

## Your guide to Leaves of Absence.

Looking to take a Leave of Absence? Follow the steps below.

### Going on leave.

- **Notify your crewleader/reporting agent 30 days prior to the start date, when foreseeable.**
- Follow your Department's leave requirements and reporting guidelines.
- Call Sedgwick at **1-844-341-8632** or visit <http://claimlookup.com/jetblue> to initiate your claim.

**NOTE: Pilots with a date of disability prior to January 1, 2022 must contact MetLife at 1-888-343-6889.**

- Forms and guided instructions will be provided.
- Complete and return all required documentation by due date.
- Sedgwick/The Hartford will communicate a decision once your claim is reviewed.
- **Stay in touch with Sedgwick/The Hartford and your crewleader/reporting agent when returning to work.**

### Leaves of Absence.

- **Disability:** Crewmembers with a non-work related illness or injury for **more than 7 days may be considered disabled**. If you are enrolled in Voluntary Short Term Disability (VSTD), the plan will pay a percentage of your eligible earnings once your claim is approved. If you are eligible for State Disability benefits, any VSTD benefits will be offset by the maximum state benefit. Example: If computed VSTD benefits are \$500 and New York State benefits are \$170; your VSTD payment will be \$330.  
**State Disability:**
  - *If you are filing for State Disability in New York or New Jersey:*
    - Contact Sedgwick for State Disability.
    - Sedgwick will file for State Disability (and open up Family Medical Leave (FML) and VSTD as applicable).
  - *If you are filing for State Disability in California, Colorado, Connecticut, Delaware, District of Columbia, Maine, Massachusetts, Minnesota, Oregon, Rhode Island, Washington, or Puerto Rico:*
    - Contact Sedgwick to report the State Disability. Sedgwick will open up Family Medical Leave (FML) and VSTD, as applicable.
    - Apply directly with your State for Disability benefits.
    - You must submit proof of State-issued benefits to Sedgwick for the duration of your claim.
- **FML (Family Medical Leave)** provides crewmembers who have completed one year of service and worked 1,250 hours (504 hours for Pilots and Inflight) up to 12 weeks of unpaid job protection in a rolling 12-month period. FML will **automatically run concurrent** during disability, on the job injury (OJI), child bonding, care of an eligible family member, state specific leaves and military exigency.
- **Intermittent Absences:** Report absences to Sedgwick **within three days** of your first day out, even while your claim is pending. Example: If your absence begins May 16, the last day to report is May 18. Multiple days off must be reported individually. If you're taking Intermittent FML May 12 – 14, report each day separately as May 12, May 13 and May 14.
  - Pilots and Inflight: Minimum reporting time of **one day**.
  - All other crewmembers: Minimum reporting time of **one hour**.
- **Long Term Disability (LTD):** The Hartford administers LTD claims for full-time crewmembers unable to return to work after 26 weeks of continuous leave for their own illness or injury. For answers to LTD questions, call The Hartford at 1-888-301-5615.
- **Military Leaves:** *For leaves under 30 consecutive days*, provide your station with any applicable notification or documentation to adjust your schedule. Crewmembers (or station) must **report absences and return dates to Sedgwick** within 3 days. *For leaves over 31 consecutive days*, provide your station with advance notice and report leave time to Sedgwick. When you're ready to return to work, provide Sedgwick with your Military orders, any applicable rest time, and the actual return to work date at least one week prior to returning.
- **Personal and Parental:** After speaking with your crewleader, contact Sedgwick to request time off. Crewleader approval is required. **Customer Support crewmembers SSC/OSC/JSC** must submit all forms and supporting documentation for all Personal Leave requests.
- **State Family Leave (California, Colorado, Connecticut, Delaware, District of Columbia, Maine, Massachusetts, Minnesota, Oregon, Rhode Island, Washington, or Puerto Rico):** may be available to crewmembers to care for eligible family members, Sedgwick will advise. For crewmembers based in New York, Sedgwick will file directly with the state. All other crewmembers based in one of these states must file directly with the state or territory and meet service and substantiation requirements, per state guidelines. **Crewmembers must both notify Sedgwick of these leaves and file with the state to substantiate their leave.** Foreseeable absences should be filed with Sedgwick 30

### Sedgwick

<http://claimlookup.com/jetblue>

**1-844-341-8632**

- Short Term Disability
- Family Medical Leave
- State Specific Leave
- Personal / Parental
- Military

### The Hartford

<https://mybenefits.thehartford.com>

**1-888-301-5615**

Full-time crewmembers:

- Long Term Disability

days in advance, including scheduled appointments and child bonding. Intermittent absences follow the three day reporting guidelines above. Statutory leaves run concurrently with FML, when applicable.

- **Americans with Disability Act Amendments Act (ADAAA):** If you require an accommodation to do the essential functions of your job or need additional leave **after exhausting all other options**, you may be eligible for an accommodation as defined under the ADAAA. Email [BlueAccommodations@jetblue.com](mailto:BlueAccommodations@jetblue.com) to discuss individual needs.

**Manage your leave online—Visit [claimlookup.com/jetblue](https://claimlookup.com/jetblue) for Sedgwick and [mybenefits.thehartford.com](https://mybenefits.thehartford.com) for The Hartford.**

1. Sign up for texts alerts and emails.
2. File a claim or submit absences.
3. Track your status and time available.
4. Upload documentation.
5. Contact your Case Manager.

### **Cancelling your leave request.**

If you **change your mind** about taking a leave or have changes to your start date, contact Sedgwick or The Hartford immediately with this update. Failure to do so will impact your payroll status.

### **Continuation of benefits.**

While out on leave, you may **continue your elected Health, Disability and Supplemental Life Insurance benefits** by making payments on a post-tax basis through Direct Bill through our business partner, WEX Health. A welcome letter will be sent by mail with information to register and set up an account.

To continue making **401(k) loan payments** while on leave, call BlueRetirement at **1-844-728-3258**. Once you return, the unpaid balance and accrued interest will be re-amortized to meet your loan's expected payoff date.

### **Returning to work.**

Access to internal JetBlue systems such as BCSS, myIDtravel, Concur and JBU are refreshed within 24 to 72 hours after your return is processed—it is important to notify Sedgwick or The Hartford in advance of your return to work.

**Medical leaves require written clearance.** Once you have **clearance and confirmed your return to work date**, notify Sedgwick or the Hartford and your crewleader/reporting agent **at least five business days prior to your actual return date**. You can submit the return to work to Sedgwick through [jetblue@sedgwickcms.com](mailto:jetblue@sedgwickcms.com), [mySedgwick](https://mySedgwick) or The Hartford at [mybenefits.thehartford.com](https://mybenefits.thehartford.com).

**JetBlue network access.** To maintain access to BCSS and your JetBlue email while on leave, you are required to log in and change your network password every 90 days. JetBlue accounts automatically disable after 90 days of inactivity. If you wish to reinstate your network access, your crewleader needs to submit an IT ticket to re-enable your account.

**Flight Privileges:** While on leave, your access to JetBlue operated flights as well as other airlines may be impacted. The chart below shows which flights you would have access to, depending on the leave type.

| Leave Type             | On JetBlue | Other Airlines | Leave Type               | On JetBlue | Other Airlines |
|------------------------|------------|----------------|--------------------------|------------|----------------|
| <b>Disability</b>      | Yes        | No             | <b>Parental</b>          | Yes        | No             |
| <b>FML/State Leave</b> | Yes        | No             | <b>Personal</b>          | No         | No             |
| <b>Intermittent</b>    | Yes        | No             | <b>On the Job Injury</b> | No         | No             |
| <b>Military</b>        | Yes        | No             | <b>Unsubstantiated</b>   | No         | No             |

BlueCarpet is a free service designed to enhance what you get out of your Medical Option through **Anthem (Core Savings, Blue and Green Options)**. You can access personalized support from a dedicated Family Advocate, who is your single point of contact for your health care needs. This trained expert is ready to answer questions, help you resolve claims and connect to resources. Visit [lifeisbetterinblue.com/bluecarpet-support-programs](https://lifeisbetterinblue.com/bluecarpet-support-programs) to learn more or call 1-866-627-0709. If you're enrolled in the **Partnership Option through Centivo**, visit [jetblue.centivo.com](https://jetblue.centivo.com) or reach out to the Member Care Team at 1-855-521-8155.

**JetBlue Crewmember Crisis Fund (JCCF)** assists Crewmembers and immediate family with **short-term financial support in times of crisis** when other resources are not available. JCCF helps cover:

- Past due / current rent or mortgage.
- Utilities (light, gas, water).
- Transportation, food and clothing.
- Medication and medical equipment.

Visit [hellojetblue.com/jccf](https://hellojetblue.com/jccf) to apply.  
For details, call 1-718-709-3280.