

401(k) How To's

This contains limited information about the salesforce.com 401(k) plan. For more detail, refer to the Summary Plan Description.

Eligibility

How soon after my date of hire can I enroll in the 401(k)?

New employees are eligible to enroll at the beginning of the pay period following their date of hire or any pay period thereafter. If you are salaried and your date of hire was on the 10th, the first date you would be eligible to enroll would be the 16th. Your ability to enroll in the 401(k) does not expire, participation in the 401(k) Plan is voluntary and you can elect to enroll at anytime.

Enrollment

What if I do not enroll?

If you do not enroll in the plan within 30 days after you are hired, you will be automatically enrolled. Your automatic enrollment contribution will be 3% and, unless you make a different investment option, your contributions will be invested in an age appropriate Fidelity Freedom Fund, which is a blend of funds that balances risk based on your retirement age. If you never change your contribution percentage, it will automatically increase 1% per year, up to a maximum of 10%.

If you do not want to participate in the plan, you will need to contact Fidelity and opt out of the plan.

How do I enroll into the 401(k) plan?

Enrollment into salesforce.com 401(k) Plan is done online by logging onto Fidelity's NetBenefits website (www.401k.com). Employee data is pre-loaded into Fidelity's system following each pay period. You will need to follow the registration instructions below to make your Investment Elections and input your contribution election.

What if I have an existing Fidelity NetBenefits Account?

Your existing account is under either an individual or former employer's plan and is not part of the salesforce.com 401(k) plan so you will still need to enroll into our plan, make your contribution election and select investment funds authorized under our plan.

Current employees: If you are a current employee who has not yet enrolled, your data has already been loaded into Fidelity's system. Follow the steps below to complete your enrollment into the plan.

New Hires: New employee data is loaded into Fidelity's system following every pay period. For example if your date of hire was the 10th of the month, your new hire data will be loaded on or about the 16th of the month. You should be able to log on and complete your enrollment the next business day by following the steps below to complete your enrollment into the plan.

401(k) Online Enrollment Steps

Step 1: Log onto www.401k.com

Step 2: Under "Log In to NetBenefits" (Box on the left), Click on New User Registration link.

Step 3: Enter your Social Security Number, then set up a personal identification number (PIN). You can choose to create a unique customer ID at this time.

Step 4: Click on the Salesforce.com 401(k) Plan on the NetBenefits home page to continue enrolling, or click the Planning tab to learn more prior to enrolling.

Step 5: Choose "Begin Enrolling".

Step 6: Enter the percentage to have deducted from your pay.

Step 7: Choose your investment options. You can view performance information for each investment options by clicking on the investment name.

Step 8: Elect to receive prospectuses and other Plan Literature online or by U.S. Mail if you like. Step

9: Submit your enrollment. Be sure you receive a confirmation.

Step 10: If you have not already done so, you will need to complete the beneficiary election for your salesforce.com 401(k) plan account online.

Do I need to have my spouse sign the Designation of Beneficiary Form and does it need to be notarized?

If you are married AND you are electing someone other than your spouse as primary beneficiary, spousal consent is required, and that consent needs to be notarized. If you are designating your spouse as your primary beneficiary, consent is not required. If you are not married you may elect whomever you'd like as your beneficiary.

Contributions

What's the maximum that I can contribute on an annual basis?

The Cost of Living Adjustment ("COLA") limits are as follows:

Year	Up to 49 years of age	turning at least age 50 Catch-up-contribution
2013	\$17,500	\$23,000 (add'l \$5,500)
2014	\$17,500	\$23,000 (add'l \$5,500)
2015	\$18,000	\$24,000 (add'l \$6,000)
2016	\$18,000	\$24,000 (add'l \$6,000)

- Persons 21 to 49 years of age can contribute up to \$17,500 for calendar year 2014.
- Persons who will be at least age 50 in 2016, can contribute up to \$23,000 for calendar year 2016. If you will turn 50 at any point during 2016 you are eligible to take advantage of this additional withholding throughout the year.
- The maximum contribution limit is indexed in \$500 increments for inflation.

Will I be allowed to make catch-up contributions automatically?

Yes, additional withholding for those participants who will turn at least age 50 during the plan year should happen automatically. You should watch your pay stub, though, and if your deferrals stop at the standard maximum and do not restart on the next pay period, contact ADP Payroll at 866-565-7919 or Salesforce.ServiceCenter@adp.com.

Salesforce.ServiceCenter@adp.com

Can I make after-tax contributions?

Yes, beginning in January 2011, you can now make after tax (Roth) contributions to the plan. You can contribute on both a pre-tax and after tax basis. The total amount of contributions to both pre-tax and/or after-tax cannot exceed the 2014 annual basis of \$17,500, \$23,000 for employees 50 years of age and older.

How much can I elect to deferral?

You may elect to contribute from 1% to 50% of your eligible compensation.

When will contributions be credited to my Fidelity account?

Funds are typically deposited within 7 business days from the date you were paid.

How often can I change my election?

You may elect to change your election as often as you'd like, however, it may take up to two pay periods for the change to take effect.

How do I change my deferral election?

To change the percentage (1% to 50%) deducted from your paycheck do the following:

1. Log into the Fidelity Website:
 - Go to the Access My Account box top right of the site and click on "Enter".
 - Enter your PIN or Customer ID and PIN to access your account
2. Once logged in you should see three tabs at the top Home, Savings & Retirement and Your Profile. Click on the Savings & Retirement Tab. Note - If you have other accounts linked you'll need to first select the plan that you want to access = Salesforce.com Plan #48797.
3. This will bring up "Your Portfolio" you'll see a box with 4 tabs: Accounts, Portfolio Investments, Portfolio Research and Portfolio Analysis. If it does not automatically default to the Accounts tab, click on the Accounts tab. Click on the Select Action pull down box located on the left side of the box. Click on Payroll Deductions. On the left hand side under the heading "Act" select Contribution Amount.
4. In the middle of the screen you'll see "Manage your Contribution Amount" right below this click on the link called "Contribution Amount".
5. This screen shows you what your current deduction is. If you are a new hire this will automatically default to 3%. You will be enrolled at 3% unless you make a change.
6. Under the Desired enter the "new" Pre Tax amount from 0% to 50% to be deducted from your check.
7. Click on the bar at the bottom "Change Contribution Amount"
8. A box to Review and Submit Contribution Amount will come up. You must confirm your change here. Click the "Submit" button or your change will not take effect.
9. The system will assign you a confirmation number.

Changing elections to skip application to bonus and commissions

If you wish to modify your election as it applies to bonus and commission checks versus your base pay, it will help if you understand the election change process. Fidelity sends a file to salesforce.com with the changes for the week each Saturday. Those changes are submitted to payroll each Monday morning. There is a deadline for changes to payroll and it depends on multiple factors, so is not consistent through the year. You can refer to a payroll cut-off schedule on the intranet, under Finance, payroll (under Financial Resources). You need to be certain that you make a change in the week before the Monday before the payroll deadline. A couple examples: To make a change to the deferrals for the pay period ending March 31, you would need to make your change on the Fidelity website by March 20. To make a change for the pay period ending April 15, you would need to make your change to the Fidelity website by April 3. This does not continue with the same cutoff dates in each month. Payroll cutoff dates vary, so you need to look at each month's cutoff and make sure to make your change the week before the Monday before the payroll cutoff date.

If the payroll cutoff date is Monday, the changes for the prior week should be processed. Be aware that this is a manual process, so if there is no one to access the change data from the Fidelity website and pass it to payroll, it cannot be processed. This is unlikely to happen, but Monday cut off dates may be more subject to delays.

Rebalance 401(k) dollars

NOTE* A rebalance allows you to change how your entire account balance is invested. Consider using rebalance when you want to make changes that involve more than two funds. Rebalancing moves your existing balances. It does **not** affect the existing instructions directing Fidelity on how to invest future contributions. To change your selection of funds receiving future contributions, please select CONTRIBUTIONS and follow the Instructions above.

To reallocate your fund balances do the following:

1. Follow steps 1 and 2, under *How do I change my deferral election?* above
2. On the left side of the screen there are four sections: Account Detail, Account Management, Investment Resources and My Profile. Under Account Management, click on Rebalance
3. This pulls up a table that shows all the eligible funds, your current balances in each fund, the current percentage of

contributions being invested in that fund and a “desired%” box.

4. You can choose how you want current balances to be rebalanced. Enter the percentages you desire. The new desired % total must equal 100%.
5. You can choose how you’d like to receive confirmation of the investment changes made.
6. Click on Perform Rebalance to accept above changes or Reset/Clear if you decide that you do not want to rebalance your balances at this time.

REDEMPTION FEES MAY APPLY

The funds listed below will assess a redemption fee if the mandatory holding period is not met.

Fidelity Funds with Fees & Holding Periods

Fund Code	Redemption Fee %	Holding Periods
0316	Low Priced Stock 1.5%	90 days
0340	Small Cap Stock 2%	90 days
0325	Diversified Int'l 1%	30 days
0398	Spartan Extended Market Index	90 days
0399	Spartan International Index	90 days

What if I’ve already contributed for the current calendar year?

If you have already made contributions to a previous employer’s 401(k) plan, or other qualified retirement plan, notify the 401(k) plan administrator in writing (e-mail) of the amount previously contributed so that payroll records can be adjusted to meet the maximum withholding limit for the calendar year. Refer to your final pay stub or last investment statement to ensure the amount you provide is accurate.

I’ve contributed more than the maximum for the calendar year, how do I fix this?

If you’ve contributed more than the max allowed for a particular calendar year because (1) you did not provide the 401(k) administrator with the amount already contributed to a prior employer’s plan, (2) the amount that you provided was less than you had actually contributed, or (3) administrative error, this is what needs to take place:

- Corrections must be made through the 401(k) plan NOT through payroll.
- As soon as you realize that an overage has occurred, notify the 401(k) administrator in writing (e-mail) of the amount of the overage
- The 401(k) administrator will notify Fidelity and instruct them to correct the overage (withdraw it from your account)
- The overage will be adjusted with earnings/losses

Corrections made in the same calendar year will have no tax consequences. If the correction is not made in the same year, you may be subject to double taxation.

401(k) Match Provisions

Does the company offer a match program?

The plan has a discretionary match, which means that the amount of match, if any, will be announced each year. Since the inception of the match in 2006, it has been \$0.50 on each \$1.00 you contribute, up to 6% of your eligible compensation. The current maximum match is \$4,000.00. The match is paid each pay period after you begin contributing to the 401(k) plan.

401(k) Employer Match examples

The payroll system will look at your actual eligible income for each pay period to determine the match paid. You will receive \$0.50 on each \$1.00 you contribute, up to the lesser of 6% of your eligible compensation or \$4,000.00.

For example, if you earn \$3,000 per pay period or \$72,000.00 per year, and elect to contribute 10% to the 401(k)

6% of 3,000 = \$180.00

10% of 3,000 = \$300.00

The company would match \$150.00 that pay period, which is the lesser of 6% of the eligible comp (\$180) or 50% of your contribution.

Total contributions for that pay period would be \$300.00 employee + \$150.00 employer match = \$450.00.

(This example is based upon 24 pay periods and does not take into consideration over-time, merit increases, bonuses or other eligible compensation)

What if I reach my annual max early – will I still receive the company match?

You must be making contributions in order to receive the company match, however, salesforce.com does an annual true up contribution, and those who are due an additional contribution will receive it after the end of the year. Any additional dollars due will be submitted to Fidelity on your behalf as soon as practicable after the review.

Rolling Over Contributions

How do I rollover contributions to the SFDC 401(k)?

In order to rollover funds from a previous employer's plan you'll need to do the following:

1. Contact your previous plan administrator (review the exit package from your HR department as this information may be included there) to request that a check be sent to you.
 - a. What's my account #? = Your SSN# is your account number;
 - b. What's the name of the Plan? = Salesforce.com, Inc. 401(k) Plan;
 - c. Who should the check be mailed to? = you
2. Checks should be made payable to "Fidelity Management & Trust Company (FMTC) as trustee For Benefit of (FBO) your name".
3. Once the check is received, complete a rollover request form (located in your new hire packet and on our intranet under finance/401k information/rollover contribution form)
4. Submit the completed form along with your rollover check to the 401(k) administrator (located at the SF HQ offices) for deposit into your Fidelity retirement account.
5. Funds are deposited within 7 business days once received by the 401(k) administrator

Note – The process noted above is the same even if Fidelity was your prior plan trustee.

Can I do a direct rollover of funds?

Yes, as long as they both are with Fidelity. Please contact Fidelity (1-800-835-5097) for instructions on this process.

What if my prior administrator or trustee requires a letter of acceptance before they will disburse my funds?

Some companies require a letter of acceptance, and salesforce.com 401(k) administrator can provide you with a letter, or eligibility will typically fulfill the requirements. If needed, please send a request in writing (e-mail) to the GEPS team at geps@salesforce.com. A letter of eligibility will be provided to you within 3 to 5 business days.

401(k) Loans

General Information: Loans are available through the 401(k), and participants can borrow if they have at least \$2,000 in their account. Rollover funds are included to make this determination.

What types of loans can I apply for through the Plan and how do I go about applying?

There are two types of loans: General Loans and Home Loans. General Loans are pre-approved under our plan as long as you meet the requirements to take out a loan. Home Loans will require the completion of paperwork. You can initiate a loan through Fidelity's NetBenefits website or by calling 1-800-835-5097.

How do I repay my loan?

You repay the loan through automatic deductions. The interest you pay is not tax deductible, and payments are made with after-tax dollars.

How much can I borrow from my account?

The minimum loan amount is \$1,000. You can borrow the lesser of 50 percent of your vested balance, or \$50,000 reduced by your highest loan balance over the previous 12 months. For example, if you want to borrow \$10,000 you'd need to have at least \$20,000 in your account.

Are there taxes or penalties involved with a loan?

There are no taxes or penalties when you take a loan. If you don't repay your loan on time, taxes may be applied.

What happens to my loan if I leave salesforce.com?

If you stop working for salesforce.com, you must repay your loan in full within a certain amount of time. You will receive communication from Fidelity should you have an outstanding balance upon termination of employment. If you do not repay your loan within the indicated time frame, the remaining balance of your loan is considered a distribution. If you are under age 59½, this distribution is subject to a 10 percent early withdrawal penalty, as well as current income taxes unless you deposit the outstanding balance to an IRA or another employer-sponsored retirement plan within 60 days.

General Information

Your 401(k) Plan Administrator

Edith Ho
One Market Street, Suite 300
San Francisco, CA 94105
Phone: 415-536-5012
e-mail: GEPS@salesforce.com

Your 401(k) Plan Trustee

Fidelity Management and Trust Company

Fidelity Support & Contact Information

Participants can get information on account balances, loan information and market activity by calling 1-800-835-5097 domestic or 508-787-9902 international or by logging onto www.401k.com.

Where do I go to find information?

You can either log onto www.401k.com or review the 401(k) information posted on the SFDC intranet under finance/401k information.

This is not intended to replace the Salesforce.com, Inc. 401(k) Plan Summary Plan Description. In the event of conflict, the plan document will prevail.