

Leverage Concierge and Errand Running

FAQs and Guidelines

1. What is the Leverage Concierge and Errand Running program?

ACI's Leverage Concierge and Errand Running program acts as a virtual personal assistant to help make life easier for employees and family members with the intent of promoting work-life balance. From planning the vacation of a lifetime to taking care of personal errands, ACI's Leverage Concierge offers comprehensive referrals for all personal concierge and errand running requests. Employees can submit requests 24/7/365 through ACI's Leverage Concierge toll-free phone, landing page, myLeverageOnline portal, text and email.

2. What services are provided?

Virtual Concierge Referral Service offers unlimited research and referral services for any personal need.

Examples of requests that Leverage Concierge can assist with include, but are not limited to:

- Sourcing tickets to concerts, sporting events, plays
- Locating discounted prices on items, such as tickets or entertainment
- Planning vacations and personal travel
- Arranging home and car repair services
- Securing gifts & flowers
- Researching local child, elder and pet care options
- Providing fitness referrals, such as gyms, spas and massages
- Booking reservations, such as car rental, dining, excursions, restaurants and more
- Helping with small-scale events and/or party planning

Per our corporate contract, Leverage Concierge can provide a maximum of 5 referrals per request. If these do not meet your needs, you can submit another request for an additional 5 referrals. Referrals will be sent in the best format as determined by the concierge specialist.

The catalogue of referral requests that can be performed is robust, and employees are eligible for unlimited virtual concierge referrals. Requests can be submitted anytime and typically take up to three to five business days to complete. Please contact Leverage Concierge directly to determine the feasibility of a specific request.

Errand Running offers a personal errand runner to all U.S. based employees to assist with everyday tasks during regular business hours 8:00am – 5:00pm, Monday through Friday, local time.

Exceptions include weekends and the following holiday schedule:

- New Year's Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day

Examples include, but are not limited to:

- Flower delivery
- Gift shopping and returns
- Personal shopping
- Package delivery and post office services
- Waiting services – errand runners can wait for products and/or services, such as waiting at your home for a furniture delivery or cable installation
- Dry cleaning drop-off and delivery
- Car maintenance services – Intended for regular maintenance, oil changes, etc. Leverage errand runners cannot move a vehicle with known damage that could create a potential risk to either the errand runner or the property.
- Grocery shopping
- Food delivery

Based on the volume of requests, a minimum of 24-hour notice must be provided. Completion of requests depends on Errand Runner availability in your area. Please be available during the confirmed errand time so the errand runner can make contact if needed. There is a 10-minute window before the errand runner proceeds to another errand or a grocery item is removed from an order.

3. Who is eligible?

Concierge services are available to all Employees and family members. Errand Running services are available to all Employees and their domestic partner or spouse in the U.S. only.

4. Is there a fee to use these services?

- The **Concierge Referral** service is paid for by your employer. There is no fee for Employees to use this service.
- There is a \$10 per hour (minimum 1 hour) co-pay for **Errand Running** services for the first 4 hours and a \$20 per hour (minimum 1 hour) co-pay per hour for any errands beyond that. Employees are always responsible for the payment of items or services purchased on their behalf. If an employee cancels an errand less

than 24 hours prior to the scheduled errand, the employee is responsible for a \$10 cancellation fee.

5. Is there a limit to the number of requests an Employee can make?

There is no limit to the number of **Concierge Referral** requests an Employee can make. There is a maximum of 4 hours of **Errand Running** requests that an Employee can make per month.

6. What else should I know about the Errand Running?

- A minimum of 24-hour notice required.
- Completion of requests depends on the errand runner's availability in your local area.
- Subject to a 40 lb. total weight restriction and a 50-mile radius. *
- Employees are responsible for payment of all goods and services purchased associated with errands performed.
- Employees personal vehicle insurance is considered the Primary coverage for errands including, but not limited to car wash, car repair, transport and maintenance by an Errand Runner. The employee must be the registered owner of said vehicle and comply with all Proof of Financial Responsibility (insurance) requirements as may be required by law.
- There is a 10-minute window before the errand runner proceeds to another errand or a grocery item is removed from an order, so please be available during the confirmed errand time if the errand runner needs to contact you.

7. Are there any restrictions on the Errand Running services?

The catalogue of requests that can be performed is robust, however, the following services are not currently available:

- Handling of any one object worth more than \$500, such as jewelry, watches or furs. *
- Transporting people
- Personal administrative tasks (i.e. envelope stuffing, addressing envelopes, creating files, etc.)
- Signing on behalf of or impersonate an employee or family member. The errand runner can only sign if it is allowable to sign their own name.
- Home maintenance (e.g. housecleaning, washing and/or folding laundry, gutter cleaning, decorating)
- DMV services
- All prescription pick ups
- Transporting drink orders greater than 10 *
- Transporting pets other than dogs or cats. Pets must be in a transportable container upon arrival that meets the total weight limit of 40 lbs. which includes the container. *
- Loading and Transporting Furniture

8. How is the payment transaction handled for Errand Running?

The errand runner will only purchase goods and services with consent from the employee and will pay up front via a Leverage Concierge credit card. In the case of a service or purchase totaling more than \$500, the employee will be required to pay the vendor directly, at the time payment is due. Once the service is completed, a Leverage Concierge Customer Service Representative will email the employee a PayPal invoice. All payments are processed through PayPal; therefore, a credit card or PayPal account will be required.

9. Do employees need to tip Errand Runners?

No, tipping is not allowed.

10. Can Errand Runners be trusted with personal requests and items?

Leverage Concierge Errand Runners are fully vetted and insured, have completed background checks and a multi-reference assessment, and have local affiliations with concierge and errand running associations.

11. How do Employees get started?

All requests can be submitted by calling the Leverage Concierge Customer Service Center, emailing info@acispecialtybenefits.com, visiting the secure program website, or downloading the Leverage Concierge App.

- Customer Service Center: 888-301-9521
- Website:
 - Go to <http://citadel.acileverage.com>
 - Click the "myLeverageOnline" link
 - Create a new account using Citadel's company code: **CTFL12428**
 - Sign in and start accessing benefits immediately!

*The Concierge Referral service is available 24/7 via the Leverage Concierge Customer Service Center, website or App. Requests for Errand Running can be submitted 24/7; however, Errand Runners are only available from 8:00 AM – 5:00 PM local time to complete and coordinate the service.

12. Have additional questions?

For additional questions, please contact Leverage Concierge directly at 888-301-9521 or info@acispecialtybenefits.com.