

Amazon Career Choice Program FAQs for Associates

Effective July 2015



- 1) What is the Amazon Career Choice Program?**

The Amazon Career Choice Program is an innovative tuition assistance program for Amazon associates. The program is designed to provide you with financial assistance as you plan your future career path, whether you choose to continue with Amazon, or pursue your next opportunity in another industry. The Career Choice Program provides you with a financial resource to build the job skills you need for today's most in-demand careers such as Commercial Driver's License (CDL), computer-aided design, machine tool technology, accounting, dental hygiene, and nursing, to name a few.
- 2) Who is eligible for this program?**

All Amazon active benefits-eligible hourly (non-exempt) associates in the U.S. who have been employed as full-time, regular (blue badge) employees for at least one continuous year are eligible to participate in this program. In addition, active regular part-time hourly field associates (20-29 hours per week) who have been employed for one continuous year at Amazon Sort Centers, Fulfillment Centers, Fresh, Pantry, and Prime Now are eligible.
- 3) How do I apply?**

Create an account with International Scholarship and Tuition Services (ISTS) at <https://aim.applyists.net/CareerChoice> to get started. You can also call or email them at 866-795-4891 or AmazonCareerChoice-USA@applyISTS.com.
- 4) What fields of study are qualified for the program?**

You can earn vocational certifications and associate degrees with Career Choice. Some eligible fields of study include: CDL, Healthcare Delivery and Lab Services, Information Technology and Computer Science, Accounting, Construction Trades, Mechanical and Electrical Trades, Engineering, Aerospace, Transportation and Logistics. As not all fields of study are eligible, it is important that you submit your major field of study and educational institution for approval prior to applying for your classes.
- 5) Am I able to use the program to fund my bachelor's degree or graduate work?**

No. The Amazon Career Choice Program supports vocational training or 2-year associate degrees.
- 6) How will the cost of tuition, fees, and books be paid?**

The Amazon Career Choice Program will pre-pay 95% of tuition and associated fees directly to your school or educational institution. Alternatively, you can be reimbursed 95% of tuition and associated fees if you pay for the course yourself. In addition, you can submit for reimbursement for required text books as early as the first day your course begins or up to 60 days after the course ends. As long as you continue to pass your courses, the Career Choice program will continue to pre-pay or reimburse you up to the program maximum.
- 7) What are the maximum benefits under the program?**

Amazon will pre-pay, or reimburse, up to 95% of the tuition, associated fees, and text books up to a maximum of \$3,000 per rolling twelve (12)-month period for full-time associates and \$1,500 per rolling twelve (12)-month period for part-time associates. This means full-time associates can receive up to \$12,000 and part-time associates can receive up to \$6,000 over four consecutive years, which begins as of the start date of your first course.
- 8) How Does Career Choice work with Financial Aid?**

If you apply for Financial Aid and receive any scholarships, grants, V.A. benefits or other assistance from an outside source that does not have to be repaid, those funds will be used towards your tuition before the Career Choice tuition funds are used. For example, if the total tuition and fees for an Eligible Course is \$2,500 and you receive \$1,400 in outside assistance (not including loans), the total amount eligible for payment under Career Choice would be \$1,100 (\$2,500 - \$1,400). Career Choice should always be used before you take out any loans. You should apply for Career Choice each term so that if your scholarship or grant is used up, Career Choice funding can be an option.
- 9) My classes conflict with my shift schedule. Will Amazon adjust my work schedule so that I can attend classes?**

Amazon recognizes that full-time associates participating in this program will have fixed class schedules which may need to be accommodated. Full-time associates should discuss scheduling needs with HR or Workflow. It is expected that part-time associates will not require school accommodations.



- 10) **How many hours do I need to work each week to be considered “full-time” and “part-time”?**
30 hours or more per week for full-time and 20-29 hours per week for part-time.
- 11) **If I leave Amazon during a course, will I be required to repay the tuition paid by Amazon?**
No, you will not be required to repay the tuition.
- 12) **If I don't pass or complete a course, will I be required to repay the tuition paid by Amazon?**
No, you will not be required to repay Amazon, but you will not be eligible for further tuition assistance under the Program until:
 - a. You retake and successfully pass the course at your own expense, or
 - b. The funds already paid for the course are repaid either by you or the college.
- 13) **Salaried employees are not eligible for this benefit. What happens if I am promoted from hourly to salaried?**
If you are enrolled in the program, Amazon will continue to provide assistance for tuition, textbooks and associated fees for courses in which you are already enrolled. You will not be eligible for further participation.
- 14) **Is online course work eligible for Amazon's program?**
Yes, if the course is from an accredited school and in an approved field of study.
- 15) **What if I am already enrolled in a vocational or technical training course?**
You will not be reimbursed for courses you took prior to becoming eligible for Career Choice. You can submit for future courses to be approved.
- 16) **How long can I participate in the program?**
You will be eligible to participate in the program for up to four consecutive years from the start date of your first course.
- 17) **I've completed my program. Now what do I do?**
Congratulations! As soon as you complete your program, scan and upload your certificate or diploma to your ISTS account.
If you are an FC or CS associate, your HR team will reach out to you and extend “The Offer” within a week of submitting your certificate or diploma. You will have 90 days from program completion to decide if you would like to take The Offer. Amazon wants to be a resource to you as you make the transition into your new career, and “The Offer” is a great financial resource that can help. Operations and Customer Service associates are the only eligible employee population that are eligible for The Offer at this time.
- 18) **What is “The Offer?”**
Amazon offers a unique program called “The Offer”, designed to ensure that we employ individuals who share our customer-centric philosophy, and who are committed to improving all aspects of the Amazon customer experience. Unconventional— absolutely! This is another opportunity to use our Peculiar Ways to improve customer experience. We want to ensure that every current and new associate shares Amazon's obsession for providing the best customer experience.
- 19) **How much payment will I receive if I take “The Offer”?**
The amount varies based on how many “Peaks” you have worked at Amazon and whether you are a full-time or part-time associate. You should check with HR to determine your payout amount options.
- 20) **What are my options after Career Choice program completion and my HR team extends “The Offer” to me?**
 - a. Don't take the offer and continue to be part of the Amazon team!
 - b. Decide to **voluntarily resign** from Amazon which means:
 - i. You will receive “The Offer” as it is defined above to help in career transition.
 - ii. By accepting “The Offer,” you will be **ineligible for rehire** at Amazon or any Amazon subsidiary, including full-time, part-time, and seasonal/temporary.
 - c. You can decide to leave Amazon (**voluntary**), but **decline** the bonus payout. This would allow you to be eligible for rehire in the future.

You have 7 days to decide and give your answer to the HR team.
Questions? Call or email International Scholarship and Tuition Services (ISTS) at 866-795-4891 or AmazonCareerChoice-USA@applyISTS.com