



STORE ASSOCIATE BENEFITS AT SEPARATION 2026

This summary contains important information about your benefits and final paycheck 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. Medical/Dental Triple-S Health Plan (Including Prescription)

Coverage for medical/dental plan with Triple-S Health Plan ends at 11:59 PM on the last day of your pay period. If you're enrolled in the Plan at the time your employment ends, you may elect to continue your coverage through COBRA for a limited time (generally up to 18, 29, or 36 months, depending on your circumstances). You'll have 60 days to make your COBRA election and 45 days thereafter to make your first premium payment. You'll be responsible for paying the full cost of coverage plus a 2% administration fee as outlined in the COBRA packet that will be mailed to your address on file with PetSmart. If you have questions about your COBRA benefits, call the Benefits Center at 1-888-481-0101.

COBRA plans you are eligible to enroll in can be accessed along with rates in the PetSmart Benefits Portal (worklife.alight.com/petsmart).

B. Company Paid Basic Life Insurance and Supplemental Life Insurance

Participation in the Company Paid Basic Life Insurance or Supplemental Life Insurance coverage will end on your last day of employment. You will receive a letter instructing you to call a toll-free number to request applications if you are interested in pursuing the continuation options available to you. If you wish to convert this coverage to an individual policy, you must complete the application form that will be mailed by New York Life to your address on file with PetSmart. Please be aware of the timeframe to complete and return it as it is a time sensitive document. When you call New York Life for an application, you will be able to request a quote of the cost of insurance over the phone.

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 is no conversion policy available.

E. Tuition Assistance

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 check).

F. Vacation Pay

If you are an eligible, full-time associate, payment will be made for any accrued vacation hours less the hours already taken during the calendar year. Unused special vacation hours will be paid to hourly associates. If you have used vacation hours in excess of the amount accrued, the excess amount may be deducted from the final check, or the associate may be required to reimburse the company. Associates who terminate during the first 90 days of employment may not be paid vacation. Director and above positions will have the PetSmart's Flexible Vacation Policy applied and will not have accrued vacation to payout. Pay will be calculated based on the rate earned upon separation. All of the referenced vacation payout processes are paid out in accordance to Puerto Rico laws.

G. Sick Leave

There is no payout for unused Sick Leave

H. 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. FINAL PAY

Final pay for discharged associates will be provided according to the applicable state laws. For questions regarding your final pay, contact the HR Shared Services Team at 1-866-263-8411.

III. EMPLOYMENT VERIFICATION

PetSmart has partnered with *The Work Number* to provide private and secure automated income and employment verifications 24-hours a day, seven days a week. To obtain proof of income and/or employment verification, please direct the verifying party to *The Work Number* via the web at www.theworknumber.com.

While very rare, if a verifying party requires you to obtain a salary key, please visit www.theworknumber.com and login via the VIEW MY DATA option to obtain the key. First time users will be required to create a username and pin to use for future logins.

IV. PRW-2 AND PAYSTUBS

You can retrieve your PRW-2 online at www.MyADP.com. PRW-2's are available by January 31st each year for the previous tax year.

If you have not registered with ADP before select "Create Account", then "I have a registration code". The registration code is *PETM-PETS*. You need to provide your first and last name, PetSmart associate ID number, social security number, and month and date of birth to register.

V. ADDRESS CHANGE

To ensure PetSmart maintains a current address on file for COBRA information, PRW-2s, etc., please remember to notify the HR Shared Services Team at 1-866-263-8411 of address changes. Address changes must be submitted by December 1st of the tax year to have a PRW-2 mailed to the correct address in January. See IV. PR W-2 AND PAYSTUBS above for instructions on obtaining your PRW-2 online.

VI. QUESTIONS

For more information about any of your Triple-S Health Plan benefits, please contact the Benefits Center at 1-888-481-0101.

For Payroll questions, please contact the HR Shared Services Team at 1-866-263-8411 or email them at hrsharedservices@petsmart.com.

Dear Employee:

The Unemployment Insurance benefits administered by the Department of Labor and Human Resources ("DLHR") are available for all workers who are unemployed and satisfy the eligibility requirements established by the Puerto Rico Employment Security Act, Ley Núm. 74 de 21 de junio de 1956, as amended, 24 LPRA sec. 701 *et seq.* A claimant may file a claim for Unemployment Insurance in the first week in which he is no longer working, or his work hours have been reduced.

For assistance or more information about how to file a claim for Unemployment Insurance, you can visit DLHR's website, https://www.trabajo.pr.gov/seguero_por_desempleo.asp, or call DLHR's call center at (787) 945-7900.

You will be required to provide the following information in order to process your claim:

1. Full name
2. Social Security number
3. If you are not a citizen or resident of the United States, you will be required to provide documents that show you are authorized to work in the United States.

You can file your claim online through DLHR's website at <https://www.trabajo.pr.gov>.

You can also file your claim telephonically by calling DLHR's call center at (787) 945-7900.

If you have questions about the status of your claim, you can call (787) 625-7900 or DLHR's call center at (787) 945-7900.

You can also e-mail any questions to reclamaciondesempleo@trabajo.pr.gov. Please note that this DLHR e-mail address may only be used to answer questions or address concerns, not to file a claim.