

OKTA UK LTD

# Employee Benefits Manual

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## Summary of Benefit Arrangements

As an employee of Okta UK Ltd you will be provided with a wide range of benefit plans. These benefits allow you to save for retirement, provide important financial protection and allow you to access treatment when you need it most.

The provision of these benefits will cease upon termination of your employment with Okta UK Ltd

You will be provided with the following benefits:

- A [Group Personal Pension Plan](#) provided by **Royal London**
- A [Group Private Medical Insurance Plan](#) insured with **Bupa**
- A [Group Life Assurance Plan](#) insured with **Canada Life**
- A [Group Income Protection Plan](#) insured with **Canada Life**
- A [Dental Insurance Plan](#) insured with **Bupa**
- A [Short Term Sickness Plan](#) with **Unum**
- A [Voluntary Health Cash Plan](#) through **Medicash**
- An [Employee Assistance Programme](#) through **Modern Health** and **EmployeeCare**

This guide is for information only and is not personal financial advice. If you require financial advice you should seek this from an authorised financial adviser. The value of investments can go down as well as up, so you could get back less than you invest. This guide is based on our current understanding of legislation, taxation and HMRC practice which may change in the future.

## Pension

As an employee of Okta UK Ltd, if you are eligible you will be automatically enrolled into the Plan upon commencement of your employment.

If you opt out of the plan you can request to re-join however your employer only has to action your request once in every 12 months.

The pension provider is Royal London.

### Contributions

Your employer contribution depends on your own as shown below. You can contribute more if you wish but the company contribution will remain the same. Employee contributions are paid via salary sacrifice.

Your Contribution	Employer Contribution
5%	4%

### Contributions based on:

Annual basic salary (paid monthly)

### Annual Allowance

The Annual Allowance is the maximum that you can save in a registered pension scheme (per tax year) and still qualify for tax relief.

The 2020/21 Annual Allowance is £40,000. Any individual contributions in excess of the Annual Allowance will not be tax-deductible and will be treated as a benefit in kind if made by your employer on your benefit.

Your contributions are limited to 100% of your salary or the Annual Allowance, whichever is lower.

The Tapered Annual Allowance was introduced in April 2016. Currently it affects employees with a total taxable income of over £240,000. Income does also include the value of any employer pension contributions.

For every £2 of income over £240,000 the annual allowance is reduced by £1 down to a minimum of £4,000. This means that once income reaches £312,000 the Annual Allowance will be £4,000.

There is a threshold of £200,000 of income (excluding pension contributions) below which taxpayers are not subject to the Tapered Annual Allowance. However, anti-avoidance rules apply so that any salary sacrifice set up on or after 9 July 2015 will be included in the threshold definition.

For individuals who are not impacted by the new Tapered Annual Allowance; their Annual Allowance will remain at £40,000.

Contributions exceeding the Annual Allowance can be offset against any unused allowance from the previous 3 tax years based on a notional Annual Allowance provided the individual had a registered scheme in place in the tax year concerned.

Further details can be found on the HMRC website: <http://www.hmrc.gov.uk>

Advice should be sought by a Financial Advisor if you are in this position.

### **Lifetime Allowance**

The **Lifetime Allowance** for the 2020/2021 tax year is £1.073 million. This is the total capital value of all registered pension scheme benefits, not including state pension benefits, which you can build up without paying extra tax.

The value of your registered scheme benefits would ordinarily include benefits payable under a registered group life scheme.

Some people may have applied for and been granted a form of pension “protection” by HMRC. In most cases, a condition of the protection is that further pension contributions cannot be made to your registered pension scheme arrangements by either you or your employer. This includes any contribution which would be made automatically if you were affected by automatic enrolment. It is therefore essential that if you have protection you are aware of the consequences of further contributions being made to a registered scheme.

If you feel the above issues may affect you, we would always recommend that you seek professional personal advice.

### **Useful Links**

For help finding an IFA visit [www.unbiased.co.uk](http://www.unbiased.co.uk)

For state benefit guides visit the Pension Service (DWP) at <https://www.gov.uk/browse/working/state-pension>

For the Government’s free impartial specialist pension guidance for over 50’s visit [www.pensionwise.gov.uk](http://www.pensionwise.gov.uk)

For additional guidance visit HMRC at <https://www.gov.uk/>

## Private Medical Insurance

**Policy Number: 55314211141**

Private Medical Insurance is designed to cover the cost of private medical treatment for ‘acute conditions’ that start after your policy begins, giving you choices over when you are treated, where you are treated and by whom.

An acute condition is defined as a disease, illness or injury that is likely to respond quickly to treatment that aims to return you to the state of health you were in immediately before suffering the disease, illness or injury, or which leads to your full recovery.

Insurers will typically not cover ‘chronic conditions’ – diseases, illnesses or injuries that have one or more of the following characteristics: needing long-term monitoring, control or relief of symptoms, requiring rehabilitation, continuing indefinitely and has no known cure or is likely to come back.

Your policy is insured with Bupa and a summary of the benefits are shown below:

### Underwriting

The Okta UK Ltd plan is based on Medical History Disregarded and therefore requires no medical declaration. All eligible conditions will be covered from the date of joining subject to the rules of the scheme.

### Eligibility

Okta UK Ltd will cover you and your dependants. Dependant children are covered on the policy up to the renewal date following their 24<sup>th</sup> birthday.

### Benefit in Kind

Membership to the Private Medical Insurance plan is a taxable benefit. Any queries relating to the impact on your P11D as a result of your membership should be directed to your HR Department.

### Enrolment

As PMI is a taxable benefit you need to confirm with the Okta Benefits Team at [benefits@okta.com](mailto:benefits@okta.com) that you wish to be enrolled in this benefit.

### Excess

The policy includes a £100 excess payable per person per policy year.

A Membership Pack will be sent to you at your home address along with the policy terms and conditions. Once received, we recommend that you read through this to ensure that you are fully familiar with the plan benefits on offer.

**Consultant and Facilities Finder** - members can locate a treatment specialist or facility by following this link

<https://finder.bupa.co.uk/>

## Summary of Benefit Basis

Benefits shown are per contract year, unless otherwise stated.  
The information on this page must be read in conjunction with the Definitions, Benefit Terms, Conditions, Exclusions and other documents as published by each Insurer.



In-patient Treatment	
<b>Hospital or Nursing Charges</b> - including charges for accommodation, theatre charges, nursing care, drugs and dressings, physiotherapy and surgical appliances.	Paid in full within Participating facilities
<b>Specialists' fees In-patient/Day-patient</b> - Surgeons, anaesthetists and physicians for each operation, including aftercare	Paid in full for Bupa Participating Consultants
<b>Diagnostic Tests</b> In-patient/Day-patient including CT, MRI and PET scans on specialist referral	Paid in full within Participating facilities
<b>Radiotherapy &amp; Chemotherapy</b> for in/day patient or each course, up to:-	Paid in full for Bupa Participating Consultants
<b>Mental Health</b> hospital and day-patient unit charges for mental health treatment including charges for accommodation, diagnostic tests and drugs.	Paid in full to a max 45 days/nights
<b>Parent Accompanying Child</b> - reasonable cost of accommodation	Paid in full under 16 years undergoing eligible treatment (1 parent only)
Out-patient Treatment	
<b>Out-patient treatment</b> (on specialist referral) - Specialist consultations, Diagnostic Tests, Therapist charges and Complementary medicine treatment	Full Cover
<b>Mental health treatment</b> Specialist consultations and practitioners' charges for mental health conditions and treatment	Full Cover
Additional Benefits	
<b>Nursing/Hospital at Home</b> On specialist's recommendation, and immediately following in and/or day patient treatment	Up to £2000 each year immediately following eligible in-patient treatment
<b>Maternity Cash Benefit</b> for each birth	Optional benefit £200 each birth/adoption
<b>NHS Cash Benefit</b> payable for each night treatment is received free of charge under the NHS for a condition which would have been covered by the private plan	£50 per night - Max 35 nights
<b>NHS Cancer Cash Benefit</b> payable when treatment is received free of charge under the NHS for treatment of cancer which would have been covered by the private plan	£100 per day
<b>Ambulance transport</b> contribution towards costs for medical reasons.	£80 per trip
<b>Optical cash benefit</b>	Up to £100 each 2 year period
<b>Accidental dental injury cash benefit</b>	Up to £900 each year
Prescription cash benefit	Up to £20 each year
<b>Babylon Digital Healthcare</b>	
Virtual GP application for diagnosis, GP appointments and prescriptions	
Standard Exclusions	
Chronic Conditions	Excluded

Cosmetic Surgery	May cover surgery to restore appearance after accident or cancer which occurred during Bupa membership
HIV/AIDS	Excluded
Hormone Replacement Therapy	Excluded but may pay for bone densitometry where certain criteria can be met
Infertility	Excluded
Pregnancy/Childbirth	Will cover listed complications & caesarean where medically necessary and after 12 months cover

**Typical Exclusions include (but are not limited to):**

Each insurer provider applies general exclusions to their cover, which varies between each provider. Common exclusions are as follows:

- Chronic conditions – Conditions that cannot be cured by current medical treatments
- Routine Maternity
- Alcoholism/Drug Dependency
- HIV and AIDS
- War and Terrorism



## Dental Benefits

**Policy Number: 55314217347**

A Dental Insurance plan is a great way to manage the cost of dental care throughout the year. Whether it's for routine check-ups, a scale and polish or more complex treatments, most people will visit their Dentist at least once or twice a year to ensure that they maintain a good standard of oral health.

### Policy Details

As a member of the Bupa Dental Care Level 4 plan there is no pre-joining application and you are immediately covered for eligible dental treatment, subject to the terms and conditions of the policy.

### Clear Cut Benefits

The policy covers the costs of treatment from a Private dentist up to annual limits for different types of routine treatment such as:

- Examinations up to £70 per year, maximum of 2 per year
- Scale & Polish up to £90, maximum of 2 per year
- X-Rays up to £90 per year
- Fillings and root canal treatment up to £350 per year
- Extractions up to £200 per year
- Restorative dental treatment per year – 80% of costs up to £2,000 per year
- Orthodontic Treatment IOTN Scale 4/5 up to £600 per year
- Emergency Dental treatment up to £1000 per year
- Dental Injury treatment up to £5,000 per year
- Re-imburement of costs of NHS treatment up to local NHS limits for dental treatment
- Cash Benefit for Hospital Stay - £100 per night up to £1,000 per year
- Oral Cancer treatment – no annual benefit limits

### Eligibility

Okta UK Ltd will cover you/and your dependants. Dependant children are covered on the policy up the renewal date following their 24th birthday.

A Membership Pack will be sent to you at your home address, along with the policy terms and conditions. Once received, we recommend that you read through this to ensure that you are fully familiar with the plan benefits on offer.

### Benefit in Kind

Membership to the Dental plan is a taxable benefit. Any queries relating to the impact on your P11D as a result of your membership should be directed to your HR Department.

### Enrolment

As Dental Insurance is a taxable benefit you need to confirm with the Okta Benefits Team at [benefits@okta.com](mailto:benefits@okta.com) that you wish to be enrolled in this benefit.

## Group Life Assurance

**Policy Number: E21775**

Group Life Assurance provides financial protection in the form of a tax-free lump sum payment (subject to Lifetime Allowance rules), helping relieve financial pressure at a very difficult time.

This policy is insured with Canada Life.

### Eligibility

Okta UK Ltd has agreed to cover you upon commencement of your employment between the ages of 16 to State pension age. You should note that this cover does not include spouses or dependants.

As long as you remain in continued employment your cover will continue up until the insurance cease age.

### Benefit Basis

If you die whilst in employment a lump sum payment of **4 times** your basic annual salary as at your date of death is paid to the Trustees of the Group Life Assurance scheme who in turn will make payment to your beneficiaries.

An '**Expression of Wish**' form should be completed and returned to your HR Department. In the event of your death the Trustees will decide who will receive any benefit. They will take into account your circumstances at the time of your death and your wishes as shown on the form.

The form is not legally binding on the Trustees and will be used only as a guide when exercising their discretion under the terms of the Trust.

### Lifetime Allowance

The **Lifetime Allowance** for the 2020/2021 tax year is £1,073,100. This is the total capital value of all registered pension scheme benefits, not including state pension benefits, which you can build up without paying extra tax.

The value of your registered scheme benefits would ordinarily include benefits payable under a registered group life scheme.

Some people may have applied for and been granted a form of pension "protection" by HMRC. In most cases, a condition of the protection is that further pension contributions cannot be made to your registered pension scheme arrangements by either you or your employer. This includes any contribution which would be made automatically if you were affected by automatic enrolment. It is therefore essential that if you have protection you are aware of the consequences of further contributions being made to a registered scheme.

If you feel you may be affected by the above issues we would always recommend that you seek professional personal advice.

## Short Term Sick Pay Insurance

**Policy Number: R0661892**

Short term sickness affects us all and whilst Statutory Sick Pay (SSP) offers you some assistance, it is unlikely to enable you to meet all your financial commitments until you return to work in your full capacity.

A plan has been put in place to top up your SSP and you will be covered on the following basis:

- **75% of salary**
- **1 week deferred period**
- **12 week payment period**

The benefit will be paid to your employer and they will pay it to you via payroll where you will be taxed at your normal rate, as if this were normal earned income.

Should you return to work, no longer fulfil the definition of incapacity or die whilst employed by Okta UK Ltd, benefit will cease.

If your short term sick pay claim extends to a long term sick pay claim, you should be aware that acceptance of the short term claim does not automatically follow for the long term claim.

You should note that this cover does not include spouses or dependants.

## Group Income Protection

**Policy Number: E15486**

Sickness absence, particularly if prolonged, poses a serious financial problem for you and those who depend upon you. To help ease this burden, Okta UK Ltd provides Group Income Protection benefits through Canada Life which ensures you continue to receive a reduced percentage of your income if you are unable to work because of illness or injury.

### Eligibility

Okta UK Ltd has agreed to cover you upon commencement of your employment between 16 to State pension age. You should note that this cover does not include spouses or dependants.

As long as you remain in continued employment and continue to meet the insurer definition of incapacity your cover will continue up until SPA.

### Benefit Basis

If you are unable to undertake the material and substantial duties of your 'insured occupation' and the insurer accepts your claim, an amount of **75% of your basic annual salary** (as at your date of first absence), will be **payable after 13 weeks. Benefit will be payable for 5 years** or until you return to work whichever is earlier and the payment would escalate annually by RPI to a maximum of 2.5%.

If you return to work, no longer fulfil the definition of incapacity or die whilst employed by Okta UK Ltd, benefit will cease.

Income Protection benefits are payable directly to Okta UK Ltd who in turn will make payment to you through the PAYE with the benefit being subject to income tax at your normal rate.

### Definition of Disability

You are considered incapacitated if you fit the Insurer's following definition 'You are unable to perform the material and substantial duties of your current occupation because of illness or injury'.

## Employee Assistance Programme

### Modern Health

Modern Health, Okta's EAP provider, balances on-demand digital tools with virtual coaching (and therapy, if needed). You set up the approach that best meets your needs. Your family members are also covered, all at no cost to you.

Modern Health provides support for many areas:

- **Work performance**—find coaching and support to improve productivity, leadership skills, work relationships, and professional development
- **Financial well-being**—for example, when your student loan debt seems to take over, or you need help with saving for an emergency and planning for future financial needs
- **Help with life challenges**—like preparing for having a family, adjusting once you're a parent, getting help with childcare and elder care, and dealing with loss
- **Diversity and inclusion**—to better understand and overcome bias or find balance between your personal and work identity
- **Stress and anxiety**—for when even small things seem really big and scary
- **Healthy lifestyles**—to help you move more, eat healthier, and sleep better
- **Mindfulness and meditation**—techniques for managing stress, focusing, and meditating
- **Relationships**—with your partner, friends, family, and dating

**Sign up!** We recommend using the Modern Health app to get started, or you can register at Modern Health.

Modern Health provides you with up to six phone or video sessions with your coach. You also have unlimited access to your coach through text or email.

Any information you provide through Modern Health tools or discuss with your coach or therapist is confidential. Your name, records, and other private information will not be shared with Okta.

### EmployeeCare

You will also have access to **Canada Life's EmployeeCare** Employee Assistance Programme. The EAP provides you confidential access to help and support across a wide range of personal or legal issues. The service is 24/7 and 365 days a year and includes up to **4** face to face counselling sessions, if required.

**EmployeeCare** also includes access to 'Perks' offering Gift cards, in-store and online discounts at stores, including Curry's, Tesco, John Lewis and Argos plus others, Cashback at over 1200 brands paid directly into your digital wallet and Cinema discounts of up to 25%.

**Canada Life** Call **0800 917 9330** or visit [www.myemployeecare.com](http://www.myemployeecare.com) to access these services.

Username **72221** Password **employeecare**

**Canada Life's Second Medical Opinion service** can make sure you and your family are receiving the most suitable treatment for your diagnosis. Speak to one of 53,000 leading consultants worldwide who will make sure you understand the options available. Call **0800 085 6605** or register at [canadalife.askbestdoctors.com](http://canadalife.askbestdoctors.com) to get a second medical opinion.

## Voluntary Health Cash Plan

Okta UK Ltd have partnered with Medicash to provide you with access to a bespoke voluntary cash back scheme which provides cash back towards everyday healthcare bills such as optical, dental and complementary therapies together with a wide range of other wellbeing benefits.

You are able to sign up for any one of the 5 benefit levels offered. Please note, this is not a company paid benefit.

To view the benefits and sign up click the following link <https://www.medicash.org/active> and enter the Access Code - 91HT3-NM.



## Claims Process

### Private Medical Insurance

You have two pathways to receive treatment under your plan:

#### **Visiting your own General Practitioner**

- Visit your GP who will advise if you need to see a consultant or access private treatment. If so, they will provide you with a referral letter.
- Call the claims help line listed below to get treatment authorised and received a pre-authorisation number.
- Arrange your appointment with the private consultant.

#### **Using Babylon Virtual GP**

- Download the mobile app from the App Store or Google Play.
- Use the app to book a consultation with flexible appointment times that suit you. Members are provided with 24/7 access to video GP appointments, usually within two hours of booking.
- The virtual GP can offer clinical advice and, where appropriate, offer consultant referrals and private e-prescriptions.

Claims are normally settled by your insurer directly with the specialist or facility that you attend. You will be required to pay the excess if this has not yet been paid for the policy period.

### Dental

Before you or your dependants have any treatment unless it's for emergency dental treatment, it's important to check your policy and what you're covered for. You should therefore call the Bupa Dental helpline on 0800 237 777.

In selected Bupa dental centres they will usually be able to settle your claim direct, so there's no need to pay unless there are any costs that all outside the limits of your cover. To check which Bupa dental centres offer this service please call 0800 237 7777.

In any other dental centre you will need to pay for your treatment yourself and claim it back. Remember to get a receipt, which must show: name and contact details of the dentist, date and type of treatment, and the name of the person who has had the treatment.

You can make your claim online or by post. Either way, you need to include your Bupa membership number, your receipt and the bank account you would like your claim to be paid into.

You can download a claim form from - [bupa.co.uk/dental/finance-and-insurance/make-claim](https://www.bupa.co.uk/dental/finance-and-insurance/make-claim)

Claims are usually processed within seven to ten days. Your money will be paid directly into your bank account or by cheque depending on which payment method you've chosen.

### **Lump Sum Life Assurance**

Mercer provides the claim forms and liaises with the appropriate People Team Contact and the insurer regarding completion of these. Your employer will complete the claims forms. Mercer coordinates the claim requirements and the insurers' decisions, negotiating as appropriate (for example, in the event that an individual has been omitted from the data or in the absence of a Death Certificate).

### **Income Protection**

You should confirm with the Okta Benefits Team at [benefits@okta.com](mailto:benefits@okta.com) as soon as you think you may need to submit a claim. This notification should occur no later than six weeks from the date of first absence. This should ensure that the claim submitted on your behalf is approved prior to the end of the selected deferred period.

Your insurer will require the following medical evidence to consider the claim:

- Completion of Claim Form from you
- Completion of Claim Form from your employer
- Supporting medical evidence from your GP/Specialist

### **Health Cash Plan**

- Attend your healthcare appointment and pay as usual, make sure you keep your receipt.
- Upload your receipt online.
- Wait for payment into your bank account.

For Claims queries call - 0151 702 0265 or email [claims@medicash.org](mailto:claims@medicash.org)





## Who to contact for more information

Use the contact details on this page for questions about your benefits, making claims, access advice and support, or to access member rewards. For all other queries, such as updating your personal information or address, please contact your company benefits administrator or HR Department.

Questions about your benefits	Email: <a href="mailto:benefits@okta.com">benefits@okta.com</a>	
<b>Group Personal Pension Plan</b>		
Questions about your pension	Email: <a href="mailto:benefits@okta.com">benefits@okta.com</a>	
<b>Private Medical Insurance</b>		
Questions about your Medical Insurance or to make a claim	0345 604 0623	<a href="mailto:membershipadmin@bupa.com">membershipadmin@bupa.com</a>
Make sure the facility you use is covered under your plan	<a href="https://finder.bupa.co.uk/">https://finder.bupa.co.uk/</a>	
<b>Dental Insurance</b>		
Questions about your Dental Insurance or to make a claim	0800 237 777	<a href="http://bupa.co.uk/dental/finance-and-insurance/make-claim">bupa.co.uk/dental/finance-and-insurance/make-claim</a>
<b>Group Life Assurance</b>		
Employee Assistance Programme	0800 917 9330	<a href="http://www.myemployeecare.com">www.myemployeecare.com</a> username <b>72221</b> password <b>employeecare</b>
Second Medical Opinion	0800 085 6605	
<b>Group Income Protection</b>		
General enquiries	0345 223 8000	<a href="mailto:groupcsc@canadalife.co.uk">groupcsc@canadalife.co.uk</a>
To make a claim	0117 916 4470	<a href="mailto:ipclaims@canadalife.co.uk">ipclaims@canadalife.co.uk</a>
Download the forms from	<a href="http://documents.canadalife.co.uk/claim-form-group-income-protection.pdf">http://documents.canadalife.co.uk/claim-form-group-income-protection.pdf</a>	
<b>Sick Pay Insurance</b>		
To make a claim	01306 873 243	<a href="mailto:dorkingclaimsadmin@unum.co.uk">dorkingclaimsadmin@unum.co.uk</a>
Download the forms from	<a href="http://www.unum.co.uk/claims/group-income-protection">www.unum.co.uk/claims/group-income-protection</a>	
<b>Health Cash Plan</b>		
To make a claim	0151 702 0265	<a href="mailto:claims@medicash.org">claims@medicash.org</a>



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## Trusts/Expression of Wishes/Benefits Nomination forms

A trust is a legal relationship created when one person is given property to hold for the benefit of another. Okta UK Ltd Group Life Assurance and Group Personal Pension benefits are held in trust.

In the event of your death the Trustees will decide who will receive any benefit payable under the terms of the Scheme. They will take into account your circumstances at the time of your death and your wishes as shown in your expression of wishes / benefits nomination form.

The forms are not legally binding on the Trustees and will be used only as a guide by the Trustees when exercising their discretion under the terms of the Trust

The Pension provider is Royal London and as such **members should ensure that they have completed a 'Death benefits nomination form'** and returned to the Okta Benefits Team at [benefits@okta.com](mailto:benefits@okta.com).

The Group Life Assurance provider is Canada Life and as such members should ensure that they have completed a 'Group Life Expression of Wish Form' and returned to HR.