

BENEFITS SCHEME

PERSONAL ACCIDENT INSURANCE

FREQUENTLY ASKED QUESTIONS

1. Why has Concept introduced the scheme?

The on-going feedback we receive from our agency workers shows that job seekers appreciate the extra benefits which an agency can offer. Whilst we already offer a very high standard of service we feel this scheme will create greater value for you.

2. How does it benefit me?

- peace of mind whilst working on temporary assignments
- hassle-free cover – Concept does all the paperwork for you!
- there are no medicals or questionnaires involved

3. What paperwork do I have to complete?

There is no paperwork to complete – all eligible agency workers are automatically included.

If you have opted out of the scheme but subsequently decide you want to take advantage of the package, you will need to complete a registration form which is available on our website www.conceptstaffing.co.uk/benefits or from your consultant.

4. Who is underwriting the Insurance Policy?

The Policy is underwritten by *Chartis Insurance UK Limited* but it is administered through *Lampier/Jelf*, which is the Acorn Group's insurance broker.

5. Is cover immediate?

Accident cover commences as soon as you start work for Concept.

6. Can I claim for accidents if undertaking work for other agencies during the same week?

No. Cover is only available when you are working on assignment for Concept.

7. What is the cost of the scheme?

£2.50 per week - this will be deducted from your weekly pay and shown in the deductions column on your payslip.

8. What happens if I only work for one day during the week – am I still covered and is the weekly fee still applicable?

Yes, don't worry. The minimum cover is for one week.

9. What happens if I leave Concept and then return at a later date?

Accident cover ceases immediately when you leave.

10. What happens if I take holiday?

The weekly charge will still be taken.

11. What happens if I want to make a claim?

To request a claim form please email andrew.scott@acornpeople.com.

12. What happens if I want to cancel the scheme?

The scheme lapses as soon as you cease to work for Concept.

If you decide to opt-out of the scheme but still continue to work for Concept you should advise us in writing, using the form available on our website, giving one week's notice.

Please note we cannot accept cancellation by the telephone.

13. Can I opt-back into the scheme at a later date?

Yes – you need to complete the registration form on our website and return it to your consultant.

If you have any further questions please email: benefits@conceptstaffing.co.uk or speak to your consultant.

14. What happens if I opt-out of the scheme but the weekly fee is still taken?

Provided the opt-out form is correctly completed and received by Concept, the fee will be refunded.

Concept Discount Club

FREQUENTLY ASKED QUESTIONS

1. What is the *Concept Discount Club*?

It is a web-based discount scheme which allows you access to discounts, gifts and special offers from well known retailers and brands.

The site is offered via the Jelf Group on behalf of the Acorn Group (which Concept is part of).

Registering with the scheme is easy; you simply email conceptdiscountclub@jelfgroup.com with the following information:

- your employee reference number
- full name including title, first name and last name
- date of birth
- address including your postcode
- your email address

Your membership will then be activated, normally within two weeks of application. You will receive an email with your user name and password as well as the site address. On your first visit you will be able to change the password to one of your own choice.

Should you have any problems accessing the scheme there is an email helpdesk you can contact –csdept@peoplevalue.co.uk or call 0870 908 0088.

2. How does it benefit me?

- access to our shopping discount portal
- real savings on genuine, quality products
- great choice – the ability to shop around
- quick and easy access – you can shop from home

3. What happens if I leave Concept and then return at a later date?

Access ceases immediately when you leave and if you return you can reactivate your Concept Discount Club account.