

NEW World-Class Digital Systems and Processes

We're excited to announce we're upgrading our systems and processes to deliver a superior experience for you and your people.

We do not expect anything will be noticeable to you until July 1.

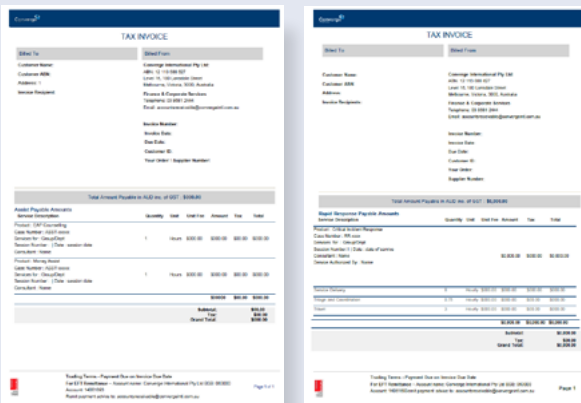
Here's what you'll see has changed from July 1:

INVOICES

We'll be providing you with greater visibility on service activity on each invoice. For example, you'll see how many hours are being attributed to after-hours support.

For the first few months, you may see two different invoice formats:

- EAP and Rapid Response (new format)



- Onsite services, consulting and training will remain the same (until upgraded in October)

Over-utilisation

Converge relies on usage information provided by our customers when agreeing retainer amounts and our contracts therefore include mechanisms for charging excessive usage of our EAP service compared to the retainer estimate. Our new system enables us to provide you more immediate visibility of your actual EAP service utilisation compared to your annual retainer. This will assist you to plan in advance for likely over-utilisation charges specified in your contract, by either amending the retainer before it is exhausted or choosing to receive a monthly charge and avoiding a lump sum payment at the end of the contract year.

After-hours

We'll also be providing greater visibility on how many EAP hours are attracting after-hours charges and how many hours are being charged against the higher Legal Assist rate.

Annual rate adjustments – CPI

If your contract includes an annual rate adjustment such as CPI, your updated contract rates at the commencement of a new contract year will be automatically applied in our system, which will directly reference the relevant tables published by the Australian Bureau of Statistics (ABS). This greatly increases the accuracy of our pricing to you and significantly speeds up our annual contract renewal process, while reducing adjustments and back dated charges. 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 are always looking to deliver added value, with minimal financial impact to our customers.

For example, our new Converge app is now included within our standard EAP offering and provides more than simply EAP. Harnessing technology and data the new app provides a digital mental health and wellbeing platform, enabling your people to take control of their wellbeing.

FIND OUT MORE

1300 our eap (1300 687 327)

info@convergeintl.com.au

convergeinternational.com.au



NEW WORLD-CLASS DIGITAL SYSTEMS AND PROCESSES

JOB NO'S BECOME CASE NUMBERS

There will be a change in terminology; "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.

RAPID RESPONSE

We'll be improving our service to you by providing significantly greater detail in our **rapid response** reports and invoices. We'd like to advise that jobs that run across the cut-over period will be split between a job number and case number. We expect this small inconvenience will be outweighed by the overall benefit of having more information in the future. If you have any specific concerns, please speak with your Customer Relationship Manager.

EXTRA SESSIONS

We're also upgrading our **extra sessions** process.

We'll send you more specific information about this soon.

GOT QUESTIONS? MEET ALLY

We've created an automated system to centralise the flow of customer requests and ensure your query is triaged and responded to efficiently and effectively. The system supports a dedicated team of highly qualified, trained, and experienced administrators who have a deep knowledge of Converge's internal processes and customer needs.

The administrators will manage day-to-day operations, for example billing requests, promotional material requests or other general enquiries.

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

CALLING IN A CRITICAL INCIDENT MADE EASIER

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



LIKE TO KNOW MORE?

This information is also available in your website portal. Just click on the '**New Systems & Processes**' button under '**Resources**'. You'll find it in the horizontal scrolling list on the screen.

You can also call 03 8681 2444 and press 2 to be connected with **Ally** and the Customer Relationship Team or e-mail ally@convergeintl.com.au.

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