



Student Loan 401(k) Retirement Match FAQs

This article answers common questions about eligibility, documentation, processing time, and employer match details related to the Student Loan 401(k) Retirement Match (SLRM) benefit.

Q: Where do I go for questions about this program?

- Live Chat: Start a chat from your Candidly dashboard that you can access by logging into your Zebra 401(k) account at Vanguard
- Email: Reach out at help@getcandidly.com

Q: Is my spouse's student loan eligible for the Student Loan Retirement Match (SLRM) contribution, or just loans in my name?

A: Your spouse's student loans and any payments made by your spouse do not qualify for the 401(k) retirement match—unless you have a legal obligation to repay those loans. Only student loans that you are legally obligated to repay are eligible for this benefit (co-signer or co-borrower).

Q: What kinds of documents are accepted for the SLRM?

A: To qualify for the SLRM benefit, you must submit the following documentation:

- PDF of billing statements that include:
 - Your full name (must exactly match your Candidly account name)
 - Payment amount
 - Date the payment was made
- Screenshots of payment history, if they include:
 - Your full name

OR are supplemented with a billing statement that includes your name, in addition to,

- Payment amount
- Date the payment was made

Q: How long does the SLRM payment review take?

A: The review process typically takes 1–3 business days. You will be notified via email and in your Candidly dashboard once your documentation is reviewed.

Q: Once I am approved, how often do I need to upload my student loan payment details?

A: The student loan payment amounts are factored into the final SLRM calculation. Therefore, it is important to include all loan payment information for the year

Q: What if my upload is rejected for the SLRM?

A: If your documentation is rejected, confirm that it includes all of the following:

- Your full name (must exactly match your Candidly account name)
- The amount paid (must clearly show proof of payment)
- The payment date
- The loan servicer listed in the upload matches the loan card to which you're uploading the statement.

If your upload meets all of the above and was still rejected, please contact Candidly Support at help@getcandidly.com

Q: When will I receive my 401(k) match contribution?

A: SLRM contributions will be processed and distributed to accounts by March 31 of the following year.

Q: Will I still receive my 401(k) match if I leave Zebra?

A: Yes, you will receive the SLRM contribution after you leave Zebra. If you closed your Zebra 401(k) account after you left, Vanguard will re-open the account to deposit the SLRM contributions.

Q: If I am unable to contribute enough to my 401(k) to reach the full company match of 4%, am I still eligible to receive the SLRM to help me achieve the maximum company match?

A: Yes! As a reminder, the Zebra match formula is:

- 100% match on the first 2% of your contributions
- 50% match on the next 4% of your contributions.
- To get the maximum company match (4%) to your 401(k), you must contribute 6% to your 401k.

Q: Will the SLRM be applied to all eligible compensation for the 401(k) plan during the period I am approved to receive the SLRM match?

A: Yes! During the period you are eligible for the SLRM match, you will receive that match on all eligible compensation components, including ZIP/ZOIP (if eligible) and commission (if eligible).

Q: Do refinanced student loans qualify for SLRM?

A: Yes. Refinanced loans do qualify, provided:

- The loans remain in your name
- You are making the payments yourself

Q: How is the SLRM calculated?

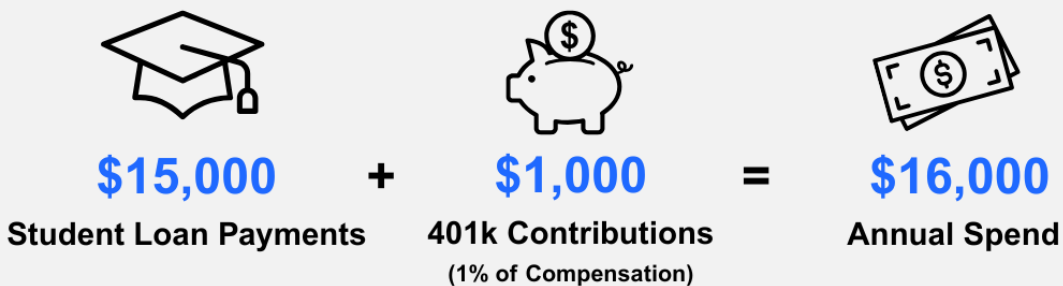
A: Your annual student loan payments plus any 401(k) contributions (if any) you were able to make determine your total contributions for the year. Using that number and comparing it to your total eligible compensation for the year, we determine what you should have received in company match using our match formula. Zebra will then deposit the SLRM into your 401(k) account. Please see examples below on how the SLRM is calculated.

Example 1:

- Total Annual Eligible Compensation = \$100,000
- Annual 401(k) Contribution = \$1,000 (1% of annual compensation)
- Annual Student Loan Payments = \$15,000 (15% of annual compensation)
- This calculation considers both the 401(k) contribution and student loan payment as a total retirement plan deferral amount: \$1,000 + \$15,000 = \$16,000 in total deferrals
- This equates to a total deferral percentage of 16% ($\$16,000 / \$100,000 = 16\%$)
- Since the total deferral percentage is at least 6%, the employee is entitled to the maximum 4% company match (per the company match formula stated in the previous FAQ)
- The employee already received a 1% company match during the year because of their 401(k) contribution of 1% (per the company match formula)
- Therefore, the employee will receive an additional 3% company match as part of the SLRM program, which equates to $\$100,000 \times 3\% = \$3,000$

Annual Compensation & Company Match Breakdown

example based on \$100,000 Total Eligible Compensation



Maximum Eligible 401(k) Match:
4% of \$100,000 = **\$4,000**

\$1,000 Already Received
(1% of Compensation)

**Additional Zebra 401(k)
contribution via Student Loan
Retirement Match:**

\$3,000

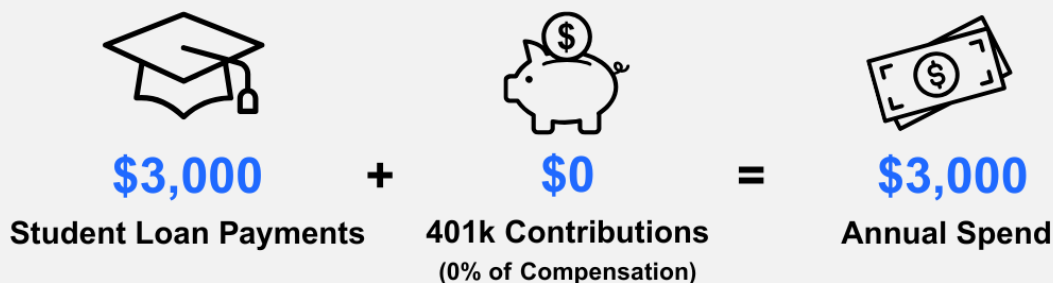


Example 2:

- Total Annual Eligible Compensation = \$60,000
- Annual 401(k) Contribution = \$0.00
- Annual Student Loan Payments = \$3,000 (5% of annual compensation)
- This calculation considers both the 401(k) contribution and student loan payment as a total retirement plan deferral amount: \$0 + \$3,000 = \$3,000 in total deferrals
- This equates to a total deferral percentage of 5% ($\$3,000 / \$60,000 = 5\%$)
- Since the total deferral percentage 5%, the employee is entitled to a 3.5% company match (per the company match formula stated in the previous FAQ)
- The employee had no 401(k) contributions during the year and therefore did not receive any company match during the year
- Therefore, the employee will receive 3.5% company match as part of the SLRM program, which equates to $\$60,000 \times 3.5\%$

Annual Compensation & Company Match Breakdown

example based on \$60,000 Total Eligible Compensation



Maximum Eligible 401(k) Match:
3.5% of \$60,000 = **\$2,100**

\$0 Already Received
(0% of Compensation)

**Additional Zebra 401(k)
contribution via Student Loan
Retirement Match:**

\$2,100

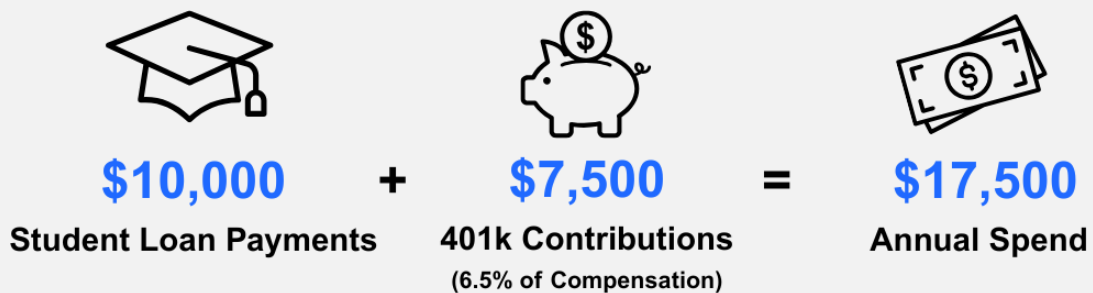


Example 3:

- Total Annual Eligible Compensation = \$115,000
- Annual 401(k) Contribution = \$7,500 (6.5%)
- Annual Student Loan Payments = \$10,000 (8.7% of annual compensation)
- This calculation considers both the 401(k) contribution and student loan payment as a total retirement plan deferral amount: \$7,500 + \$10,000 = \$17,500 in total deferrals
- This equates to a total deferral percentage of 15.2% ($\$17,500 / \$115,000 = 15.2\%$)
- Since the total deferral percentage is at least 6%, the employee is entitled to the maximum 4% company match (per the company match formula stated in the previous FAQ)
- The employee already received a 4% company match during the year because of their 401(k) contribution of at least 6% (per the company match formula)
- Since the employee already received the maximum company match as a result of their 401(k) contributions, the employee will not receive any additional company match per the SLRM program

Annual Compensation & Company Match Breakdown

example based on \$115,000 Total Eligible Compensation



Maximum Eligible 401(k) Match:
4% of \$115,000 = **\$4,600**

\$4,600 Already Received
(4% of Compensation)

**Additional Zebra 401(k)
contribution via Student Loan
Retirement Match:**

\$0

