

## Leverage Concierge and Errand Running FAQs and Guidelines

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

The Leverage Concierge and Errand Running program offers both referrals and errand running services to give time back to Employees and promote work-life balance.

### 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:

- Locating discounted prices on items, such as tickets, or entertainment
- Planning vacations and personal travel
- Arranging home and car repair services
- Researching local child, elder and pet care options
- Booking reservations, such as car rental, dining, excursions and more
- Helping with small-scale events and/or party planning

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.

### 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 co-pay for **Errand Running** services. 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** or **Errand Running** requests an Employee can make.

### 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 40lb total weight restriction and a 30-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.

### 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 over 10 drinks

## 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 [concierge@acispecialtybenefits.com](mailto:concierge@acispecialtybenefits.com), visiting the secure program website, or downloading the Leverage Concierge App.

- Customer Service Center: 800.932.0034
- Website:
  - Go to <http://beacon.acileverage.com>
  - Click the "myLeverageOnline" link
  - Create a new account using Beacon Health System's company code: **BEAC857**
  - Sign in and start accessing benefits immediately!
- Leverage Concierge Mobile App:
  - Apple App Store: iPhone Leverage Concierge App
    - Username: **BEAC** | Password: **857**
  - Google Play Store: Android Leverage Concierge App
    - Company Code: **BEAC857**

\*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 800.932.0034 or [concierge@acispecialtybenefits.com](mailto:concierge@acispecialtybenefits.com).

