



WorkableCOBRA Partnership Pledge

We want our partnership to exceed your expectations. So we've listed the common performance measurements requested by our clients. Some of them are likely priorities for you, too. We'd like you to fill in the measurement standard that you expect in each of the categories. Then, in case we've missed any other important standards, there is room at the bottom for you to add your own standards and your expected measurement values. Once we've established our mutual expectations, we'll both sign the pledge, knowing exactly what we must do together to succeed. You will now fill in the framework of metrics with your own expectations of our performance.

Maintain customer service wait times of _____ minutes

Respond to voice mail messages within _____ business hours

Respond to emails within _____ business hours

General Rights Notices sent to new plan members within _____ business day(s) of being notified

Specific Rights Notices sent to qualified beneficiaries within _____ business day(s) of being notified

Percent of caller inquiries or issues resolved on initial call _____%

Electronic files processed within _____ business day(s) of receipt

COBRA premium payments processed and posted within _____ business day(s) of receipt

Maintain uptime availability of online COBRA management platform _____%

Sample Metrics

1.5 minutes/wait time

8 hours/voice mail

8 hours/email

2 day/notice

2 day/notice

80%/resolved first call

2 days/processing

2 day/posted

95% uptime



What other performance standards are important to you?

Please write in the standard and the expected measurement value.



We'll perform the way you expect us to or you don't pay.*



WorkableCOBRA Client Partnership Pledge

We want to do the best possible job administering your group, but we can't do it alone. That's why we ask for your help by committing to us that you will provide us with the information we need to do our best job for you. Please initial next to each item to indicate your commitment.

- _____ Actively participate in your implementation, including tracking progress and fulfilling requests through our online Client Success portal.
- _____ Provide detailed plan information, including rates, group and carrier contacts and group numbers to WSI in a timely manner.
- _____ Provide information as requested on current qualified beneficiaries, paid-through dates and eligibility time frames.
- _____ Respond timely to Workable Solutions when information is requested.
- _____ Ensure all communications with Workable Solutions staff members are courteous and professional.
- _____ Use the online platform to report new plan members and qualifying events or populate our electronic file for data import.
- _____ Report new plan members to WSI within 30 days of eligibility.
- _____ Report qualifying events to WSI within 30 days of event.
- _____ Use the online employer portal to create and download management reports, including ARRA subsidy reporting.
- _____ Provide renewal plan changes and rates in a timely manner.
- _____ Timely payment of invoiced fees.
- _____ Send census to Workable Solutions twice a year for updating of records.

By signing below, both parties are in agreement about the terms of the partnership.

_____	Signature _____
Terry McCorvie, President	Name & Title _____
Workable Solutions, Inc.	Employer Name _____
Date _____	Date _____

This document should be signed by the client and faxed to 407-540-1749 at the time when the proposal is accepted. Terry McCorvie, President of WSI, will then sign the pledge and it will be faxed back to the client.

*Money Back Guarantee

In performance of its duties, Workable Solutions, Inc. (WSI) will adhere to the performance standards set forth above. All standards are based on performance averages as measured within a calendar month period. Should Client believe WSI is out of compliance with any standards, written notice detailing such non-compliance will be provided to WSI. There shall be a 30 day period following the date of receipt of the notice during which WSI may either demonstrate the standard is in compliance or endeavor to correct the area(s) of non-compliance. Should WSI remain out of compliance at the end of the 30 day period for corrective action, monthly fees for the non-compliant product(s) shall be waived until such time as the performance standard is brought into compliance. WSI shall not be responsible for non-compliance based on incorrect, incomplete or non-timely information provided by Client.