



## USG Total Rewards Statement Frequently Asked Questions

### 1. When will my statement be available?

Online statements will be available September 18th and can be accessed by logging into OneUSG Connect - Benefits at [oneusgconnect.usg.edu](https://oneusgconnect.usg.edu).

Paper statement will be mailed to the home address on file in OneUSG Connect in late September 2023.

### 2. Who will receive a USG Total Rewards Statement?

All benefits-eligible employees who work at least 20 hours or more per week and are enrolled in benefits for a minimum of 30 days.

### 3. Who do I contact if my compensation on my statement is incorrect? Contact the Shared Services Center at 877-251-2644.

### 4. Who do I contact if my benefit enrollment looks incorrect?

Contact OneUSG Connect - Benefits at 1-844-587-4236.

### 5. How can I see future statements?

Beginning mid-September, you can login to OneUSG Connect – Benefits to view your statements at [oneusgconnect.usg.edu](https://oneusgconnect.usg.edu). Step by step instructions can be found on the USG Benefits website.

### 6. How are the total amounts calculated for each section on my statement?

Base pay is based on current base pay, any variable pay is what's paid over the last twelve months. All other sections reflect the total employer contributions for the benefits in that section over the past 12 months. *EX: The Healthcare section calculates all employer benefit contributions that are made on your behalf (healthcare, well-being incentive, basic life, etc.)*

### 7. How do I take advantage of the benefits I'm not currently enrolled in? Other than when you're newly hired, open enrollment is the one time each year you can make a change or enroll in new benefits unless you experience a life event that meets eligibility to make changes. Visit the USG benefits website for further details at [benefits.usg.edu](https://benefits.usg.edu).

### 8. What if I never received my paper statement?

You can access your online statement by logging in at [oneusgconnect.usg.edu](https://oneusgconnect.usg.edu). But also, please confirm your mailing address in OneUSG Connect is correct, as statements were mailed to your address on file. Reprints are not available.