



## NORTHWEST/ROLLINS 401(K) SAVINGS PLAN

---

### FREQUENTLY ASKED QUESTIONS

- **When am I eligible for the Rollins 401(k) Savings Plan?**
  - *Your service with Atlanta Environmental counts towards your eligibility. If you have already met our eligibility requirements (3 months of service) you will be eligible to enter the Plan in July 2022. If you have not met our eligibility requirements, you will be automatically enrolled at 3% the first of the quarter following 3 months of service unless you opt out.*
  
- **What if I have previously participated in the Rollins 401(k) Savings Plan?**
  - *If you have previously participated in the Rollins 401(k) Savings Plan you will be automatically enrolled at 3% following 30 days unless you opt out. You can either call Prudential (1.877.778.2100) or go online at [www.prudential.com/online/retirement](http://www.prudential.com/online/retirement) to enroll anytime.*
  
- **How can I enroll in the Rollins 401(k) Savings Plan?**
  - *You can either call Prudential (1.877.778.2100) or go online at [www.prudential.com/online/retirement](http://www.prudential.com/online/retirement) to enroll anytime.*
  
- **Is the 401(k) online?**
  - *You can access your account online via the Prudential Retirement website at [www.prudential.com/online/retirement](http://www.prudential.com/online/retirement) or contact a Prudential Retirement Participant Services Representative at 1.877.778.2100.*
  
- **Will the Rollins 401(k) Savings Plan provide investment advice?**
  - *Prudential Retirement does not provide investment advice. However, Prudential Retirement provides a wide array of financial tools to help you grow and protect your wealth. To access these tools, log on to [www.prudential.com/signature](http://www.prudential.com/signature) or through [www.prudential.com/online/retirement](http://www.prudential.com/online/retirement).*
  
- **I am not currently in a qualified plan. If I want to join, will Rollins (Prudential Retirement) work with my private financial advisor to make the arrangements?**
  - *Rollins and Prudential Retirement do not give investment advice. However, we will be happy to answer any questions you may have concerning the Rollins 401(k) Savings Plan.*



## NORTHWEST/ROLLINS 401(K) SAVINGS PLAN – FAQ Continued

---

- **What is the maximum amount that can be contributed to the 401(k)?**
  - *During 2022 you can contribute up to 75% of your eligible wages up to the IRS limit of \$20,500. If you will be age 50 or older during 2022, you can contribute an additional \$6,500 (Catch-Up Contributions). This limit is an aggregate limit across all qualified plans you have contributed to during the year.*
  
- **Investment Funds?**
  - *There are 17 investments funds. You may elect to invest your contributions in any of the Plan's investment choices. If you do not make an investment election, your contributions will be invested in GoalMaker (an asset allocation tool).*
  
- **What is the amount of the Rollins Company Match?**
  - *The Company will match 100% on the first 3%, then 50% of the next 3% you contribute up to 6% of eligible compensation.*
  
- **When is the Company Match made?**
  - *The Company Match is made quarterly. You must be actively employed on the last day of the quarter to be eligible for the company match. The company match is posted to your account the month following the end of the quarter.*
  
- **Does the Company Match in the 401(k) Plan have to be in Rollins Stock?**
  - *No. You may elect to invest the matching contribution in any of the Plan's investment choices. If you do not make an investment election, the match will be invested in the GoalMaker.*
  
- **Will I receive a statement of my 401(k) account?**
  - *Yes. Statements are issued each quarter. You will receive a statement from Prudential at your home address the next month following the end of the quarter.*



## NORTHWEST/ROLLINS 401(K) SAVINGS PLAN – FAQ Continued

---

- **Explain the Rollins 401(k) Plan Company Match vesting schedule.**
  - *You are always 100% vested in your own contributions, earnings and rollover contributions.*
  - *Vesting is for the Company matching contribution. Vesting is based on your Years of Service. You are credited with a Year of Vesting Service for each Plan Year in which you complete at least 1,000 Hours of Service.*
    - 5 Year Graded
    - 1 year 20%*
    - After 2 years 40%*
    - After 3 years 60%*
    - After 4 years 80%*
    - After 5 years 100%*
  
- **When will my vesting in the Rollins 401(k) Savings Plan start?**
  - *Tenure with Carolina Pest will be recognized for vesting in the Rollins 401(k) Savings Plan. Your vesting percentage will be shown on your quarterly statements.*
  
- **Does time served with Orkin in prior employment count toward vesting?**
  - *Yes, your previous time with Orkin will count toward your vesting.*
  
- **Does the Rollins 401(k) Savings Plan allow Rollover from my previous employer?**
  - *Yes. If you have funds in a qualified 401(k) Plan, you can roll it into the Rollins 401(k) Savings Plan. You can contact Prudential Retirement at 1.877.778.2100 to request a Rollover Form. You will also need to contact your former companies 401K provider and complete paperwork with them to release the money to Prudential.*