

Wells Fargo / The Millennium Group (TMG) Transition Frequently Asked Questions

Q: When is the deadline to share my interest in joining TMG?

A: Transitioning Associates will have until **September 12, 2023** to submit information on our Careers Page and begin the onboarding process.

Q: Where should I go to begin the onboarding process?

A: If you are interested in joining TMG and continuing on in your current role supporting Wells Fargo, please visit our Careers Page (<https://tmgofficeservices.applicantpro.com/jobs/>) and search for a position titled "Transition Associate" located in Tinton Falls, NJ. Once you have found this position, please submit the requested contact information to begin the onboarding process.

A direct link to this position can be found here:

<https://www.applicantpro.com/openings/tmgofficeservices/jobs/3047080-132114>.

Q: Will I be required to submit a resume?

A: A resume attachment is **not** required for submission. However, as you follow the submission prompts through our website, you will be asked to submit your resume and contact information. Instead of submitting a resume, please indicate that you are a current Wells Fargo employee under the resume text box.

Q: Will I need to complete a background check? How long will that take?

A: All transitioning Associates will be required to successfully complete a background check in order to remain onsite. TMG will extend verbal offers and begin the background check process immediately after information is submitted in full on our website. Transitioning Associates who accept a verbal offer of employment from TMG will be sent a link to authorize processing of a background check from a company called ProScreening. Please check your spam or junk folders for the authorization email. Background check results typically return within 5 business days from the time they are authorized, but this may vary from state to state.

Q: When will I receive my offer letter from TMG?

A: After an Associate successfully meets our background check standards, TMG will send out written offer letters. Please note that the date written offers will be sent out will be based upon where you are in the onboarding and background check process. You should not be alarmed if you see others at the same site as you receive offers before you receive your offer.

Q: Will TMG match my current rate of pay?

A: We are confident that we will be able to match the current rate of pay for each Associate that transitions to TMG.

Q: I have been working at this location for several years. Will I lose my seniority if I transition over to TMG?

A: TMG will recognize years of service for paid time off accrual purposes. TMG also plans to consider your original hire date for leave of absence and accommodation purposes if a request is submitted.

Q: How much paid time off (PTO) will I receive? When will I be eligible to use PTO?

A: TMG will honor current annual paid time off allotments of all transitioning Associates and will honor current allotments based on our state specific accrual policies. Associates will be able to use their annual PTO allotments beginning January 1, 2024.

TMG will review PTO accruals for the remainder of 2023 and will advise each transitioning Associate of their individual prorated allotments. Associates with time off that has been preapproved between November 1, 2023 and December 31, 2023 will be able to take this time off in an excused but unpaid status if time off has not already been accrued.

Q: When are TMG pay dates/cycles?

A: TMG's standard pay period is biweekly for all Associates. Pay dates are every other Friday. If a pay date falls on a company-recognized holiday, you will be paid on the preceding workday. Transitioning Associates can expect to receive their first paycheck with TMG on November 10, 2023 for time worked between November 1st and November 5th.

Q: What holidays does TMG observe?

A: TMG will honor all current Wells Fargo holiday schedules. Transitioning Associates will be eligible for holiday pay for days identified in the TMG handbook and/or aligning with the Wells Fargo holiday schedule immediately upon hire.

Q: When will I be eligible for insurance benefits?

A: Transitioning Associates will be eligible to enroll in our insurance benefits beginning November 1, 2023. TMG will collect information related to current insurance coverage from transitioning Associates after information is received on our website.

Q: What insurance benefits does TMG offer?

A: TMG offers a comprehensive suite of benefits to promote health and financial security for our Associates. Our current insurance benefit offerings include the following:

- Medical Insurance through HealthComp/Cigna
- Dental Insurance through United Healthcare
- Vision Insurance through United Healthcare
- 401(k) Plans (Roth and Traditional) through John Hancock
- Life and Accidental Death & Dismemberment Insurance through MetLife
- Long Term Disability (LTD) Insurance through MetLife
- Accident Insurance through MetLife
- Flexible Spending Accounts (health care and dependent care) through WEX

- Commuter Benefits through WEX
- Legal Insurance through MetLife

Q: What is the cost of TMG’s benefit plans?

A: Biweekly Associate contributions rates for our insurance plan options are comparable to market based data when ranking affordability, ease of use, and additional amenities. TMG’s benefit offerings are designed to offer flexibility for Associates to be able to customize their insurance selections based on their current needs. As such, we offer high and low tier plan options for both Medical and Dental insurance. Specific costs of insurance benefits will be released at a later date.

Q: Does TMG provide a 401(k) match?

A: No. At this time, we do not offer an employer match on employee 401(k) benefit contributions. Please note that TMG does sponsor the plan and we take all plan expense obligations so they are not passed onto Associates, but plan contributions will be your own.

Q: If I have questions regarding paid time off, compensation, or insurance benefits with TMG, who can I contact?

A: TMG’s Human Resources department is available for any questions you may have related to this transition and you will be able to contact us using your preferred method of communication. We will be available for questions via phone at (732) 741-4870 or via email at HRSupport@TMGOfficeServices.com.

Q: Can I rewatch the video that was shared during the Meet TMG Townhall meetings?

A: You can rewatch our welcome video here: <https://www.tmghumanresources.com/learnmore.html>.