



WorkableCOBRA and Consumer Driven Partnership Pledge

*Tell us what is important. We'll deliver or your money back.**

We want our partnership to exceed your expectations. So we've listed some common performance standards below. We'd like you to fill in the standard that you expect for each of the blank items. Then, in case we've missed any standards that are important to you, there is room at the bottom for you to add your own standards and your expected measurement values. On the next page, we've outlined some of the commitments we'll need from you. Once we've established our mutual expectations, we'll both sign the pledge, knowing exactly what we must do together to succeed.

General Service

- Maintain average customer service wait times of _____ minutes.
- Respond to voice mail messages within _____ business hours.
- Respond to emails within _____ business hours.
- Resolve _____% of customer service inquiries on the initial call.
- Process electronic files within _____ business day(s) of receipt.
- Maintain system uptime availability _____% of the time.

Sample Metrics

- 1.5 minutes/wait times
- 8 business hours/voice mail response
- 8 business hours/email response
- 80% resolution on first call
- 3 business days
- 95% uptime

Consumer Driven

Have the plan year loaded and ready no later than 7 business days after receipt of complete enrollment information. Participant access will be granted on Plan year start date.

Have DirectPay Benefits cards mailed to participants within 10 business days of receipt of complete documentation.

Process requests for reimbursement within ____ business days of receipt of complete documentation.

3 business days

WorkableCOBRA Plans

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

2 business days

Specific Rights Notices sent to qualified beneficiaries within ____ business day(s) of receipt.

2 business days

COBRA premium payments processed and posted within ____business day(s) of receipt.

2 business days

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.*



Customized Partnership Pledge

We want to do the best possible job administering your group, but we can't do it alone. That's why we are also asking for your pledge that you will partner with us so we can exceed your expectations. Please place a check mark next to each item you are willing to commit to for the success of our partnership.

- _____ Actively participate in your implementation, including tracking progress and fulfilling requests through our online Client Success portal.
- _____ Provide complete plan enrollments to Workable Solutions no later than 30 days prior to the beginning of the plan year to assure timely receipt of payment cards.
- _____ Provide information as requested on current qualified beneficiaries, paid through dates, and eligibility time frames.
- _____ Make every effort to ensure data and reimbursement requests provided to WSI are accurate and complete.
- _____ Encourage participants to provide an email address for automated communications.
- _____ Encourage participants to read plan education materials, view educational videos provided by WSI and use the online participant portal to manage their plans.
- _____ Both parties pledge to make all interactions between us courteous and professional.
- _____ Use the online secure communication link to report adds, terms and changes. Also use it to add new plan members and qualifying events for COBRA or send us the electronic files.
- _____ Respond promptly to WSI when information is requested.
- _____ Use the online employer portal to download scheduled management reports.
- _____ Upon renewal, provide plan changes for new plan year enrollments and contributions no later than 20 days before the start of the new plan to assure timely receipt of DirectPay benefit cards.
- _____ Report new plan members and qualifying events within 30 days of eligibility.
- _____ Send quarterly census to Workable Solutions 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.