have a variety of income options to suit your needs.

#### **F. Tuition Assistance Program**

If you had an approved Eligibility Request, your courses were completed before your separation and in the last 30 days, but you have not yet submitted your final grade, you may still submit your grades for reimbursement. If you meet the remaining eligibility requirements your reimbursement will be delivered via the normal payroll process (i.e. direct deposit or live cheque).

#### **G. Ally**

Eligibility to use Ally, our employee assistance program remains active for you and members of your household for 90 days after your last day of employment. Access online at <https://www.guidanceresources.com/> using access code PETSMART or by calling 1-855-201-3843.

#### **H. Perkopolis Discount Program**

You can continue participation in the Perkopolis discount program 90 days after separation at <https://www.perkopolis.com/>.

#### **I. PetSmart Associate Discount**

PetSmart Associate discounts end at 11:59 PM on your last day of employment unless there has been a communicated continuation of benefits.

#### **J. PlayUp Recognition Program**

After your last day of employment, you will no longer be able to access PlayUp via OKTA single sign on. You will be able to access PlayUp via the directions below to redeem any remaining, non-expired points and awards for **90 days** from your date of separation. Note: It may take up to 2 weeks from your termination date for new PlayUp access to be live. For any issues, please contact PlayUp Customer Service at 1-800-892-4331.

1. Visit <https://petsmartplayup.com/partneraccess>
2. Use the following login info:
  - **Username:** Associate ID (no leading zeros)  
Example: If your Associate ID is **001122**, your username will be **1122**.
  - **Initial Password:** Associate ID + EPIN (no leading zeros, no spaces)  
Example: If your Associate ID is **000456** and birthday is **01/03**, your initial password will be **456103**.

## **II. PAY CHEQUE AND PAID-TIME OFF**

#### **A. Vacation Pay**

Payment will be made for any accrued vacation hours less the hours already taken during the calendar year.

#### **B. Sick/Discretionary Time**

Unless otherwise required by law, there is no payout for unused Sick or Discretionary time.

### **C. Final Pay**

Final pay for associates will be provided according to the applicable provincial laws. For questions regarding your final pay, contact the HR Shared Services Team at 1-866-263-8411 or [hrsharedservices@petsmart.com](mailto:hrsharedservices@petsmart.com).

### **III. EMPLOYMENT VERIFICATION**

Requests for employment verification can be made by contacting the HR Shared Services Team at 1-866-263-8411 or [hrsharedservices@petsmart.com](mailto:hrsharedservices@petsmart.com).

### **IV. EMPLOYMENT INSURANCE**

**Records of Employment are submitted electronically to Service Canada** and are no longer mailed out to associates upon termination, resignation, or leave of absence from PetSmart. To obtain a copy of the Record of Employment, associates can visit the 'My Service Canada Account' page online. From the 'My Service Canada Account' section, they can view and/or print copies of ROE's. To access My Service Canada Account, please visit [www.servicecanada.gc.ca/eng/online/mysca.shtml](http://www.servicecanada.gc.ca/eng/online/mysca.shtml). If you have questions concerning your Record of Employment, please contact the HR Shared Services Team at 1-866-263-8411 or [hrsharedservices@petsmart.com](mailto:hrsharedservices@petsmart.com).

### **V. ADDRESS CHANGE**

To ensure PetSmart maintains a current address on file for T4's, T2200's, and other relevant mail, please remember to notify the HR Shared Services Team at 1-866-263-8411 or [hrsharedservices@petsmart.com](mailto:hrsharedservices@petsmart.com) of address changes. Address changes must be submitted by December 1<sup>st</sup> of the tax year to have T-4 and T2200 mailed to the correct address in January.

### **VI. QUESTIONS**

For more information about any of our benefits, payroll or any questions please contact the PetSmart Benefits Team at 1-866-263-8411 or e-mail them at [hrsharedservices@petsmart.com](mailto:hrsharedservices@petsmart.com).