



**FAQs for Employee Portal  
Highly Confidential Information**

**I. OVERVIEW OF THE SITUATION**

**Q. Why is my hotel being sold?**

- A. SVC, a real estate investment trust, owns the real estate, hotel building, and assets that make up Sonesta Hotels. SVC decided to sell the property, which is a common occurrence with real estate companies.

**Q. What do the new owners intend to do with the property?**

- A. Any time a hotel is sold, one of three things will happen to the property.
- The hotel may become a Sonesta franchise and continue using the brand.
  - The hotel may become a different hotel company.
  - The hotel may be used for a different purpose.

**Q. What will happen to my job?**

- A. Your manager and Human Resources Business Partner should have explained the impact the sale will have on your job. If you are unclear, you should reach out to them directly. Depending on the outcome of the sale, your job may be eliminated, you may be offered the opportunity to work for the new owner of the Sonesta franchise or other hotel company, you may be offered similar role at another Sonesta managed hotel, or your role may be eliminated with no other role as an alternative.

**II. BENEFITS AND COMPENSATION**

**Q. Will I still have access to the ADP portal to view pay information if my job is eliminated?**

- A. If your position at a Sonesta managed hotel is eliminated, you won't have access to the ADP portal after your last day of employment at Sonesta. If you have questions specific to pay information, please email Payroll at [Sonesta-CentralPayroll@sonesta.com](mailto:Sonesta-CentralPayroll@sonesta.com).

**Q. What will happen to my health insurance under Sonesta benefits if my job is eliminated?**

- A. If you have any combination of our health insurance plans for medical and/or dental and/or vision through our group plan, your coverage will end on the last day of the month. You may elect to continue your participation in these plans for up to 18 months at your own expense through COBRA Continuation. A notice outlining your rights under COBRA, and a COBRA election form, will be sent to you by WageWorks, Sonesta's COBRA administrator.

**Q. What happens with the balance in my Flexible Spending Account (FSA) if my job is eliminated?**

- A. If you currently participate in Sonesta's FSA plan, you have sixty (60) days after your termination date to submit eligible claims for reimbursement to WageWorks, the FSA administrator. Those claims must have been incurred prior to your termination to be eligible for reimbursement. To access your account, login to <https://participant.wageworks.com> or call WageWorks at 877-924-3967 if you have specific questions about your account. You also have coverage continuation rights for the Medical Health Care FSA through COBRA.

**Q. What happens to my Health Savings Account (HSA) if my job is eliminated?**

- A. If you have an HSA, the card and the funds in it are yours and will stay at HealthEquity (in an individual account) after your last day of employment with Sonesta. The funds deposited into your HSA can be used to pay for qualified medical expenses tax-free. The funds in your account roll over automatically each year and remain indefinitely until used. There is no time limit on using the funds. To access your account, login to <http://www.healthequity.com/me> or call HealthEquity at 866-346-5800 if you have specific questions about your account.

**Q. When does Group Life Insurance, Optional Life and Disability coverage under Sonesta's benefits end?**

- A. Your group and optional life insurance coverage terminates on your last day as a Sonesta employee. You will have the option to convert this coverage to an individual plan. Information on how to convert this policy will be sent to you by the Benefits Team. Your group disability coverage will also end on your last day of employment. There is no conversion option available for this coverage.

**Q. What will happen to my Sonesta 401(k) plan?**

- A. Your eligibility for the 401(k) plan will end on your last day of employment at Sonesta. All funds in your account are yours and will stay at Principal after your last day of employment with Sonesta. If you have any questions about your account, remaining balance, rollover options and/or about the 401(k) plan, you may contact Principal at [www.principal.com](http://www.principal.com) or via phone at 800-547-7754. Principal Financial Group will also be communicating your options to you in the coming weeks.

**Q. What if I have an outstanding 401(k) loan?**

- A. If you have a loan through our 401(k) plan and your job is being eliminated, please contact Principal at [www.principal.com](http://www.principal.com) or via phone at 800-547-7754 to discuss your loan options.

**Q. If my address changes after my last day with Sonesta, how do I update it so that I receive relevant post-employment information (such a W-2 tax form)?**

- A. Please send an email with the updated address to both Payroll ([CentralPayroll@sonesta.com](mailto:CentralPayroll@sonesta.com)) and Human Resources ([HR@sonesta.com](mailto:HR@sonesta.com)).

**Q. What will happen with my unused, accrued vacation time or sick time?**

- A. Your accrued vacation time will be paid out to you at the same time as your last paycheck from Sonesta. The vacation time will be paid in a separate check. Please note that sick time will not be paid out in accordance with company policy. If you have questions about your unused time, you can contact [Benefits@sonesta.com](mailto:Benefits@sonesta.com).

**Q: If I made an employee reservation at a Sonesta hotel using the employee rate before the change in hotel ownership, will that rate be honored?**

- A. Yes, employee reservations made using the employee rate and prior to the change in hotel ownership will be honored. However, after the change in ownership you will not be able to make a new reservation using the Sonesta employee rate.

**Q. How are workers compensation cases being handled after the sale?**

- A. If you have an active Worker's Compensation claim with Sonesta, it will continue to be managed through Sonesta even after separation. You should continue to work with your Crum and Forster claims adjuster and respond to all requests for information.

**Q. Am I eligible for Unemployment Benefits?**

- A. Unemployment Benefits are determined by your state. We encourage each employee whose job is eliminated due to the sale of a hotel to file with their state.

**Q. What if an employee is on a Leave of Absence at the time of the sale?**

- A. Because your position is being eliminated, your employment will unfortunately be terminated at the time of the sale. If you are receiving disability payments before your termination date, you will receive these payments for the duration of your disability.

**Q. What if I have other questions?**

- A. Contact [HR@sonesta.com](mailto:HR@sonesta.com).