

## I'm an associate calling about...

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| Where is my check?  | Please log into your Associate Kiosk and view your paycheck stub. If the paycheck option says "advice" it is a direct deposit, if it says "check" it is a paper check. If you have further questions, please call the JCPenney Benefits Center at 1-888-890-8900 and ask for Payroll. |
| I didn't receive my paycheck, or my paycheck is lost/stolen, or damaged.  | Please call the JCPenney Benefits Center at 1-888-890-8900 and ask for Payroll.   |
| I received my paycheck, but the hours or rate are wrong, or the commission is wrong.<br>My schedule is wrong, or I was not late/absence and jTime says I was. | Please speak to leadership at your store to correct your time and attendance.   |
| I have a question on the policy of...   | Please speak to leadership at your store for all policy questions.  |

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| I received my paycheck, but the deductions are wrong.   | Please call the JCPenney Benefits Center at 1-888-890-8900 and ask for Health & Insurance.   |
| I was on a leave of absence, now I'm working, but I can't access some systems.                    | After you are returned from leave in the system, it does take an overnight refresh to regain full access. Please use the option in the Password Kiosk to change your password. If that doesn't work, please speak to leadership at your unit.  |
| I was on a leave of absence and the dates of my leave are not correct.                            | Please call the JCPenney Absence Management Center at 1-877-527-0722 to inform your case manager that there is a discrepancy.  |
| My balance of MTO/PTO is wrong, my hours worked are wrong, or I question how they got that value. | Please view the information on the MTO/PTO programs that you can download from the Benefits Library in the JCPenney Benefits website. If any corrections are needed, please speak to the store leadership.   |
| I've lost my Skylight card.   | <ol style="list-style-type: none"> <li>1. Get Instant Issue Pack from store and enter into the Kiosk. Call Skylight to activate.</li> <li>2. Options at Skylight 1-877-814-7679</li> </ol> Click 1 if activating a card<br>Click * if lost/stolen/never received card<br>Customer Service 1-888-606-9800 |
| I have questions on a garnishment.  | Please call our garnishment team, ADP, directly at 1-866-324-5191.   |
| I can't access the Associate Kiosk and I have not been on a leave of absence.                     | JCPenney Home Office associates should call 972-431-6900.<br>All other locations, call JCPenney Shared Services at 1-800-879-1111.   |