

Equivalent Plan Guidebook





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About this guidebook

This guidebook provides information for Oregon employers on how to provide paid family, medical, and safe leave benefits through an equivalent plan instead of participating in Paid Leave Oregon. You can find more information at <u>paidleave</u>. <u>oregon.gov</u>.

This guidebook was last updated in January 2025.

What is an equivalent plan?

An equivalent plan provides benefits to employees that are equal to or greater than those provided by the state through Paid Leave Oregon.

Employers must submit an equivalent plan application to Paid Leave for approval. Once an approved plan is effective, the employer doesn't have to collect and pay contributions to Paid Leave, and employees apply for and receive paid leave benefits through their employer's equivalent plan.

What are the types of equivalent plans?

Paid Leave may approve employers for an employer-administered or fully insured equivalent plan.

- With an employer-administered plan, the employer assumes all financial risk associated with the benefits and administration of the equivalent plan, whether the plan is administered by the employer or a third-party administrator.
- With a fully insured plan, the employer purchases an insurance policy from an insurance company approved to sell Paid Leave products by the Oregon Department of Consumer and Business Services (DCBS) Division of Financial Regulation. The benefits related to the plan are administered through the insurance policy.

How can employees covered by equivalent plans apply for benefits?

Employees covered under an equivalent plan apply for benefits directly with their employer or the equivalent plan administrator (designated agent or insurance carrier), depending on their type of plan. Equivalent plan employers are required to instruct their employees on how to apply for benefits through their specific plan. Employers with an equivalent plan are legally responsible for compliance with Paid Leave Oregon <u>laws</u> and <u>rules</u> that pertain to equivalent plan employers, regardless of who was delegated administration or whether they have purchased an insurance product.

How can employers apply for an equivalent plan?

Employers must submit an application to Paid Leave Oregon for approval to offer paid leave benefits through an equivalent plan. A separate application must be submitted for each business, based on Business Identification Numbers (BINs).

An equivalent plan application must be submitted for:

- Initial approval of the equivalent plan
- Reapproval of a previously approved equivalent plan, required every year for the first three years
- Changes to a previously approved equivalent plan

Application process

Employers can submit equivalent plan applications online or by mail. Employers can access applications online through their <u>Frances Online</u> account. They can also download and print an application (to submit by mail) on the Paid Leave <u>website</u>, or request one by phone at 833-854-0166.

The application requires:

- 1. Information about the employer applying for the equivalent plan, including:
 - Business Identification Number (BIN) and Federal Employer Identification Number (FEIN)
 - Business name
 - Business address
 - Business contact's name and contact information
- 2. A copy of **one** of the following:
 - Employer-administered equivalent plan
 - Insurance policy or the insurance product forms and chosen options/variables
- 3. A completed questionnaire (provided within the application) showing that the plan meets all requirements for equivalent plans

- 4. Proof of solvency (only required for employer-administered plans):
 - Proof of sufficient assets or
 - A bond or an irrevocable letter of credit with the Oregon Employment Department (OED) named as the payee or beneficiary, issued by an insured institution
- 5. Information about the insurance policy and carrier (only required for fully insured plans):
 - Business and contact information for the insurance carrier
 - Date the policy begins and ends
- 6. Payment of the required application fee (see fees below)
 - Initial application requires the fee with application submission
 - Modifications or reapproval request fees are assessed by Paid Leave staff. Employers must pay the fee before approval.

Application fees

The non-refundable fees for equivalent plans are as follows:

| Initial approval of an equivalent plan | \$250 |
|---|-------|
| Reapproval of an equivalent plan with substantive changes | \$250 |
| Reapproval of an equivalent plan with non-substantive or no changes | \$150 |
| Reapproval of an equivalent plan with substantive changes due only to legal changes to Paid Leave | \$0 |
| Updates to an equivalent plan that do not require reapproval | \$0 |

When can employers apply for an equivalent plan?

Employers can apply for an equivalent plan anytime. Paid Leave makes every effort to process an application with 30 days of receiving the application to issue a decision on an equivalent plan. Once approved, an equivalent plan becomes effective at the start of the next quarter.

Equivalent plan effective date 2025

An equivalent plan will become effective the first day of the calendar quarter following OED's approval of the application. Once an equivalent plan becomes effective, the employer won't have to pay Paid Leave contributions.

An equivalent plan amendment will become effective the first day of the calendar quarter following OED's approval of the amendment.

Example

An employer sends an equivalent plan application on October 7. On October 29, OED issues an approval letter for the equivalent plan with an effective date of January 1, which is the first day of the calendar quarter following the approval. The employer will continue to pay contributions until January 1. Employees will be covered under the state plan until January 1.

Appeals for denied applications

If OED denies an equivalent plan application, the employer remains covered by Paid Leave Oregon and must continue to collect and pay contributions. Employers can appeal denials by submitting a request electronically through Frances Online or in writing to Paid Leave. Directions on how to submit a hearing request will be included in the decision letter.

Re-approval of an approved plan

Employers or plan administrators must apply for re-approval of their equivalent plans as follows:

- Annually for the first three years, due 30 days before the anniversary date of the effective date of the original approved plan
- When the employer makes substantive changes (see the following definition) to their approved plan

Employers or plan administrators can request changes to their approved equivalent plan at the same time they apply for their annual reapproval during the first three years.

They can also request changes separately at any time by submitting an application for modification of an approved equivalent plan. Accepted changes do not modify the annual reapproval requirements for equivalent plans.

Substantive changes

OED considers the following changes to an approved equivalent plan as substantive and requires reapproval:

- Changing from a fully insured equivalent plan to an employer-administered equivalent plan
- Changing from an employer-administered equivalent plan to a fully insured equivalent plan
- Changing fully insured equivalent plan insurance policies if the new policy reduces available leave benefits, regardless of whether the new plan is from the same insurance provider or another insurance provider
- Changes to answers on the equivalent plan application questionnaire
- Any changes that amend an employer-administered equivalent plan, except those listed as non-substantive amendments below

Substantive changes to a previously approved equivalent plan become effective on the first day of the calendar quarter following the date of approval. If OED denies the requested change, the employer must continue to follow the originally approved equivalent plan.

Non-substantive changes

Employers can make non-substantive changes to an equivalent plan at any time by updating the equivalent plan application information. There is no fee for nonsubstantive changes and OED doesn't require reapproval unless the changes are made as part of the annual reapproval.

The following changes to an approved equivalent plan are considered nonsubstantive:

- Changes to employer or insurer contact information
- Correction of spelling or grammatical errors
- Changes to statutory references
- Increasing benefit amounts or approved types of leave, regardless of whether it is the same insurance provider or another, or the same employer policy.

After the three-year time frame following the original effective date of the plan, non-substantive changes become effective when the employer makes updates.

What are the requirements for equivalent plans?

To receive approval, an employer must demonstrate that their equivalent plan or insurance policy meets the following requirements.

Coverage

An equivalent plan must cover all employees who work for the employer, including full-time, part-time, seasonal, and temporary employees as follows:

- Employees who were previously covered under Paid Leave or who are new to the Oregon workforce must be covered within 30 days of hire.
- Employees who were previously covered by an approved Oregon equivalent plan must be covered on the date of hire.

Employers or plan administrators can request information from OED to determine when they need to cover a new hire. If an employer doesn't provide coverage at the time of hire, they may have to withhold employee contributions and send payments to the state paid leave program for the period before coverage starts under their equivalent plan.

Contributions

Employers with an approved equivalent plan may assume all or part of the costs related to that equivalent plan.

However, an employer or plan administrator may not withhold more than the amount employees would have paid in contributions for the state paid leave program.

The contribution rate and maximum wage amount for 2025 is 1% of each employee's wages up to the social security wage index for the year (\$168,600 for 2024 and \$176,100 for 2025). Employee contributions are 60% of the rate. For every \$1,000 in wages, an employer may not withhold more than \$6 to fund an equivalent plan. OED sets the contribution rate and maximum wage amount annually by November 15.

Employers or plan administrators may not withhold more from their employees' paychecks than stated in their equivalent plans. Employers can't retroactively withhold additional contributions, even if the equivalent plan is withholding less than the amount allowed by the state paid leave program. Employers that collect employee contributions to fund their equivalent plans must include the process for collecting deductions in their employee notice poster.

Employers must use employee contributions for equivalent plan expenses only and contributions can't be considered part of an employer's assets for any purpose. Misuse of employee contributions may result in termination of the equivalent plan.

Benefits

An equivalent plan must provide benefits equal to or greater than those provided by Paid Leave. This includes at least the same qualifying leave purposes, amount of leave, benefit amounts, and job protections.

Employees covered by an equivalent plan apply for benefits through their employer or equivalent plan administrator. The equivalent plan must not include any additional conditions or restrictions on the use of paid leave beyond the requirements in law and rule for Paid Leave.

When an employee applies for benefits under an equivalent plan, the employer or administrator may request consent from the employee to obtain benefit information from OED to make sure benefits are equal to or greater than those provided by the state plan. The request should include the employee's name, Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN), and the employee's contact information.

If the employee doesn't give consent, the employee can also request the needed benefit information from OED. Once OED receives a request for benefit information, we will respond within 10 calendar days of the date of the request and may contact the employee directly for more information.

Decisions on benefit claims must be in writing, either in hard copy or electronically, and include the amount of approved leave, the weekly benefit amount, and how the employee may contact OED to request their average weekly wage amount if the employee believes the benefit amount may be incorrect.

Denial decisions must include the reason(s) for the denial and an explanation of the employee's right to appeal the decision, as well as instructions on how to submit an appeal.

Benefit eligibility

An equivalent plan must provide benefits to all covered employees who have earned a minimum of \$1,000 in gross wages during the previous year and who experience a qualifying event. This includes wages from all employment in Oregon. The time frame we use to confirm benefit eligibility is the same for equivalent plans and is either:

- The first four of the five completed quarters before the start of the benefit year (base year); **or**
- The four most recently completed quarters before the start of the benefit year (alternate base year)

We only use the alternate base year if there are insufficient wages in the base year. Employers can verify employee eligibility with OED.

Types of leave

An equivalent plan must cover at least the following types of leave:

- **Family leave:** to care for and bond with a new child in the first year after birth, adoption, or their placement in an employee's home through foster care.
- **Family leave:** for pre-placement activities necessary to complete a child's adoption or foster care placement.
- **Family leave:** to care for a family member with a serious health condition. Family members include spouses and domestic partners, children, parents, siblings or stepsiblings, grandparents, grandchildren, and any person related by blood or affinity whose relationship is equivalent to family.
- Medical leave: for an employee's serious health condition.
- **Safe leave:** for survivors of sexual assault, domestic violence, harassment, bias crimes, or stalking, or to obtain legal or law enforcement assistance, seek medical treatment to recover from injuries, obtain counseling or support services, relocate or take other steps to secure the health and safety of themselves, their child, or a dependent adult.
- Additional leave: The parent who gave birth may also take up to an additional two weeks of leave related to pregnancy issues.

Amount of leave and schedules

An equivalent plan must provide at least 12 weeks of paid leave per benefit year in any combination of family, medical, and safe leave. The plan must also provide an additional two weeks of paid leave for limitations related to pregnancy.

An equivalent plan must allow employees to take paid leave in days or weeks. Employees can't take paid leave for less than a day. Employees can take consecutive or intermittent leave. Consecutive leave means the employee takes leave from the start to the end date of their leave, and they don't work during their leave. Intermittent leave means the employee occasionally takes days or weeks of leave between the start and end dates of their leave, but they also work at their job on days they are not taking leave.

The benefit year starts on the Sunday before the start date of paid leave and lasts for 52 weeks. An employee who has started a benefit year under previous coverage continues the same benefit year under the equivalent plan until the year is complete.

Employers can request information on previously established benefit years from OED.

Verification of qualifying life event

Equivalent plans can't have additional requirements to verify qualifying leave beyond those established for employees covered by Paid Leave.

- For **family leave**, the employer may require documentation to show:
 - » The birth, adoption, or foster care placement of a child
 - » The intent to adopt or foster a child
 - » That a family member has a serious health condition
- For **medical leave**, the employer may require documentation to show a serious health condition.
- For **safe leave**, the employer may need documentation, but the employer must accept self-attestation when the employee can't provide documentation of the event.
- For limitations related to pregnancy, the employer may require documentation to show that the employee is currently pregnant or was pregnant within the past year, but not to verify related limitations.

Benefit amounts

An equivalent plan must provide benefit amounts that are equal to or greater than benefit amounts under Paid Leave. The employee's previous wages and the state average weekly wage determine the benefit amount. Paid Leave calculates benefits using the following information:

- 1. OED sets the state average weekly wage and uses it to set a minimum weekly benefit amount that is 5% of the state average weekly wage and a maximum that is 120% of the state average weekly wage. OED will publish the state average weekly wage and both the minimum and maximum weekly benefit amounts every year by July.
- 2. OED calculates an employee's average weekly wage based on the employee's wages before the start of the benefit year. Specifically, all wages from the <u>base</u> <u>year</u> (first four of the previous five completed quarters) are added together and then divided by the number of weeks in those quarters (even if the employee didn't work one of the weeks). If an employee does not have \$1,000 in those quarters, then OED used wages for the alternate base year (the most recent four quarters). Employers and employees can request the employee's average weekly wage from OED.

Benefit amounts are as follows:

- If the employee's average weekly wage is equal to or less than 65% of the state average weekly wage, the employee's weekly benefit amount is 100% of the employee's average weekly wage.
- If the employee's average weekly wage is greater than 65% of the average weekly wage, the employee's weekly benefit amount is the sum of:
 - » 65% of the average weekly wage plus
 - » 50% of the employee's average weekly wage that is greater than 65% of the average weekly wage.
- OED limits the benefit amount to 120% of the state average weekly wage amount.
- An employer with an equivalent plan can choose to pay the same or greater benefits than Paid Leave but can't pay less than Paid Leave.
- OED and the equivalent plan use the benefit amount for the entire benefit year and the amount won't change throughout the benefit year.

Simultaneous coverage

If an employee has coverage under more than one plan at the start of leave, the employee must apply for benefits with each plan separately. To identify other coverage, an employer may ask an employee whether they have additional paid leave coverage but may not require that the employee provide details on other employers or plans.

If the employee agrees, the employer may then request the employee's average weekly wage, if a benefit year was started, and if the leave was completely used from OED.

If the employee doesn't agree to have the employer contact OED, the employee may contact OED to get the information and then give it to their employer.

If OED is aware of simultaneous coverage, we will adjust the weekly benefit amount by prorating the current days worked for each respective plan for which an employee has coverage. OED will notify employers of the prorated benefit amount, and the employer with the equivalent plan must pay at least its portion of the weekly benefit to the employee.

Benefit payments

Employers or plan administrators must make a reasonable effort to issue the first benefit payment to an employee within two weeks after receiving the claim or the start of leave, whichever is later. Benefit payments afterwards must be weekly, if the plan is fully insured, or according to the employer's regular pay schedule, if the plan is employer-administered.

Job protections

An equivalent plan must provide job protection to employees taking paid leave if they have been employed for at least 90 consecutive calendar days.

When an employee returns to work from Paid Leave, if they have worked for you for at least 90 consecutive days and the position still exists, they have the right to the same job they had when they left. This means they don't lose their job title, role, or rate of pay. They will also keep the pension they earned before going on leave.

If the position no longer exists, then job protection depends on the size of the employer:

- For large employers (25 or more employees on average), the employee has the right to any available equivalent position with equivalent employment benefits, pay, and other terms and conditions of employment. If an equivalent position is not available at the employee's former job site, the employer must offer the employee an equivalent position at a job site located within 50 miles of the former job site. The position must require the same skill, effort, responsibility, and authority as the position they had before taking paid leave.
- For small employers (with an average of less than 25 employees), the employer may, at the employer's discretion and based on business needs, restore the employee to a different position with similar job duties, same employment benefits, working conditions, and pay as their old position.

Failure to provide job protections is an unlawful employment practice. An employee who believes there was a violation of job protections may bring a civil action against the employer or <u>file a complaint</u> with the Commissioner of the Bureau of Labor and Industries.

Continuation of health benefits

If the employee has worked for the employer for 90 consecutive calendar days, the employer must maintain an employee's existing health benefits during the entire length of the employee's paid leave. The employer can require the employee to pay their share of health premiums while they're on leave. This can only be equal to what the employee paid before they went on leave. If an employee can't or won't pay their portion of health premiums, the employer may choose to stop health care benefit coverage, unless doing so means the employer can't restore the employee to full benefit coverage once the employee returns to work. The employer may also pay the employee's share of the health premiums and then collect this amount from the employee's future paychecks until the employee has paid back what they owe. This amount per paycheck can be up to 10% of the employee's gross pay.

Appeals and disputes

Employers or plan administrators must provide an appeal process to review benefit decisions when an employee asks for one. The employee must have at least 60 calendar days from the date of the written denial by the employer or plan administrator to request an appeal. The employer must provide a written decision (either hard copy or electronically) regarding the appeal to the employee within 20 calendar days after the appeal is received. If the employee and employer or administrator can't resolve an appeal through the equivalent plan's appeal process, the employee may request dispute resolution assistance through the Oregon Employment Department within 60 calendar days after the employer or administrator issued an appeal decision. The department will review the dispute and provide the employee and employer with an advisory decision within 20 calendar days of receiving the dispute resolution request.

If the employer or administrator doesn't follow the department's advisory decision, the employee may send a <u>wage claim</u> to the Oregon Bureau of Labor and Industries under ORS chapter 652. Both the employer and employee can appeal the outcome of the advisory decision with the Office of Administrative Hearings. Employers can appeal within 20 calendar days and employees can appeal within 60 calendar days.

What are the responsibilities of employers with equivalent plans?

An equivalent plan employer must adhere to the terms of their approved equivalent plan and meet the following responsibilities to maintain their equivalent plan.

Notice to employees

Employers must provide notice to employees about the coverage provided under the equivalent plan. Employers must give notice to employees at the time of hire and each time the policy or procedure changes. The notice must be in the language that the employer typically uses to communicate with the employee.

Employers must display the notice in each building or worksite in an area that is accessible to and regularly frequented by employees. Employers must provide notice to remote-work employees by hand delivery, electronic delivery, or regular mail upon the employee's hire or assignment to remote work.

Paid Leave Oregon will provide an employee notice template for employers offering equivalent plans that will include the following required information:

- Benefits available under the approved plan, including the amount of leave
- How to file a claim to receive benefits under the plan
- Employee contributions withheld for the plan
- The process to appeal benefit decisions
- Job protections and the continuation of health benefits during paid leave

- Prohibition of discrimination and retaliation related to paid leave and the right of an employee to bring civil action
- Confidentiality of any health information provided

Employers that don't follow the employee notice requirements may be subject to fines or equivalent plan termination by the Oregon Employment Department.

Reporting requirements

Employers with an equivalent plan are required to follow both reporting requirements for all employers and specific reporting requirements for equivalent plans.

Combined payroll reports

Employers with an approved equivalent plan are required to file combined payroll reports and provide Paid Leave Oregon wage information for all employees on Form 132 - Employee Detail Report and employee count information on Form OQ - Oregon Combined Quarterly Report. The only difference in payroll reporting for equivalent plan employers is that the contribution amount is not due. Tax forms and more information on payroll reporting can be located <u>here</u>.

Equivalent plan reports

Employers must submit an annual report on benefits usage, and employers who withhold employee contributions must also report financial information. The annual report is due on or before Jan. 31 for the previous year.

Note: The report due Jan. 31, 2025, must include both 2023 and 2024 information.

Employers must also submit benefits usage and contributions reports when a plan is terminated or withdrawn.

The equivalent plan report collects the following information:

- Number of benefit applications received during each reporting period and the qualifying purposes
- Number of benefit applications approved during each reporting period, the qualifying purposes, and total amount of leave
- Number of benefit applications denied during each reporting period, the qualifying purposes, the number of appeals made on denials, and the outcome of the appeals

• Total number of employees who filed a claim but canceled the request before the start of their leave

If the employer withholds employee contributions, they must also report aggregate financial information:

- Total amount of employee contributions withheld during the reporting period
- Total plan expenses paid during the reporting period, including the total benefit amount paid, and total administrative costs, if applicable
- Balance of employee contributions held in trust at the end of the reporting period
- Balance of benefits approved but not yet paid, if the plan is an employeradministered plan and the plan is ending

Employee coverage reporting at the Oregon Employment Department's request

Employers must respond to any request from the Oregon Employment Department for information about current and previous employees employed in the base year within 10 calendar days from the date of the notice. This includes reporting changes to coverage when a plan becomes effective, is terminated, or withdrawn.

The information requested can include:

- If a benefit year was established
- The start and end date of the established benefit year
- Total amount of benefits paid in the benefit year
- The amount of leave remaining in the benefit year

Recordkeeping and compliance reviews

The Oregon Employment Department will conduct periodic reviews of benefits provided under an approved equivalent plan to ensure compliance with the requirements of an approved equivalent plan.

Employers with an equivalent plan must keep their related records for six years after the start of their plan and must provide the records to the Oregon Employment Department when requested. Documents that may be requested for review include all required reports, information, reporting requirements, and records relating to the equivalent plan. This includes, but is not limited to, financial information, employee leave applications and records on benefits paid or denied. If the Oregon Employment Department determines that an equivalent plan employer is not offering appropriate benefits or following the guidelines, the Oregon Employment Department may impose a fine of \$1,000 for the first violation and \$2,000 for each additional violation.

How can I withdraw my equivalent plan?

An employer can withdraw an equivalent plan that has been in effect for at least one year. The employer must send their request to the Oregon Employment Department with at least 30 days' notice.

If approved, the withdrawal will become effective from the later of the following dates:

- A date that is at least 30 calendar days after the withdrawal form is sent to the department and that is the last day of the immediately following calendar quarter
- The date that the equivalent plan has been in effect for one year

The employer must provide notice of the withdrawal from an equivalent plan to its employees at least 30 days prior to the effective date of withdrawal. If an employee's leave overlaps the effective date of withdrawal, the employer must continue all equivalent plan requirements and pay benefits until the total amount of the benefit is paid or the leave ends, whichever occurs first.

When an equivalent plan is withdrawn, the employer must pay the balance of employee contributions into the Paid Leave Oregon Trust Fund. The Oregon Employment Department assesses the amount based on the most recent financial reports and any other financial information. The balance will be any employee contributions that are held by the equivalent plan employer minus the benefits paid and administrative expenses. Interest will accrue from the date of the withdrawal until paid.

When can the Oregon Employment Department terminate an equivalent plan?

The department may terminate an equivalent plan for the following reasons:

- Misuse of employee contributions received or retained by the employer
- Failure to follow the department-approved equivalent plan or to report equivalent plan changes to the department

- Failure to follow program requirements and reporting requirements
- Failure to file for reapproval
- Employer insolvency
- Termination of the insurance policy by the plan administrator
- Failure to respond timely to the department's reasonable inquiries for information about the equivalent plan
- Closure of business
- At the request of a successor in interest within 90 days of acquiring the business

If the department intends to terminate an equivalent plan, it will provide the employer with the reason(s) for termination and instructions regarding how to resolve the termination reason(s), if possible. The department will terminate the equivalent plan if the employer doesn't resolve the issue. The Oregon Employment Department will send a notice with the effective date of termination, which will be the last day of the calendar quarter.

The employer must notify employees of an equivalent plan termination within 10 business days after the termination is effective. All applicable equivalent plan requirements must remain in effect until the effective date of termination. If the employer doesn't agree with the reason(s) for termination, the employer may appeal within 20 calendar days of the notice.

Upon the effective date of termination, the employer must provide the Oregon Employment Department an updated equivalent plan report with financial and benefit use information. The employer must pay the balance of employee contributions to the Paid Leave Oregon Trust Fund. The Oregon Employment Department assesses the amount based on the most recent financial reports and any other financial information. The balance will include employee contributions held by the equivalent plan employer minus the amount of benefits paid and promised, as well as administrative expenses. Interest will accrue from the date of the termination until paid.

Upon the effective date of an equivalent plan termination, the employer must begin withholding and paying employee contributions and paying employer contributions to Paid Leave Oregon.

An employer whose equivalent plan was terminated can't apply for another equivalent plan for three years from the date of termination.

What happens if I sell or transfer my business?

If there is a complete business transfer, including the transfer of the BIN associated with the equivalent plan, the previously approved equivalent plan stays in place. If the new owner chooses to end an equivalent plan, they may request to terminate the plan within 90 days from the date of the acquisition for any reason. If outside of the 90-day window, they may go through the standard process of withdrawal of an equivalent plan.

Contact us

You can find more information about Paid Leave on our website at <u>paidleave</u>. <u>oregon.gov</u>.

If you have questions, you can use our Contact Us form or call us.

Contact Us form: https://frances.oregon.gov/Claimant//

Call: 833-854-0166

Need help?

This information is vital. The Oregon Employment Department (OED) is an equal opportunity agency. OED provides free help so you can use our services. Some examples are sign language and spoken-language interpreters, written materials in other languages, large print, audio, and other formats. To get help, please call 833-854-0166 (toll-free). TTY users call 711. You can also send an email to <u>access.paidleave@oregon.gov</u>.