

# NEW World-Class Digital Systems and Processes

## Frequently Asked Questions

**Q: When will I notice changes to the systems and processes?**

A: We don't expect customers to notice any changes until after July 1 when new invoices are distributed.

**Q: Will all invoices be impacted?**

A: From July 1, only EAP and Rapid Response invoices will change. Onsite services, consulting and training invoices will not be impacted until October.

**Q: What is a case number?**

A: A case number is a new way to reference a job; "job numbers" will soon be called "case numbers". We will help you navigate the changes if the description difference happens to impact you. Privacy and confidentiality policies will remain the same.

**Q: Can I track a Rapid Response job that runs over the cut-over period?**

A: The job will be split across a job no and a case no. We will be able to advise how the old job no. corresponds to the new case no.

**Q: When will I be informed of any over-utilisation charges?**

A: Over-utilisation of your EAP service compared to your annual retainer value will continue to be shown on your utilisation report, as usual. In line with your contract, from July 1, you will be billed each month for over-utilisation on a fee for service basis, once your total annual retainer value is exhausted, unless you choose to vary your annual retainer for the total expected usage over the contract year.

**Q: Will reports be changing?**

A: No, reports will remain the same.

**Q: Will I be able to see charges as they relate to after-hours costs?**

Yes. These charges will be specified within your invoice.

**Q: Will I be able to see charges that relate to the higher priced Legal Assist EAP service?**

A: Yes. These charges will be specified within your invoice.

**Q: When will I be informed of annual rate - CPI increases?**

A: If your contract has an annual rate review mechanism such as the Consumer Price Index (CPI) this externally calculated and published by the Australian Bureau of Statistics (ABS), then the rate (i.e. CPI) increase will be automatically applied at the commencement of your new contract period. This small increase helps ensure we continue to provide the very best products and services to you. We're never satisfied with the status quo, and always looking to deliver added value, with minimal financial impact to our customers.

**Q: If I have a query who should I talk to?**

A: From July 1, you can call our longstanding head office number **03 8681 2444** and press **2** to be connected with **Ally** and the Customer Relationship Team or e-mail **ally@convergeintl.com.au**. or you can contact your dedicated Customer Relationship Manager as you would normally.

**If I have a critical incident who should I call?**

A: Call our long standing 1300 687 327 number and press 1 to be connected with a highly skilled, senior team member who will be able to provide immediate support and/or Critical Incident intake and triage.

— FIND OUT MORE

 1300 our eap (1300 687 327)

 [info@convergeintl.com.au](mailto:info@convergeintl.com.au)

 [convergeinternational.com.au](http://convergeinternational.com.au)

  
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