

# Employee Helpdesk Service Description

## 1. Introduction

The Employee Helpdesk Service (HDS) is an optional service that can be purchased by clients to complement their use of Darwin<sup>TM</sup>. HDS helps the employees of the client to find out information about their benefit scheme (provided the information is held in Darwin) and to support employees in their use of the Darwin Reward Centre – the interface through which they interact with Darwin.

## 2. Service Scope

### Permissible Queries

The HDS enables a client's employees to obtain information about the following:

#### Their Benefits

- Benefit information – what each benefit on Darwin is, how it works and what the claim process is
- Benefit selection – when a benefit can be selected
- Benefit eligibility – whether employees are entitled to a benefit
- Benefit cost – how much would a specific benefit cost based on level of cover required
- Benefit deduction – when employees can expect the deduction to happen

#### How to use Darwin

- Reward Centre navigation – how to access different features of Darwin
- Resetting passwords and other user access issues
- Enrolment guidance – how to enrol or complete the selection process
- Managing personal details – how to manage their personal details and those of dependants.

#### Incident Support

- Benefit coverage – If employee is not on cover and the trigger is the result of the Software or Services, we will offer full support to resolve. If the incident is as the result of a provider error or an error by the client's HR team, we will redirect the employee to the relevant point of contact. We will always close the loop with whoever flags the incident.

- Enrolment exceptions – We appreciate the need to handle some cases with care and endeavour to support employees through challenging situations. In the event of an emergency, i.e. an employee is requiring urgent care and identifies issue with cover, we will manage the case with the appropriate level of urgency and care to support the employee.

## Service Exclusions

- Queries relating to benefits that are not hosted on Darwin.
- Verbal or written support for languages other than English.
- Use of client specific task management systems or communication channels other than the ones described in this document. We will use our standard Task Management System in order to log all requests and tasks done on behalf of the client and to track SLA performance.
- Full 24x7 operating hours.
- Helpdesk resource dedicated to a single client.
- Client-specific branding of the service (greeting, personalised Interactive Voice Response message).
- Completion of enrolments on behalf of employees. Employers with SSO access are recommended to set up external logins to allow employees on leave of absence to also engage with the platform.
- Third party referrals, such as providers, brokers (unless with a letter of authority).
- Taxation queries unless information summarized within benefit descriptions (local tax liabilities, tax returns, and tax savings).
- Pension Lifetime/annual allowance queries.
- Payslip related queries unless payslips managed on Darwin.
- Membership related queries.
- Warm transfers

## Communication Channels and Operating Hours

Generic email addresses and phone numbers are aligned to our Helpdesk Service locations so that the communication channels best support clients operating in a single region or multiple regions.

Alternatively, if a client operates in all regions, a single global email and a number for each region will be provided, and support will be provided via our APAC and EMEA service centres.

Region	Supported Languages	Contact	Operating Hours
EMEA	English	Generic email address Generic regional phone number aligned with the UTC/UTC+1 working hours	0900 to 1730 GMT/BST (UTC/UTC+1) excluding UK bank holidays
APAC	English	Generic email address Generic regional phone number aligned with the SGT working hours	0900 to 1730 SGT (UTC+8) excluding Singapore bank holidays
The Americas*	English	Generic email address Generic regional phone number aligned with the UTC/UTC+1 and SGT working hours	0900 to 1730 GMT/BST (UTC/UTC+1) excluding UK bank holidays 0900 to 1730 SGT (UTC+8) excluding Singapore bank holidays
Global*	English	Generic email address Generic phone number per region aligned with the UTC/UTC+1 and SGT working hours	0900 to 1730 GMT/BST (UTC/UTC+1) excluding UK bank holidays 0900 to 1730 SGT (UTC+8) excluding Singapore bank holidays

\*Clients are required to agree that data can be processed by all regions.

\*\*Client specific phone numbers will be provided if there are over 20,000 employees on Darwin.

The Employee Helpdesk Service is not yet available during the majority of the business day in the Americas (EST to PST) so any clients with employees in an Americas time zone should bear in mind that access to the service is currently limited to the operating hours as detailed above. We therefore recommend an email only grade of service for Americas locations.

## Grades of service

There are two grades of service that can be purchased:

- Standard – accessed by email only.
- Premium – accessed by email and phone.
- Clients are able to purchase the Helpdesk service for some locations and not others, however the grade of service will be the same across all locations.

Service Feature	Feature Description	Standard	Premium
Query resolution	Resolution of queries relating to benefits hosted on Darwin and to the use of Darwin	●	●
Queries by email	The ability of employees to raise queries by email	●	●
Queries by phone	The ability of employees to raise queries by phone	○	●
Service reporting	Access to service dashboard generated quarterly summarising performance <sup>1</sup>	●	●
Dedicated phone number	Client-specific phone number for each region (EMEA, APAC and Americas) <sup>2</sup>	○	●
Trend analysis	Provision of quarterly client-specific commentary on performance and trends related to queries received to support service dashboard. <i>This does not include reporting for Login Statistics</i>	○	+

○ = Not Available ● = Available; + = Available at additional cost

1 – Service reporting is generic for calls (not-client-specific) unless the client has a dedicated phone number.

2 – A dedicated phone number is only available for clients with more than 20,000 employees on Darwin.

Pricing depends on the grade of service required, as well as the number of employees on Darwin and how frequently they contact the Helpdesk. Historic information from our existing clients about employee contact frequency by industry sector is used as an initial indicator of the average number of contacts per employee per annum when pricing is supplied. This is known as the expected contact frequency level.

The maximum employee contact rate per annum in the table refers to the percentage of employees contacting the HDS within any year of the contract.

If a client operates in more than one industry sector, the higher percentage figure should be used to avoid the undesirable side-effects of under-estimating contact volumes as explained below.

This pricing shall apply for the duration of the contract unless the actual contact frequency level measured annually turns out to be higher than this maximum figure.

Expected contact frequency level	Industry sector	Max employee contacts per annum as % of no. of employees
LOW	Retail	10%
	Professional services	
	Construction, Manufacturing & Utilities	
MEDIUM	Entertainment & Media	20%
	Digital Platforms & Services	
	FMCG	
HIGH	Health, Leisure & Travel	40%
	Tech Software & Hardware	
VERY HIGH	Financial services inc. retail and investment banking	60%
	Legal	

The number of employee contacts per annum is assessed on the annual anniversary of the contract. If the maximum is exceeded, a charge for the additional contacts at a fixed price per contact will be applied, the price for which is available on request.

If a client operates in more than one industry sector, the higher percentage figure should be used to avoid the undesirable side-effects of under-estimating contact volumes as explained below.

The maximum number of employee contacts per annum percentage is used to determine pricing (and resource levels) of the service. This pricing shall apply for the duration of the contract unless the actual contact frequency level measured annually turns out to be higher than this maximum figure (for example, a client with 1000 employees operating in the Software Industry has more than 400 contacts in a contract year).

The number of employee contacts per annum is assessed on the annual anniversary of the contract. If the maximum is exceeded, a charge for the additional contacts at a fixed price per contact will be applied, the price for which is available on request.

#### Important Notes on Contact Frequency:

- A contact is defined as a request for assistance, be it incident or service request. Contacts are logged in our Service Management system and managed and updated as the request or incident is resolved. There can be multiple interactions between the helpdesk agent and the employee on the same ticket (provided these interactions are related to the same topic). The ticket remains open for 7 days after the request is solved. After that period, if a new interaction is initiated on the

same topic, a new ticket is created. The contact frequency is based on the number of tickets logged rather than the number of interactions.

- We cannot take responsibility for any performance target missed if the client requests a different contact frequency level to the frequency expected for their industry (as per the table above).
- We cannot take responsibility for missing related performance targets if unanticipated events take place that lead to a material (at least 15%) increase in contact volumes for a period of no less than one week (for example, a major announcement affecting your employees such as divestiture or closure of a client office) that was not communicated to us in advance of its occurrence.

