

Your Guild Benefit | Frequently Asked Questions

Lennox partnered with Guild to help employees find and access learning opportunities with little to no out-of-pocket cost.

You can enroll in learning programs like:

- College degrees and certificates in high-growth areas like business, supply chain, tech and digital, data analytics, foundational learning, and more
- High school completion and college preparatory programs
- English language learning

Visit lennox.guildeducation.com to get started and apply to a program in your Guild catalog today!

What programs are available, and how does payment work?

Through your Guild benefit, you have access to 100% tuition-free and partially funded learning programs, tuition reimbursement, and more. Let's take a quick look at available programs designed to help you build new skills:

- **100% tuition-paid programs (in-network):**
 - 100% tuition, mandatory fees, and books¹ for select academic programs within Guild's learning marketplace, such as English language learning, high school completion, college prep, and more.
- **Partially funded tuition programs (in-network):**
 - Lennox will provide up to \$5,250 per calendar year for undergraduate degrees and certificates, up to \$10,000 per calendar year for graduate degrees. Required textbooks and course fees will be reimbursed up to the annual program cap.

Guild will send tuition and/or fee payments directly to the learning partner on your behalf for both tuition-free and partially funded programs.

¹ If applicable, grants and scholarships are applied to tuition and fees before employer funding.

If applicable, grants and scholarships are applied to tuition and fees before employer funding. If you receive education assistance (which includes payments for tuition, fees, and other qualifying expenses) of over \$5,250 from Lennox within a calendar year, you will be responsible for paying federal income taxes on the amount over \$5,250. Individual tax liability will vary and is impacted by state of residence, total earnings, marital status, number of dependents, and other factors.

- **Tuition reimbursement (out-of-network programs):**

- Lennox will continue to reimburse up to \$5,250 per calendar year for undergraduate degrees and certificates and bootcamps, up to \$10,000 per calendar year for graduate degrees and certificates and bootcamps.

For eligible, out-of-network reimbursement programs, employees are responsible for payment to the learning partner. Then they can submit a reimbursement request for eligible expenses up to the annual funding limit.

- **Direct payment (out-of-network programs):**

- Lennox will continue to provide up to \$5,250 per calendar year of tuition for undergraduate degrees and certificates & bootcamps, up to \$10,000 per calendar year of tuition for graduate degrees directly to the learning partner for programs at specific learning partners outside of Guild's learning marketplace.

Employees can start a sponsorship application for eligible, out-of-network direct pay programs once they create a Guild account. When an employee is approved, a Sponsorship Letter from Guild will act as a letter of credit for the direct payment institution. The letter of credit lets the institution know that funds will be paid directly to the school, so a team member will not pay out-of-pocket for tuition for this program unless tuition, books, and mandatory fees exceed the annual funding limit.

How do I submit a reimbursement request for books and fees for my in-network program?

Employees must submit receipts and a course syllabus for reimbursement through Guild at reimbursement.guildeducation.com after the term starts and within 30 calendar days after the term ends. Please submit the required paperwork and receipts within the required time frame to avoid denial of reimbursement. Employees will receive their approved reimbursement in their pay as soon as administratively feasible (typically within two to three pay cycles).

Is my Guild benefit program through Lennox taxable?

Lennox provides you up to \$5,250 per calendar year in education assistance tax-free for federal and most state income tax purposes. If you receive education assistance (which includes payments for tuition, fees, and other qualifying expenses) of over \$5,250 from Lennox within a calendar year, you will be responsible for paying federal income taxes on the amount over \$5,250.

I'm enrolled in a 100% tuition-free program but see an outstanding balance in my learning partner portal. Do I have to pay it?

If you're enrolled in a tuition-free program and met all eligibility requirements on your term start date, you don't have to pay any outstanding balance you see in your learning partner portal. This balance will remain outstanding until Lennox completes the payment, but there's no obligation on your part to pay it, and the balance won't impact your current classes or ability to enroll in future courses.

If you have questions about a balance you see, please reach out to Guild support.

Will Lennox cover the cost of a program I'm currently enrolled in?

Lennox will only pay for select tuition-free and partially funded programs within the Guild catalog. If you're currently enrolled in one of these programs, Lennox will only pay for future courses once you're eligible and have applied through [Lennox.guildeeducation.com](https://lennox.guildeeducation.com).

Eligibility

Who is eligible?

Active full-time non-union active Lennox employees based in the U.S. are eligible on their first day of employment.

Find more information on eligibility at [Lennox.guildeeducation.com](https://lennox.guildeeducation.com).

Can my spouse, partner, or dependents take advantage of the Guild benefit?

Currently, the Guild benefit is only available to current full-time non-union active Lennox employees based in the U.S..

Does my manager have to approve anything before I can enroll?

Yes, in addition to meeting the outlined eligibility requirements above to participate in undergraduate degrees and certificates & bootcamps, you must also receive manager approval prior to enrollment.

Getting Started

Getting started with a program

With the biggest financial barriers removed, educational opportunity is within reach. What's next is up to you. Learn new skills, sharpen existing ones, or explore more career options with access to select 100% tuition-free and partially funded programs through Guild's high-quality learning partners.

How do I start using my benefit?

- Visit [Lennox.guildeducation.com](https://lennox.guildeducation.com)
- Create an account and complete your profile
- Explore your options by browsing your program catalog
- When you're ready to start, just click "Start Guild application."

If you have questions about your benefits or need help choosing a program, select any "Contact Guild support" buttons on your Guild portal.

How do I find the right program for me?

Guild's program recommendation quiz can help you discover potential programs that fit your interests and qualifications based on your answers to a few quick questions.

How do I enroll?

You must first complete an application at [Lennox.guildeducation.com](https://lennox.guildeducation.com). Guild support can assist you with the application process and also help you to enroll in and start your program.

Are these programs designed for working adults?

Lennox chose programs to help you fit learning into your life schedule. Many of these programs offer multiple start dates per year, and all take place online to accommodate the need for flexible schedules.

Will other learning partners and programs be added to the catalog?

We'll continue to evaluate the options offered in Guild's catalog based on employee participation, feedback, and the needs of the evolving workforce. We'll let employees know when new programs are added to the catalog.

Help from Guild Support

What is Guild support?

As part of Lennox's partnership with Guild, employees have access to Guild support. Guild support's team of specialists and coaches can help you get started in a program and succeed along the way. The Guild support team is just a call or chat away, it's completely free, and you can talk with them as often (or as little) as you'd like.

Guild support team members you might work with include:

Guild Specialists

You can work with a Guild Specialist after you create an account at [Lennox.guildeducation.com](https://lennox.guildeducation.com). They're your person if you have general questions about your Guild benefit, eligibility, payments, or any details. They can also help you think through programs that fit your goals and next steps.

Growth Coaches

Growth Coaches support you in succeeding once you enroll in a program. They can help with time management, goal setting and accountability, motivation, celebrating success, and more. You can talk to a Growth Coach as often (or as little) as you'd like.

Academic Requirements

Is there a limit to the number of courses I can take per term?

Term limits vary based on each learning partner and program. Employees should work with their learning partner and Guild support to understand the course limit per term.

Is there a limit to how many programs I can take over the period of my employment?

Employees can participate in only one program at a time; however, you can enroll in a double major or major and minor. Employees may enroll in and complete multiple programs sequentially, subject to Lennox's eligibility requirements, funding, and relevant learning partner requirements.

Are there minimum course load requirements?

No, there are no minimum course load requirements for employees.

Is there a grade requirement?

To remain eligible for your Guild benefit, employees must maintain a cumulative grade point average (cGPA) of 2.0 or higher for undergraduate degree programs and a cGPA of 3.0 or higher for master's programs. Your cGPA will be checked at the start of each term per Guild's standard academic progress requirements. All employees with a cGPA of less than 2.0 for undergraduate programs or a cGPA of less than 3.0 for master's programs will be responsible for payment until the cGPA exceeds the relevant threshold.

Lennox's cGPA policy will not go into effect until after you've completed 18 credits, at which point your cGPA will be considered for eligibility purposes.

Will education be online or in-person?

Programs are offered online, so you can choose one that fits your schedule and specific needs. In-person classes may be available depending on the learning partner and program.

Are programs available in multiple languages?

Currently, all programs are only available in English, but Guild offers English language learning programs and bilingual specialists who can help answer questions in both Spanish and Haitian Creole for Lennox employees who would prefer to speak in either of these languages. After completing their Guild profile, members can use the "Contact Guild support" button and request to speak with a bilingual specialist.

If plans change

If I leave Lennox, do I have to pay anything back?

Employees who voluntarily resign from Lennox must repay all educational funding received in the 12 months (foundational programs, undergraduate studies, and certificate programs) or 24 months (graduate programs) before their last day of work. Employees who fail to return after 6 months of military deployment are not obligated to repay Lennox.

Repayment is due within 30 days of the triggering event.

As a condition of receiving educational funding, employees must authorize Lennox to withhold, deduct, or set-off the full amount owed from any compensation or other payment due to them by Lennox (including but not limited to final checks, accrued but unused vacation, earned but unpaid bonuses or commission, and short-term incentive payments) to the maximum extent permitted by law.

Can I transfer programs at a later date?

Guild is committed to helping you find the learning experience that best fits your personal and professional goals. If you'd like to transfer, reach out to Guild support, and they can help guide you through the process.

Do I have to pay anything back if I don't complete my program?

While we strongly encourage you to complete any program you enroll in, you won't be required to pay anything back if you drop out. If you need assistance during your program, you can reach out to your Guild Growth Coach. They can help you get and stay motivated, put into practice new time management skills, and stay on track throughout your program.

Contact us

Phone: If you'd like to speak to Guild support over the phone, you can **call 1-800-985-4027 toll-free between 7 a.m.-7 p.m. MT**, and you will be routed to a specialist.

Chat: Go to [Lennox.guildeducation.com](https://lennox.guildeducation.com) and click "Chat" on the lower right-hand corner for immediate assistance between 7 a.m.-7 p.m. MT.

Contact Guild support: Go to [Lennox.guildeducation.com](https://lennox.guildeducation.com) and click "Contact Guild support." Your question will get routed to a Guild specialist, who will contact you soon via email.