Universal Orlando Resort

2019 Benefits
Technology Enhancements

Benefits that fit your life
Dear Team Members,

At Universal Orlando, we are always looking for ways to enhance our Guest and Team Member experiences. We recognize and appreciate that you work hard to help bring these experiences to life. As part of our commitment to you, we are using technology to make it easier than ever to take advantage of the many benefits we offer.

One of the key foundations we offer to you is a robust benefits package that allows you to choose options that best fit you and your life. Beginning Monday, July 1, you will be able to access your benefits in a new way that enables you to view your personalized information at your fingertips, 24/7.

You will have the convenience of accessing your benefits information on your terms, whether through the new online site or over the phone. We invite you to read more about the changes that are coming and hope that you are excited about the enhancements.

As part of these technology enhancements, there are important items that you need to know. Please review the attached Frequently Asked Questions to learn more and get answers to your commonly asked questions.

Thank you,

[Signature]
What’s happening? / How do I get information about my benefits, leave of absence or disability? / How do I enroll for benefits?

Starting July 1, 2019, you will be able to access information and ask questions about your benefits / leave of absence in the following ways:

General Benefits Info and Enrollment
• uobenefits.com
• Benefits Service Center
  855-713-9663 | 8am-6pm ET, M-F

Leave of Absence and Disability Service Center
• Start or View a Claim 24/7 via mySedgwick.com/uo
  833-300-4876 | 8am-9:30pm ET, M-F

Are my benefits changing?
No, your benefits are not changing and you do not have to re-enroll in your benefits until the next enrollment period. You may log on to the new system beginning July 1, 2019 to review your benefits. If you have any questions, please contact the Benefits Service Center: 855-713-9663 for assistance.

(Please note: these enhancements pertain to UO-paid Team Members.)

Are any policies changing?
There will be some changes to our policies that will be updated July 1. You may reference this information at any time by logging on to view the Policies and Procedures Guidebook (located on myUO) or by logging in to AskHR.

Examples of changes that take effect July 1, 2019:
• Team Members will now be eligible for parental leave after 31 days of joining Universal Orlando rather than 12 months.
  - Note: Parental leave is available for Regular (full-time) Team Members only. This part of the policy will not change.
• Newly-hired Team Members will have 31 days to enroll in their benefits instead of 61 days.
• Team Members who are the primary caregiver will be able to start their leave up to one week prior to the birth/adoption date as part of the parental leave. Non-primary caregivers will now have the option to take two weeks of continuous leave at any time in the year following the birth/adoption date. Parental leave will also now include adoption of a stepchild.
• Reclassified Team Members will be eligible for benefits day 1 rather than waiting 31 days. An example of this would be a Casual Team Member being promoted to a Regular status – benefits will be effective the date of the change!
• Please note: If you have an effective date of an event prior to July 1, 2019, the process will follow the in-force policy. The policy changes are all effective July 1, 2019 (and are not back-dated prior to that).
  - Example: If you are reclassified from a Casual Team Member to a Regular Team Member on June 30, 2019, your benefits effective date will have a 31-day waiting period. If you are reclassified from a Casual Team Member to a Regular Team Member on July 1, 2019, your benefits will have a 0-day waiting period and will be effective with your status change effective date.

Are any processes changing beginning July 1, 2019?
Yes. Examples include:
• Enrollments will be processed online.
  - New hires will receive an invite to the benefits portal approximately one week after their start date to view their personalized information and make benefits choice selections within 31 days.
  - Any changes (such as marriages or births) that occur during your Plan year will be processed online.
  - Open enrollment will also be online!
  - Documents for newly added dependents will be uploaded and verified online.
• Withdrawals from the 401(k) retirement plan will all be handled by the Fidelity Retirement Service Center, available online at fidelity.com.
  - Hardship withdrawals will be available via an online transaction (e-hardships).
• Team Member Services, not Benefits, will answer all questions related to Time Off (i.e. PTO, vacation, sick time, bereavement, etc.).
• If you have an employment status change that impacts your benefits (i.e. move to a Regular or Casual status), you will have the ability to enroll in benefits within 31 days of the change. If you had previously gained access to full-time benefits from qualifying through the Health Care Reform rules, then received full-time employment, you will be able to enroll in applicable benefits each time you have a change that impacts your benefits.

What is happening to the Benefits Counter?
The Benefits Counter (located in B-111) will no longer be available as of August 1, 2019. Please see this detailed timeline of how this may affect you:
June 14

Last day to submit paper benefits enrollment forms to the Benefits Counter.

June 15 – June 30

This is a time period where you will be unable to enroll or make benefit election changes.

- As we upgrade to our benefits enrollment system, this will be the blockout period where you cannot enroll in your benefits. (If you are already enrolled in company benefits, you do not need to re-enroll.)

- Once the new system is available (beginning July 1), you may log in (www.uobenefits.com) to enroll in your benefits. Your elections will be back-dated to your eligibility date if applicable.

- The Benefits Service Center (855-713-9663) will be able to help you process any enrollment over the phone. As we will be in a transactional blockout period for 2 weeks, we are allowing an additional month as an extended enrollment deadline during this transition. This means that any benefits effective dates dated back to June 1, 2019 will have an extended enrollment window through July 31, 2019. Don’t miss the July 31, 2019 extended deadline! Call the Benefits Service Center to make sure your benefit elections are processed.

  - Example: You are hired June 1, 2019 and your benefits effective date is July 2, 2019 with your 31-day waiting period. If you do not submit your paper enrollment form prior to June 14, 2019 (the last day to submit paper forms), you will need to wait until July 1, 2019 to log onto the new online enrollment system to make your elections. (As your benefits effective date falls within the extended enrollment window through July 31, 2019 for the transition, you may process your enrollment through that time frame. If you don’t see your enrollment event online, the Benefits Service Center will be able to assist you through July 31, 2019).

  - Example: You are hired June 17, 2019 and your benefits are effective July 18, 2019 with your 31-day waiting period. You may log on to the new enrollment system on July 1, 2019 to enroll in your benefits. (As your benefits effective date falls within the extended enrollment window through July 31, 2019 for the transition, you may process your enrollment through that time frame. If you don’t see your enrollment event online, the Benefits Service Center will be able to assist you through July 31, 2019).

  - Example: You are hired May 16, 2019 and your benefits effective date is June 17, 2019 with your 31-day waiting period. You wish to enroll on June 17, 2019, but you are not able to as this is the block out period. (As your benefits effective date falls within the extended enrollment window through July 31, 2019 for the transition, you may process your enrollment through that time frame. If you don’t see your enrollment event online, the Benefits Service Center will be able to assist you through July 31, 2019).

- If you have an emergency during the blockout period (June 15 - June 30), including an unexpected emergency room visit or an urgent need for a prescription, please visit the Benefits Counter in B-111. We will be able to assist you by coordinating with Cigna to process an urgent update for coverage. Our team will work with you to ensure your coverage is effective.

- You can still submit leave of absences for all situations or connect with the Benefits Team at the Benefits Counter, by calling us at: 407-363-8035 or emailing us at: benefitsdepartment@universalorlando.com.

- We are here for you! Please visit the Benefits Counter in B-111 if you need any assistance as our team will be able to help you navigate any questions you may have.

July 1

Your new technology resources will be available for you and benefits enrollment now takes place on uobenefits.com!

- Please call us or log on to our new websites listed above.

- If you have a general benefits question, you should contact the Benefits Service Center.

- If you have questions or would like information about a current claim or have a new claim to report, you must contact the Leave of Absence and Disability Service Center.

- There is no need to take any action or re-enroll for benefits if you are already enrolled.

- If you are a new hire, have a qualifying life event (i.e. marriage, divorce, birth) that allows a mid-year change in benefits or are transferring to Universal Orlando – all transactions can be handled online! If you have any questions regarding these transactions, the Benefits Service Center can assist you.

Please note: If you are already enrolled in company benefits, you do not need to re-enroll.
I would like a physical copy of a legal document such as a Summary Plan Description or a plan certificate. If the benefits Counter is closed, how do I request that?

The Benefits Service Center will be able to assist you by printing and mailing your document requests. Please contact them beginning July 1 at: 855-713-9663.

I would like to speak with someone or leave a message after hours. How may I do that with the new service centers?

• The Benefits Service Center will allow you to leave a voicemail or email after hours to request a return phone call.

• The Leave of Absence and Disability Service Center is staffed from 8:30am-9pm with representatives who can assist with claim intake. If you would like to speak with your claims specialist or have other questions, you must do so from 8:30am to 6pm.

• Both of the websites – for Benefits and for Leave of Absence and Disability claims – are available 24/7! You can process a marriage (don’t forget to read the documentation requirements carefully and submit the appropriate documentation directly on the website) or start a new leave of absence claim at your convenience! If it’s more convenient for you to process the information at night, over the weekend, or at home with your family – you may do this now!

Is there more than one way to access my online benefits information?

Yes. Our new website is mobile-friendly too! You have two ways to access the site:

1. Access your benefits site directly:
   www.uobenefits.com

2. On UOTeam.com, select Quick Links for benefits:

Do I need a login and password to access the site?

Yes. You must log in with unique credentials that are specific to the Benefits Service Center website.
What types of information may I access on the site?

Please log on to find out what information you have at your fingertips! We have worked hard to create a personalized experience for you and are excited to have you view the new website.

If you are a Regular Team Member, you will be able to view detailed information for your available benefits as well as see a summary of your personal benefits. If you are a seasonal Team Member, you will be able to view your available benefits.

• For example, did you know that Universal Orlando provides ALL Team Members with free life insurance benefits and free Employee Assistance benefits? Did you know that all Team Members have access to our onsite TeamCare facilities – which includes an onsite clinic and pharmacy? Did you know that all Team Members are eligible for Universal Orlando’s 401(k) plan after completing 1,000 hours of service?

There is much more material online! You can find information to help you to get ready to retire, what benefits are available for you if you reclassify to another employment status and financial resources. You can also make your beneficiary selections for your life insurance on the new website.

Additionally, you can easily access our other benefits websites – i.e. Fidelity for your 401(k) or Employee Stock Purchase (ESPP) accounts or Sedgwick for Leave of Absence and Disability claims.

Can you share more details around the change to the new administrator for the Leave of Absence and Disability Service Center?

If you are currently on a leave of absence, our new administrator, Sedgwick, will be administering your leave beginning July 1, 2019.

If you are in the middle of applying for a leave of absence and have not completed the process, please visit the Benefits Counter in B-111 (through July 31, 2019) for assistance.

All new leave of absence and disability requests need to contact the Leave of Absence and Disability Service Center beginning July 1, 2019.

There are no changes to the job accommodation process. That will continue to be evaluated through your HR Business Partner.

How will this change affect my paycheck?

You should see no impact in the amount of pay you receive. However, for the rest of this year, you will see some additional line items on your paystub. Please check your July 12th paycheck carefully as this will be the first pay cycle with the processes in place. If you have any questions, please contact the Benefits Service Center at 855-713-9663 for assistance.

With the transition, the names of your deductions may change, and therefore, will create a separate line item in the detail of your deductions.

For example, if you have Dependent Life insurance, after July 1, you will see 2 line items on your paystub, though they may have slightly different names. The first line in the list will represent the weekly deduction that was taken from your paycheck and will reflect an amount in the “Current” column. The second line in the list for Dependent Life will retain the Year to Date (YTD) amount, with no amount shown in the “Current” column.

Additionally, some may see a line item titled “Consolidated Benefits”. This item will be present if there are more individual line items that what the paystub will hold. All deductions that cannot be reflected individually will roll-up into one total.

If you have any questions with the amounts beginning on your July 5 paycheck, please contact the Benefits Service Center (855-713-9663) for assistance.

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