

The birth of a baby. Supporting a loved one in their later years. Recovering from a medical procedure. There are many life events that require an employee to take time away from work. No matter the reason, planning for and taking leave is often an overwhelming experience—but with Larkin, it doesn't have to be.

We believe that taking leave should be as easy as setting your "out of office" message. That's why we handle the entire leave journey, from start to finish, so employees can focus on their and their families' health. Larkin is here to support your team every step of the way by making the leave process as easy as possible.

The Larkin Leave Journey

BEFORE LEAVE

EMPLOYEE INITIATES LEAVE Employees can kickstart their leave in the way

that works best for them: by phone, by email, or through our user-friendly chatbot assistant, "Nanci." Whichever option they choose, they can trust they'll speak with a real person who cares, every time.

Larkin emphasizes choice and convenience for

employees starting their leave, ensuring a quick, effortless process.

EMPLOYEE

volume.

BOOKS MEETING

Larkin offers full integration with Calendly, an automated scheduling system that allows employees to book a meeting with their admin

in a few clicks. They can proactively share

admin can be prepared to offer the human

Larkin values quality over quantity in interactions, encouraging admins to spend the necessary time on calls, focusing on in-depth support rather than call

touch for which Larkin is known.

relevant details, questions, or concerns so their

ASSIGNS ADMIN

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Once a leave is requested, every employee is promptly paired with a dedicated

administrator, who remains their single point of contact for the entirety of their leave. This admin responds within 48 hours of the leave request and provides seamless, one-to-one guidance through the employee's entire experience, showcasing Larkin's renowned support.

Our workload management algorithm expertly matches each employee with an administrator whose

skills align perfectly with their specific leave request.

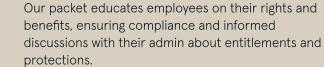


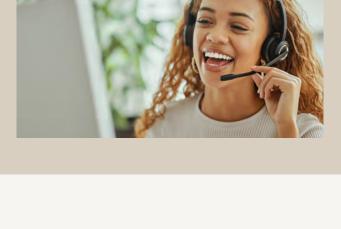
CREATES EMPLOYEE PACKAGE

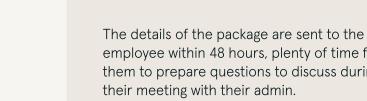
LARKIN

The admin will create a personalized package for the employee to help them understand their

entitlements and the applicable laws for their region. This checkpoint helps keep employers in compliance while ensuring employees feel informed.







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employee within 48 hours, plenty of time for them to prepare questions to discuss during their meeting with their admin.

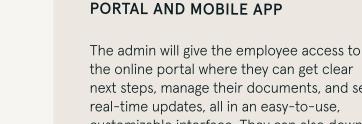
SENDS LEAVE PACKAGE TO EMPLOYEE

Our package equips employees with all necessary information and forms for either the basic or multisource pay process with Larkin's guidance at every

step, ensuring a stress-free employee experience.



PROVIDES EMPLOYEE ACCESS TO

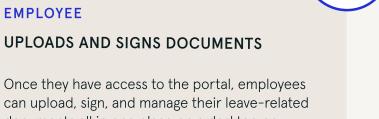


the online portal where they can get clear next steps, manage their documents, and see

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real-time updates, all in an easy-to-use, customizable interface. They can also download the mobile app. With universal compatibility

across devices, electronic signature capabilities, interactive form features, and paperless efficiency, employees can manage their leave process from anywhere.



mobile.

UPLOADS AND SIGNS DOCUMENTS

documents all in one place on a desktop or

EMPLOYEE

EMPLOYEE

EMPLOYEE

THANK YOU

Larkin team.

has changed.

EMPLOYEE

EMPLOYEE

CONFIRMS RTW

shared with the employer.

of their new family member.

CONFIRMS BIRTH OF BABY

Employees taking parental leave will receive an email notification to confirm the birth date of their baby. The employee may also choose to share photos of their new family member.

The employee may also choose to share photos

Every new arrival is cherished and celebrated by the

Larkin's mobile app simplifies leave management, offering employees a convenient way to handle and track leave and benefits directly from their phone





email will be sent to both the employer and employee, keeping everyone aligned and informed throughout the process.

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APPROVES THE LEAVE

The Larkin Leave Journey

With all the required documents in hand, the admin can approve the leave. A notification

DURING LEAVE

is okay.

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CONFIRMS START OF LEAVE

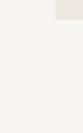
Once the leave begins, the admin works behind the scenes to facilitate any paperwork and claims associated with the employee's leave. They also track the employee's time away and

check in periodically to make sure everything

LARKIN SENDS "CONGRATULATIONS" CARD

Upon the birth of a baby, the admin sends a handwritten card to congratulate the parents on their new arrival. It's just one more way that

we show employees that we truly care.



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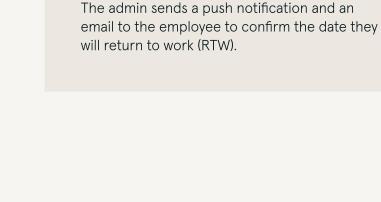
CONFIRMS "RETURN TO WORK" DATE

CONFIRMS EMPLOYEE IS FIT FOR DUTY

Larkin may request a Fitness for Duty certificate upon an employee's confirmed return-to-work date, with systemized workflows

triggering a task and action based on the

employee's leave schedule.





Employee confirms whether they will return on the date they originally specified or if that date

EMPLOYEE RESPOND TO "RETURN TO WORK" CONFIRMATION

from Health Care Provider and uploads or sends to Larkin

The employee receives a push notification and email where they can simply click a button to confirm they have returned to work. Once Larkin receives confirmation, the information is

Employee obtains fitness for duty certificate

RESPONDS TO FFD REMINDER

employee to respond via an online form or mobile app.

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CONFIRMS EMPLOYEE HAS RETURNED

final confirmation email from the admin,

The system automatically generates and sends a

ensuring on-time verification of the employee's return-to-work date, with the option for the

AFTER LEAVE

The Larkin Leave Journey



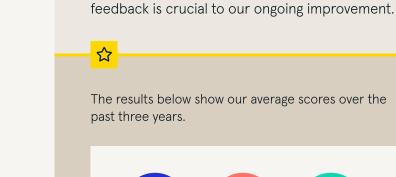
LARKIN **CLOSE LEAVE** Once the leave is complete, we'll ask the

employee to share their experience. This















Grow with Larkin

Larkin

The leave process doesn't end at RTW. We follow up with every employee to learn from their experience and let them know how much we value their feedback. It's part of our commitment to going the extra mile for our customers, their employees, and their families. Get in touch to learn more about our elevated leave management services today.