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# Frequently Asked Questions by Consultants

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## Questions about 401(k)

**Q. After my contract employment ends, will I have to close my 401(k) account?**

A. MATRIX does not require participants to close out their accounts upon ending contract employment. You may therefore either (1) leave your 401(k)-account active with T. Rowe Price, or (2) close your account and transfer your monies to either an IRA, another qualified 401(k) plan or cash out. Terminated employees who choose to leave their balance in the Plan will be charged a \$20 quarterly fee.

**Q. Can I borrow against my 401(k)?**

A. If your 401(k) balance is greater than \$2,000, you can take up to 50% of your account balance for purposes of a loan (minimum loan amount is \$1,000). There is a \$50 loan origination fee and the loan is paid back through payroll deductions (the interest charged is prime plus 2%). Participants are also charged a \$25 annual loan fee. Loan requests are made through T. Rowe Price Annuity and generally take about 2-3 weeks to process all the necessary paperwork.

**Q. Do you have a 401(k) Plan?**

A. Our 401(k) Plan is available to all employees. The Plan is administered by T. Rowe Price.

**Q. How do I enroll?**

A. Employees can enroll on the [T. Rowe Price website](#) after they receive their first paycheck.

**Q. How often can I change my payroll deductions for 401(k)?**

A. You can change payroll deductions amount(s) for the 401(k) at any time through the [T. Rowe Price website](#).

**Q. What is the 401(k)-plan name and number?**

A. The plan name is MATRIX Resources Inc. 401(k) Plan, and the plan number is #105968.

**Q. When am I eligible to participate?**

A. You are eligible to participate after your first paycheck.

**Q. When will my 401(k) deductions begin?**

A. Your 401(k) deductions will begin the first paycheck after your effective date.

**Q. Does MATRIX offer matching?**

A. MATRIX does not offer matching currently.

## Questions about Benefits

**Q. After my contract employment ends, will I be able to continue my insurance coverage?**

A. You can continue most group insurance coverage by electing COBRA coverage.

**Q. Do you have a flexible medical spending account?**

A. We do not offer a flexible medical spending account now. However, we do offer a dependent care spending account (available through CBIZ) for setting aside up to \$5,000, pretax, for dependent care expenses.

**Q. When is my insurance effective?**

A. Insurance is effective the 1st day of the month that coincides with or follows 30 consecutive days of employment (e.g. start date is 7/15, eligibility date is 9/1). You have up to 30 days after your hire date to enroll in the group health insurance.

**Q. When must I submit my insurance elections?**

A. For your benefits to start on time, you must submit your insurance elections within 30 days of your hire date. Elections are made in [Workday](#).

**Q. What group insurance benefits do you offer?**

A. MATRIX offers medical, dental, vision, basic life, disability, and optional life insurance. When you login to [Workday](#), you can see a list of the benefits offered in the W2 Orientation Guide worklet.

**Q. Who is eligible for insurance benefits?**

A. All regular full-time employees who consistently work a minimum of 30 hours per week are eligible to enroll in the insurance benefits.

**Q. If my contract employment ends, when will my insurance end?**

A. Your insurance will end the last day of the month in which your contract employment ends, except for your life & disability insurance, which ends on your termination date.

**Q. What benefits may be continued under COBRA?**

A. Medical, dental, and vision insurance coverage may be continued under COBRA.

**Q. When will I receive COBRA information notifying me of my healthcare continuation rights?**

A. You will receive COBRA information via certified return-receipt no later than 30 days after your insurance ends.

**Q. What is the time frame in which I must elect COBRA?**

A. You have up to 60 days from the date you receive your COBRA election form, via certified return-receipt, to complete the paperwork and return it to the COBRA administrator. You then have up to 45 days from the date you sign and return your election form to submit your first payment, which will be applied retroactively to the date COBRA coverage began.

**Q. When are COBRA payments due?**

A. COBRA payments are due in full the first of each month.

**Q. What happens to my benefits between contracts?**

A. Your benefits will continue until the last day of the month in which your contract employment ends. If your contract is extended or if you start a new contract in the same month in which your previous contract ended, your insurance will continue uninterrupted. If you do not start a new contract until after your insurance ends, you will be offered COBRA coverage. If you return within 90 days after your previous contract, your insurance coverage will be reinstated (with the completion of a new enrollment form) the date of your new contract and your COBRA coverage (if applicable) will cease.

**Q. What if I want to make changes to my existing benefits?**

A. Because our group health plan is part of a cafeteria plan, there are only two other occasions when you can elect to participate in our group health plan:

1. Change in status (marriage, divorce, birth, adoption, change in work status, spouse loses coverage, etc.)
2. Open enrollment (held throughout the month of May of each year for a June 1 effective coverage)

If you experience a change in status, you must notify the Benefits Department at 800.382.5533 within 31 days of the event.

**Q. If I do not want to elect insurance when I am first eligible, can I elect insurance later?**

A. Because our group health plan is part of a cafeteria plan, there are only two other occasions when you can elect to participate in our group health plan:

1. Change in status (marriage, divorce, birth, adoption, change in work status, spouse loses coverage, etc.)
2. Open enrollment (held throughout the month of May of each year for a June 1 effective coverage)

If you experience a change in status, you must notify the Benefits Department at 800.382.5533 within 31 days of the event.

## Questions about Contracting

### **Q. What about benefits?**

A. If you are seeking permanent placement, benefits packages will vary. This is an area we will help you explore with each client company to determine compatibility with your needs. When you become a MATRIX consultant, you are eligible for the entire MATRIX benefits package including Medical, Dental, Vision, Life, and Disability coverage. This coverage is effective the first of the month following 30 days of employment.

### **Q. What training is offered to consultants?**

A. MATRIX offers a variety of training and certification opportunities.

- Our free e-Learning courses are available for you to take “live” through our training partner, [TrainUp](#). There are currently more than 4,000 different courses available on a wide range of technical and business topics. For more details on training options, please visit our training page on this website.

If you would like to see a workshop offered on a subject or would like to see an online course offered, please let your MATRIX Account Executive know. Any suggestions to improve our services are always appreciated!

### **Q. Who will be the legal employer when I am on assignment?**

A. If you choose to come on board with MATRIX as a W-2 consultant, MATRIX would be your legal employer.

### **Q. How long is the average contract length for MATRIX consultants?**

A. Eight months is the average.

### **Q. How do you find my next assignment if my current contract is coming to an end?**

A. Our goal is to keep you on staff and place you again and again! Your resume and skills will be proactively marketed by our team of Recruiters and Account Executives (the MATRIX contact points for our clients). They know your exact end date, key skills and desired rate, and they use these to help find you an open position.

**Q. How do you determine your bill rates for consultants?**

A. We work with our clients to determine the fair market bill rate, taking into consideration several market factors, such as available skills in the market and what is being offered for similar experience levels. MATRIX then develops a fair margin on top of this rate which covers all General and Administrative overhead costs (such as FICA, FUTA, and SUTA), Workers' Compensation, Medicare and an insurance contribution incurred by MATRIX. Additionally, we incur expenses associated with running our operation that are included in that rate. We then quote this rate to the client manager when we present you as a candidate.

**Q. What happens when my current contract ends?**

A. Four weeks before your contract ends, we will contact both you and your client manager to see if your contract is going to be extended. If there is no extension, we will begin to actively market you for new positions. This gives us plenty of time to find you a new opportunity. You are also open to market your resume to other resources in order to keep your options open.

**Q. Can I get a contract based on the training I do with the e-Learning courses?**

A. Our clients typically look for "real world" experience in addition to training. e-Learning, while an excellent method to learn new skills and hone current ones, may not be enough to land you a new contract in a skill in which you trained.

**Q. What factors determine hourly pay rate?**

A. There is no simple formula for establishing pay rates, but several factors are usually important: the skills required for the project, the duration of the assignment, the number of available candidates with the required skills, the difficulty of the assignment, and any past employment with the client.

**Q. What is contract consulting ("contracting")?**

A. Contract consultants are hired by companies, on an hourly basis, to use their skills on a specific project for a set period. After an assignment is completed, the consultant is released to begin another project. Contracting is a form of employment that has become very popular for IT professionals.



## Questions about MATRIX

**Q. Do your clients provide sponsorship for an H-1 Visa?**

A. It varies. Some of our client companies allow MATRIX to sponsor, but not all. Please check with your MATRIX Associate.

**Q. Do you place candidates anywhere in the country?**

A. Yes, we have placed candidates from Seattle to Boston, and everywhere in between. With offices across the country, MATRIX has the capacity to serve our clients staffing needs on a nationwide basis.

**Q. Can I change my Account Executive?**

A. The Account Executive is responsible for all MATRIX contract activity with a specific client company. If you have an issue with your Account Executive, please contact your local MATRIX Director in confidence to discuss the situation.

**Q. Why should I use MATRIX?**

A. Many firms choose not to advertise their open positions because of the time and expense involved with performing the search. Instead, they engage MATRIX to find qualified candidates for them. You get access to these positions. You leverage the deep relationships we have built with hiring managers over three decades.

Further, we provide information you cannot obtain from an Internet Career site. You can get a detailed perspective on company culture, the working environment, and the position itself prior to going on an interview. The career information on our website can reduce the time you spend on interviews by ensuring you are presented with opportunities that fit your needs.

Finally, you will have a single point of contact at MATRIX (your MATRIX Associate) who will get to know you as an individual. Your job search becomes a team effort — not an individual one.

**Q. Is your company publicly owned?**

A. No. MATRIX is a privately-held firm, founded in 1983.

**Q. Are you on retainer to any firm?**

A. No. We work on a contingency basis, which means we represent several companies, not just one.

**Q. Do you charge a fee?**

A. No. Our fees are fully paid by our client companies.

**Q. Do you place candidates moving to other cities?**

A. Yes. A significant percentage of our candidates are relocating to other areas. We can work with you to develop a plan to conduct an out-of-town search with a minimum amount of inconvenience and wasted time.

**Q. Can I change my Recruiter?**

A. If you feel that you would like to be reassigned, you may contact your local MATRIX Recruiting Manager or Director in confidence to discuss the situation.

**Q. How long will it take me to find a job?**

A. It varies. If you have solid experience with a hard-to-find skill set, you could be presented with an offer in a matter of days. Most candidates can expect their job search to last from two to six weeks on average, but it could last longer. Also, higher-level, permanent positions often have longer hiring cycles of 12 weeks or more.

Each client has a different timetable, depending on their sense of urgency. Some clients need to replace an employee who has left or who is leaving and are willing to move very quickly to do this. Other clients may be hiring for a project that does not start for some time; they may take more time interviewing and screening potential candidates.

**Q. How often will I hear from you?**

A. Once you begin the search process, you can expect to hear from your MATRIX Associate as opportunities become available. We also encourage you to review our website periodically and to let us know if you see a position of interest.

**Q. How will we stay in touch?**

A. We have found that most people prefer telephone correspondence. We realize that telephone conversations may be difficult for you at times, so each MATRIX Associate can also correspond with you via e-mail or text.

**Q. Is our relationship exclusive?**

A. No. You are free to work with any firm you desire at any time.

**Q. What kind of jobs do you have?**

A. MATRIX focuses primarily on the IT profession, and we have hundreds of technical and functional positions at all levels. These positions can include PC Support, Network Administration, Network Architecture, Web/Internet related positions, Programmer Analyst, Software Engineer, Systems Analyst, Business Analyst, UNIX Systems Administrator, Database Administrator, Data Architect, Project Leader, Project Manager, IT Manager, Director, VP of Technology, and vendor-related positions.

## Questions about Pay and Compensation

**Q. What are people with my background making?**

A. Good question. As you might imagine, there is no simple answer to this question. Market value is largely determined by area of the country, years of experience, depth of experience, educational history, and often varies by company and industry. We generate our own [IT Salary Survey](#) for the cities where we have a local office: Atlanta, Birmingham, Charlotte, Chicago, Dallas, Fort Worth, Houston, Jacksonville, Minneapolis, Phoenix, Raleigh, and San Francisco. This survey can provide you with a good understanding of the range of salaries in the marketplace.

**Q. How will an offer be made?**

A. This varies with each client company. Typically, an offer will be presented to you verbally by your MATRIX Associate. Other times, the employer will desire to present the offer directly to you. For permanent positions, once you accept the verbal offer, a written offer letter is generally sent to you via mail.

**Q. I have been on a contract for “x” months, at what point can I expect a raise?**

A. This varies from client to client. It is best to contact your MATRIX Account Executive to find out how your client typically handles this issue.

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## Questions about Payroll

**Q. I just started working for MATRIX Resources and I have a previous child support garnishment. How do I go about getting this set up to come out of my paycheck?**

A. You must provide the following contact information to your child support agency and they will send the paperwork to us (MATRIX Resources, Inc., 1000 Abernathy Road, Suite 500, Atlanta, GA 30328, Attention: Payroll) You will have to make payments on your own until you see the payments being withheld from your paycheck.

**Q. I have moved and need to update my mailing address. How do I do this?**

A. Address changes should be made via the Workday system. If you need information on logging into the system, please contact our Support desk ([support@matrixres.com](mailto:support@matrixres.com)).

**Q. What is the Social Security and Medicare Limit for 2019?**

A. The Social Security taxable wage limit for 2019 is \$132,900 (in 2018 was \$128,400.00).

Medicare does not have a taxable wage limit, for employees, the 1.45% tax rate increases by .09% on all taxable wages over \$200,000.00.

Please remember that cafeteria plan deductions are exempt from these limits, so you must subtract these deductions from your gross pay to arrive at your gross/taxable pay for Social Security.

**Q. I want to change my Federal tax exemptions. How do I do this?**

A. Log into Workday; click the Federal, State, and Local Tax Forms link in the Pay app. Complete and submit applicable updated tax forms. If you need information on logging into the system, please contact our Support desk ([support@matrixres.com](mailto:support@matrixres.com)).

**Q. I want to change my State tax exemptions. How do I do this?**

A. Log into Workday; click the Federal, State, and Local Tax Forms link in the Pay worklet. Complete and submit applicable updated tax forms. If you need information on logging into the system, please contact our Support desk ([support@matrixres.com](mailto:support@matrixres.com)).

**Q. When are timecards due?**

A. Timecards are due by 5 p.m. each Friday.

**Q. When is payday?**

A. Payday is every other Wednesday. All checks and deposits are mailed/transmitted so that they should arrive on the pay date. Please note that direct deposit is the only way we can guarantee the

date your money will be deposited. If you are receiving your paycheck via US Mail, it may take longer due to delays in the mail system. Please reference the [Pay Schedule](#).

**Q. Can I change my employment status from “W-2” to “Incorporated” during an assignment?**

A. No, we do not currently permit consultants to change employment status during an assignment.

**Q. Where do I email my time sheet, expense reports and invoices?**

A. All expenses for VMS clients should be sent to [timesheet@matrixres.com](mailto:timesheet@matrixres.com). All non-VMS expenses and timesheets should be entered in TMS and submitted for manager approval.

**Q. Do you offer direct deposit?**

A. Yes. W2 consultants can sign up using Workday. Inc consultants can request a Direct Deposit change by sending an email to [support@matrixres.com](mailto:support@matrixres.com).

**Q. How often will I get paid?**

A. Promptly! Every two weeks. There is a total of 26 pay periods a year.

**Q. What do I do if my manager is not available to approve my timesheet?**

A. Send in the unapproved time sheet by the deadline and follow-up with the signed version as soon as possible. We track unsigned time sheets internally.

**Q. When will my paycheck be deposited into my account?**

A. Payroll direct deposits are transmitted by MATRIX two days before the payroll date. The posting of this deposit depends on your bank’s speed in processing the transaction.

**Q. I have contacted my bank, and they say my direct deposit is not there yet. What is happening?**

A. Direct deposits show up to a bank as a “Deposit in Transit.” Each bank’s computer system is updated differently. Some banks will show deposits in transit, and some will not.

**Q. What happens if my timecard is late?**

A. We process all timecards at the same time. All late timecards will be processed with the next payroll cycle two weeks later.

Important Note: Both your MATRIX Account Executive and the MATRIX Support team will make every effort to follow up on missing timecards by e-mail and by phone when possible, but you are ultimately responsible for your timecards.

**Q. I have direct deposit and I have not received my pay stub in the mail. How do I get my paystub?**

A. Paystubs are available to view online in Workday and via the Workday mobile app the Monday before payday. Direct Deposit paystubs are only available to view online, nothing will be mailed out.

**Q. I have made a change to my direct deposit. When will it take effect?**

A. If you have added a new account, changed a deposit amount or have stopped direct deposit, the change will be effective immediately. If you want the change to affect your upcoming paycheck, the change should be made no later than the Wednesday before payday to avoid any timing issues.

**Q. How do cafeteria plan and 401(k) deductions affect my taxes?**

A. Both cafeteria plan deductions and 401(k) deductions are taken pre-tax, however the taxes they affect may differ. 401(k) deductions are only exempt from federal and state withholding taxes. Cafeteria plan deductions are exempt from both federal and state withholding and from both Social Security and Medicare taxes.

**Q. I run my own Corporation. When is my money direct deposited into my account?**

A. Corporate direct deposits are transmitted by MATRIX on Monday and will be in your account by the date specified in the payment terms.

**Q. What is this deduction, OASDI that I see on my pay slip?**

A. OASDI stands for Old Age, Survivors and Disability Insurance program. It is more commonly referred to as Social Security and it is a mandatory payroll tax.

## Questions about Skills and Experience

**Q. Does MATRIX place entry-level candidates?**

A. Yes. However, this is not our primary area of focus. Most of our clients want employees with experience who can "hit the ground running" on the first day. If you have a bachelor's degree and/or some solid project experience while in school, we may be able to help you. Also, any internship or solid work experience while in school is a plus. Please be sure to mention this experience to your MATRIX Associate.

**Q. I am looking to move into IT. Can you help me?**

A. It depends on your background, education, and flexibility. If you have a Computer Science, MIS, EE, or similar technical degree and relevant industry experience, we may be able to help you. You must be flexible on salary requirements when changing careers, but you can recover quickly once you learn new skills.



## Questions about Vacations

**Q. What if I have a vacation planned while I am on contract?**

A. You may take vacations during contracts. This must be worked out between you, your MATRIX Account Executive, and your client manager. Generally, vacations are taken between contracts, but if you are on a long contract and have a vacation planned, please coordinate it with your Account Executive and your client manager. The more notice you can give, the better, and please always make sure to coordinate with your manager before you finalize your plans.

**Q. Do I get paid when I take days off?**

A. No, you get paid for hours that you work. Any time off is not compensated.

(However, if you work in a city or state with Paid Safe and Sick Leave laws, you may be entitled to paid time off for reasons as outlined by these laws.)

**Q. Do I get a paid vacation?**

A. No. As a contract consultant, you are paid for the hours that you work. All vacation time is not compensated time.