

TEMPORARY FURLOUGH: EXEMPT / NON UNION NON-EXEMPT TEAM MEMBER ASSISTANCE FAQs

GENERAL QUESTIONS

What is a furlough? How long will it last?

Due to current unprecedented situation facing us and the substantial impact of the novel coronavirus pandemic and related governmental actions on our business, we have made the difficult decision to temporarily reduce staffing levels. Please see the following pages for details on the continuation of your benefits during this period.

As the business recovers, we plan to recall Team Members from furlough. While the duration of furlough cannot be predicted at this time, our goal is to bring back furloughed Team Members as quickly as possible.

Am I still a Hilton Team Member while furloughed?

Yes. You will continue to be a Hilton Team Member during this temporary furlough period. The furlough period will count towards your tenure and seniority.

How will I know when I am being recalled to my position?

Please ensure that HR has your current contact information including your personal phone number, personal email address and home address. Your hotel HR will reach out to you with updates on the furlough and the recall.

How will I receive my paycheck if I don't have direct deposit?

We highly encourage you to consider voluntarily enrolling in direct deposit for your primary and secondary accounts, if applicable. If you do not have a direct deposit election in place, your paycheck will be mailed to you.

PAY & COMPENSATION

Can I use my PTO to get paid during the furlough period?

Yes, you may utilize your unused, accrued PTO hours while you are on temporary furlough to supplement your income, but you are not required to do so. If you elect to use your PTO hours during the furlough period, you will be paid out at your regular, hourly rate or as required by applicable law. Please contact your HR representative to arrange this. If you do not have available PTO or do not utilize your accrued, unused PTO during the furlough period, the furlough period will be unpaid.

Can I take PTO after I'm furloughed even if I haven't completed my first 90-days of employment?

Even if you haven't completed your first 90-days of employment, you can use any unused, accrued PTO after you are furloughed.

If I use my PTO, what deductions will be taken out of my paycheck?

Your PTO pay is subject to all applicable federal, state and

Will I have to reapply for my job?

No. You will not have to reapply for your job when recalled from the furlough.

Can I get another job to supplement my income during the furlough period?

Yes. Please check with your hotel HR if you feel there may be a conflict of interest. Please be sure to check with your local unemployment office to see if this may impact your eligibility for unemployment benefits. All company policies continue to apply while you are on furlough.

What if I find another full-time job opportunity outside of Hilton?

If at any time you secure a permanent job opportunity outside of Hilton, please notify your hotel HR.

Do I need to turn in my badge, equipment, uniform, etc.?

Please refer to your hotel HR for guidance on returning your badge, mobile devices, computers and other equipment within a reasonable period of time.

What happens if I am on FMLA leave when my furlough starts?

You will be placed on furlough status and your furlough period will not count against your FMLA and/or state law leave entitlement. Any remaining FMLA and/or state leave law entitlement will be available to you at the end of the furlough period.

local taxes. Additionally, all required involuntary deductions (e.g., garnishments, child support), pretax deductions (e.g., 401(k)) will apply. Please note that we will not deduct your portion of the premiums for healthcare and voluntary benefits (e.g., supplemental life insurance) from your PTO pay during the furlough period. You will instead receive a bill with payment instructions.

Will I accrue PTO while I am furloughed?

Since PTO accrual is based on hours worked or paid, no additional PTO hours will be accrued during the furlough period. However, you will accrue additional PTO on any PTO hours taken during the furlough period.

Can I apply for unemployment while I am on furlough?

You may be eligible for unemployment benefits. We encourage you to contact your local unemployment office.



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HEALTH INSURANCE & BENEFITS

Will I still have health insurance coverage through Hilton?

While furloughed, you will continue to receive your Hilton-sponsored healthcare coverage (medical, dental, vision and pharmacy as applicable) that you are enrolled in today. Hilton will continue to subsidize your coverage, and to maintain coverage, you will be responsible for your regular portion of the premium.

How do I pay my portion of my healthcare premium?

Typically, your portion of the healthcare premiums are paid through payroll deductions. However, during the furlough period, you will instead receive a monthly bill for your portion of the healthcare premium. The bill will provide instructions on the amount, timing and method of payment. Please note that if you take PTO during your furlough period, we will not deduct your portion of the premiums for healthcare from your PTO pay during the furlough period. You will instead receive a monthly bill with payment instructions.

Can I continue to keep the coverage I have?

You will continue to have the same level of coverage that you have today. This includes the metallic tier of plan (e.g., Bronze Plus, Silver, etc.), the insurance carrier (e.g., Cigna, Kaiser, Aetna, etc.) and coverage (e.g., Single, Single plus Spouse, Family). You will be able to change plans during next annual enrollment period (October 2020), or earlier, if you have a qualified life event (e.g., birth of a child, change in marital status).

I am a full-time Team Member but haven't completed my first 90 days of employment for healthcare eligibility. Can I still enroll in healthcare eligibility once I am eligible even if I am furloughed?

Your furlough period will count towards your 90 day eligibility requirement. Once you've met the 90 day eligibility period, you can sign up for healthcare.

How do my current benefits support me if I am diagnosed with COVID-19?

You will continue to have access to your elected health insurance benefits during this time. To support our Team Members and their dependents, all of Hilton's major healthcare carriers provide for:

- Access to telemedicine
- Diagnostic testing of COVID-19 at no out-of-pocket cost

Additionally, if diagnosed, you may be eligible for short-term disability up to 26 weeks. Prudential administers the short-term disability plan and will determine benefits eligibility. Please reach out to Prudential at 855-315-4778 (855-315-4PRU) for more details.

We are monitoring any new federal, state or local regulations and initiatives and will comply with all applicable regulations.

What will happen to my Health Savings Account (HSA)?

This is only applicable if you have a Bronze Plus plan and have enrolled in an HSA. The balance in your HSA account is yours and portable and may be used for any qualified, healthcare expenses through your lifetime. You can change your HSA deferral elections at any time at digital.alight.com/Hilton or by calling the Hilton Benefits Center at 1-877-442-4772.

What will happen to my Flexible Spending Accounts?

Balances in your Healthcare Flexible Spending Account and Dependent Care Spending Account may be used for any qualified expenses incurred in 2020 prior to the furlough period.

IRS rules allow you to make changes to your flexible spending account elections only during qualified life events (e.g., birth of a child, change in marital status) or during the next enrollment period in October 2020.

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401(k) RETIREMENT PLAN

Will I still be eligible for the 401(k) plan?

During furlough, you will continue to have access to your 401(k) account. Your account balance is fully vested – it is yours to keep. Since your contributions are based on wages, there will be no additional Team Member contributions or related company match during this period.

What happens to my 401(k) plan if I use PTO during the furlough period?

If you use PTO during the furlough period, 401(k) deferrals will be deducted from your paycheck based on the deferral elections you have on file with T. Rowe Price. The company match will be contributed to your account in accordance with the plan rules.

You can change or stop your 401(k) deferral at any time by contacting T. Rowe Price, either online at rps.troweprice.com or via phone at 1-800-922-9945 on business days between 7:00 a.m. to 10:00 p.m. ET.

Can I change my investment allocation in the 401(k)?

You may change your investment allocation at any time by contacting T. Rowe Price.

Can I take a loan or withdraw from my 401(k)?

Under our 401(k) plan, you may be eligible for loans and hardship withdrawals under certain circumstances. Please contact T. Rowe Price for additional details.

HILTON SHARES (EMPLOYEE STOCK PURCHASE PLAN)

What will happen to my Hilton shares?

The contributions that have been made to date during the current purchase period, Jan 13, 2020 – April 30, 2020, will be used to purchase stock for you on the last day of the purchase period.

Can I withdraw my current payroll contribution to Hilton Shares?

You may also elect to withdraw your contributions on or before April 1 2020 by logging on

to www.NetBenefits.com or by contacting Fidelity at 1-800-544-9354. If you withdraw any deductions accumulated, these amounts will be refunded to you via direct deposit or paycheck, whichever you have elected (without interest). If you elect to suspend or withdraw contributions during a purchase period, contributions will not automatically restart for the next purchase period.

OTHER BENEFITS

Will I have access to any other benefits?

You will continue to have access to Go Hilton. The furlough will continue to count towards your tenure requirements for the Go Hilton Long Tenure benefit.

Due to the coronavirus crisis, many hotels may suspend normal operations and may need to cancel existing reservations. Please contact the hotel directly to confirm your reservation.

Additionally, Hilton will continue to provide the following benefits to you at no cost:

- Employee Assistance Program (EAP)
- Basic Short-term Disability
- Basic Life insurance (1x your annual pay)
- Hilton University
- Hilton Marketplace (Perks at Work, Hilton-exclusive discounts)
- Financial education programs through Momentum onUp
- Student Loan Refinancing through CommonBond

Your access to the following voluntary benefits will continue based on the coverage level you elected during the enrollment period:

- Buy-up Short-term Disability
- Long-term Disability
- Supplemental life insurance, including coverage for spouse and children
- Voluntary medical benefits (Critical Illness, Hospital Indemnity, Accident Insurance)
- MetLife Home/Auto/Pet/Legal
- Accidental Death & Dismemberment Insurance

Typically, your premiums for the above voluntary benefits are paid through payroll deductions. However, during the furlough period, you will instead receive a monthly bill for your premiums.

You may elect to drop coverage from any of these voluntary benefits. However, once you elect to drop coverage, you will not be able to re-enroll until the next enrollment period unless you have a qualified life event (e.g., birth of a child, change in marital status).

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EMPLOYEE ASSISTANCE PROGRAM

What do I do if I'm having a hard time coping with this situation/change?

Hilton has a dedicated Employee Assistance Program (EAP) available for Team Members. This service is completely confidential. You can access our EAP by visiting guidanceresources.com and using code HC311 or by calling 1-888-295-4327.

What kind of resources are available through the EAP?

The EAP can support you through one-on-one counseling sessions, and additionally provide you with resources through podcasts and articles on a wide range of topics, including financial planning, budgeting, coping with stress, building resilience and finding resources (e.g., childcare and elder caregiving).

OTHER QUESTIONS

Can I continue to do Hilton work while I am on furlough?

While on furlough, you cannot be doing any work for Hilton. You cannot send or respond to work related emails, texts or phone calls unless you are contacted regarding your employment status update or key information updates.

What if I am interested in another position at Hilton?

Please visit the Careers at Hilton site at <https://jobs.hilton.com/us/en> to seek other available opportunities.

Will I continue to have access to Lobby and Lobby Buzz?

Yes, your access to Lobby and Lobby Buzz will remain active.

Can I access Hilton University during the furlough period?

Hilton will provide you access to Hilton University on a voluntary basis should you want to engage in personal learning not related to your job. However, Hilton will not require you to complete any training.

KEY RESOURCES

Your hotel HR department is available to assist you during this period.

For questions about:

- **Details of furlough process:** Your HR department.
- **Eligibility and details on all health and welfare benefits:** Hilton Benefits Center at 1-877-442-4772 Monday through Friday, 8 am – 6 pm CT or at TheBenefitsCenter@Hilton.com.
- **Information specific to your health carrier:** the number on the back of your health insurance card.
- **Pharmacy benefits** (excluding Kaiser Permanente and regional carriers): CVS Caremark at 1-855-311-3158.
- **401(k):** T. Rowe Price at 1-800-922-9945 Hours: 7:00 a.m. – 10:00 p.m. ET.
- **Hilton Shares:** Fidelity at 1-800-544-9354 or www.NetBenefits.com.
- **CommonBond:** 1-800-975-7812, M-F between 8:00 a.m. – 5:00 p.m. CT or cbpartner.co/Hilton.
- **Momentum OnUp:** 1-877-821-6212, M-F between 7:00 a.m. – 6:00 p.m. CT. momentumonup.com (registration code: Hilton).
- **EAP:** ComPsych at 1-888-295-4327 or guidanceresources.com using code HC311.

NOTE: The information in this statement is a summary of the plan and program terms and is subject to the applicable plan or program documents. To the extent there are any inconsistencies between this information and the applicable plan or program documents, the terms and conditions of the applicable plan or program will control. Hilton reserves the right to amend or terminate the plan/program, or any of its terms or conditions, at any time in its sole discretion for any reason. Descriptions of the plan or program, the plan/program itself, or participation in the plan/program is not an employment contract or any type of employment guarantee and should not be construed as such.