

## FAQs and Guidelines

### **VIRTUAL CONCIERGE**

From discounted tickets to personal assistance, Virtual Concierge offers a wide range of direct and referral services to save you time and money and make life easier.

#### What is Virtual Concierge?

Virtual Concierge offers unlimited research and referral services for any personal need. Examples of requests that Virtual Concierge can assist with include, but are not limited to the following:

- Discounts: Sourcing tickets to concerts, sporting events, plays, or locating discounted prices on items, such as tickets or entertainment
- Planning Vacations and Personal Travel: Research airfare, hotel, and other aspects of your trip.
- Assist with Personal Tasks: Arranging home and car repair services, or researching local child, elder and pet care options. We can also assist with booking reservations, such as car rental, dining, excursions and more
- Personal Shopping: Securing gifts & flowers
- Event Planning: Helping with small-scale events and/or party planning for birthdays, weddings, or showers
- Research and Referrals: Locating educational programs and schools, from pre-K through post-graduate, or providing fitness referrals, such as gyms, spas and massages

#### What does it cost?

The Virtual Concierge service is paid for by your employer. There is no fee for you to use this service.

#### How do I make a request?

Our team can be reached 24 hours a day, 7 days a week and 365 days per year. Call, email, or visit us online.

#### Who is eligible?

Services are available to all employees from covered corporate locations and covered family members.

What kind of information should I provide?

When you place a request, we will ask a variety of questions that are tailored to your type of request that will allow us to provide a detailed response most efficiently. Any personal information you provide will only be used to complete your request.

When can I expect a response?

Most requests are completed within three to five business days. If your request is urgent, please inform us at the time of your request so we can do our best to accommodate your needs.

Is there anything Concierge will not do?

Yes. There are certain types of requests that Concierge does not fulfill for a variety of reasons, as outlined below.

- Work-Related Requests - Concierge will not provide travel concierge services for any business-related travel.
- Individual: Nannies & Babysitters, Elder Care, Doctors, Lawyers, Insurance Quotes and Financial Advisors – Due to the highly personal nature and potential liability surrounding these services, Concierge does not provide individual referrals for nannies & babysitters, elder care, doctors, lawyers or financial services advisors. Concierge can provide contact information, availability, pricing and additional information related to these services and to assist you with making informed decisions regarding their services.
- People Searches - Concierge will not perform searches on individual people or provide information (addresses, phone numbers, email addresses, etc.) of individual people.
- Bill Disputes - The personal and sometimes confidential information needed to complete this type of request hinders Concierge's ability to provide the highest quality service. Their experience has shown that a majority of companies will not release billing and/or account information unless the individual named on the account is the person who is actually on the telephone.

How do I get started?

Virtual Concierge services can be accessed by phone, email, or website. Services are available 24/7, 365 days a year.

- Website: <https://www.alloneconcierge.com/>
  - Browse benefits, request services, explore content and enjoy 24/7/365 access. Please use code: **EXEL14676** to sign up.

- Phone: 888-301-9521
- Email: [info@alloneconcierge.com](mailto:info@alloneconcierge.com)

Virtual Concierge services frees up time, provides personalized support, and offers opportunities that enables you to focus on what truly matters.