



Home, Hope and Healing, Inc., P.O. Box 220, Smithfield, ME 04978
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Home, Hope and Healing (HHH)
Memorandum

TO: All Current Employees

DATE: April 1, 2026

SUBJECT: Maine Paid Family Medical Leave (PFML) Employee Initial Written Notice

This notice explains your rights and responsibilities under **Maine's Paid Family and Medical Leave (PFML)** program.

Employee Contributions

Home, Hope and Healing (HHH) has set up a private plan to meet our **Maine PFML** obligations. The law says that employers can deduct up to half of one percent (0.5%) of wages from each employee's paycheck to pay for this coverage (up to the same limit in place for Social Security deductions). The deduction will be reported on your pay stub.

Your payroll withholdings for the PFML program will begin on 4/26/26 (paycheck dated 5/15/26) at a rate of (.5) %.

Eligibility for Leave

Eligible employees may take up to twelve (12) weeks per benefit year of paid leave under the PFML program to care for their own serious health condition, to care for a family member with a serious health condition, to bond with a new child, or for other qualifying reasons. **Symetra**, our private plan administrator, will determine whether you meet the eligibility requirements in accordance with the approved plan policy.

Reasons for Leave

PFML benefits are available for the following situations.

- **Medical Leave:** For times when a serious health condition keeps you from working.
- **Parental Leave:** Time to bond with a child after birth, fostering or adoption.
- **Family Care Leave:** Time to care for a loved one with a serious health condition.
- **Military Family Leave:** Time to prepare for a family member's deployment.
- **Safe Leave:** Time to find safety after abuse or violence.

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Rights & Protections:

Employees may take paid leave benefits if they meet Maine PFML eligibility requirements, even if they are new to a particular employer. Employers must maintain an employee's health insurance coverage during approved leave, including any employer contributions.

Job protection applies after 120 consecutive days of employment with the same employer. At that point, the employer must return the employee to the same or equivalent position with the same pay, benefits, and working conditions when the leave ends.

How to File a PFML Claim:

Your PFML coverage at HHH is fully insured and provided by **Symetra**.

Instructions from Symetra: You may file a claim in any of the following ways:

1. **Apply by Phone.** Call **1-877-377-6773** to begin your claim. A Symetra representative will guide you through the process.
2. **Apply Online-** Visit www.symetra.com/MYGO to:
 - Submit your claim online, or
 - Download PFML claim forms.
3. **Submit Claim Forms.** If you choose to use paper or PDF forms, you may return them using any of the following:
 - **Email:** LADCLA@symetra.com
 - **Fax:** 1-877-737-3650
 - **Mail: Symetra Life Insurance Company**
Claims Department
P.O. Box 1230
Enfield, CT 06083

If you have any questions regarding how to file your claim, please contact **Symetra** at 877-377-6773 between 8:00 AM and 8:00 PM Eastern Time, Monday through Friday.