



# eBC – Whitepapers

## HR Q&A for Free Trial Employees

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### Table of Contents

Table of Contents.....	2
Purpose .....	2
Before You Start! .....	2
Q1: What is the eBC initiative? .....	3
Q2: What can I find on eBC? .....	3
Q3: What is a Benefit? .....	3
Q4: Why am I paying for my Yearly Subscription Fees Myself? .....	3
Q5: Why am I Asked to Validate my Payment Method (credit/debit card) When I am Creating my Username?.....	3
Q6: What can I do on eBC During the 3-Day Trial Period? .....	4
Q7: How to Claim eBC Benefits? .....	4
Q8: How to Get Help & Support for Any Issues? ...	4
Q9: How to Get Support if I Have a System Access Issue? .....	4
Q10: Who should I speak to in HR if I need any help? .....	4
Q11: How Many Benefits Can I Claim? .....	4
Q12: How to Return a Purchased or Claimed Benefits? .....	5
Q13: Can I Share a Benefit with My Colleague? ....	5
Q14: Is eBC Valid for My Family Members to Redeem? .....	5
Q15: Is it Safe to Update My Mobile Number on eBC? .....	5
Q16: What is a Benefit Request? .....	5
Q17: What is Public and Private Benefit Claims?...	5
Q18: How to stop receiving eBC Newsletter?.....	6
Q19: How to Cancel the subscription During the 3-day Trial Period? .....	6
Q20: How to Cancel My Subscription Renewal?....	6
Q21: Is eBC Part of My Compensation or Total Reward? .....	6
Q22: Can I Keep my Account After Leaving the Company? .....	6
Q23: Where to Find eBC Documentation (Help)?..	6
About eBC .....	6
The eB Model.....	7

### Purpose

This whitepaper is directed to Human Resources Super Users maintaining and/or supporting an eBC deployment instance in their company.

The objective is to equip the Admin/HR Super User with a complete understanding and quick model-answers for questions their employees(users) / workforce may have before, during or post eBC service launch process.



### Before You Start!

Please be informed before you start using this document that effective communication is key to the success of your eBC initiative. eBC is a tool that is, probably, going to be used by all the employees. Being an employee lead Self-Service model, it vital to design and deliver the right message to the End Users at the right time. This can be materialized in a number of communication messages that should be sent to the employees before, during and after the eBC service launch.

The best way to use this document is to use it as a guide to answer employee queries. When you face an employee query that is not covered in this document and want to get more help from our team, please, visit your Help Desk and create a [Service Request](#). Please, use Service Request Category “Client Admin Query”. Our team will help you find the best answer that you need. In turn, you can propagate it to the employees (end Users).

**It is not recommended to shar this document with your employees** for the following reasons:

1. It is not customized to your instance internal brand.
2. This document is generic and is not aligned with your internal policies and procedures.
3. When share with your employees, this document can create more confusions than resolutions and it can generate unwanted question that might arise among the end Users (Employees).

Below is a list question that might arise before, during or after the Employee Onboarding Process. Reader can navigate to the [Table of Contents](#) as it has a list of all the questions.

## Q1: What is the eBC initiative?

**eBC** is an initiative that allows us (as an employer) to “scale the care” to our employees. Through **eBC**, we have facilitated a wide range of niche products and services relevant to your wellbeing, development, and engagement. All of these products, services and brands are offered to you at an exclusive corporate rate. **eBC** is a collective corporate initiative powered by a tool designed to be used by employers who care about their employees and the wellbeing of the workforce that maintaining the success of our business.

Through this tool we will be offering our workforce incredible benefits and rewards designed to engage us together every day of the year by offering you the widest range of personally relevant leisure, health, financial benefits and much more.

Every user has to have a personal account – Username and Password. Your data will be secured, all payments are personal and confidential.

[Table of Contents](#)

## Q2: What can I find on eBC?

**eBC** is an operational end-to-end solution of niche products and services which includes schools, training & coaching, insurance, medical services, essentials, leisure/ entertainment, shopping, health & wellness, etc. among many other products & services. Examples of what you can find on **eBC**:

### HEALTH AND WELLNESS

Gym Subscriptions, Fitness classes, Yoga, Wellness Programs, Dentists, Doctors and Personal Trainers.

### ACADEMIC SERVICES

Nurseries, Schools and Graduate and Post Graduate University Programs.

### TRAINING AND CERTIFICATIONS

Certifications in HR, Finance, Digital Marketing, Auditing, Project Management, Quality Management, Languages and much more.

### KIDS AND FAMILY

Leisure Activities, Restaurants, Kids Fitness, Domestic Services, Online Shopping, Kids Specialized Training, Coaching and Travel.

### OFFICE SERVICES

Corporate Gifts/Flowers, Team Building Activities, Medical Insurances, Car Rental & Booking and Career Coaching.

The best way to explore it, is active your account and start a 3-day free trial of the tool. Subscription is optional for you. Subscription fee will be as per the amount communicated to you earlier.

[Table of Contents](#)

## Q3: What is a Benefit?

A Benefit by definition as a product or service offered to you on the **eBC**. All these products and services are offered at an exclusive corporate rate and this is considered an employer Benefit offered to their employees and their beneficiaries only.

[Table of Contents](#)

## Q4: Why am I paying for my Yearly Subscription Fees Myself?

We decided to let our employees take the decision of financing this service for themselves by themselves. **eBC** yearly subscription is very economical. It comes as a negligible value of your yearly compensation and it creates substantial saving for you. At a fixed price for everyone, you can make incredible savings for our everyday expenses that you are paying the standard price for them at the moment. The User (Employee) is always responsible for settling the payment required. Transactions are considered a personal purchase and invoices are automatically addressed to the User (Employee). We will not be paying **eBC** subscription to employees.

[Table of Contents](#)

## Q5: Why am I Asked to Validate my Payment Method (credit/debit card) When I am Creating my Username?

It is mandatory to have a valid online payment method for your to be able to use the platform. It is required for the user to activate their user/account before they can access the **eBC**. Your account is a personal account hence the user will be subscribing individually. The **eBC** is powered by our trusted partner. Once the user has validated their payment method, they can enjoy full access to **eBC** and view all offers and amazing deals. Payments for the program subscription and all other purchases are secured, completely personal and confidential.

[Table of Contents](#)

## Q6: What can I do on eBC During the 3-Day Trial Period?

Once the user has activated their user/account and validated their payment method, he/she will gain instant access to view 100's+ of Benefits the company now is offering to its employees. You can select from a wide range of products and services from 100's+ of brands, products and services you already love, all offered at an exclusive discount only for you. You can claim unlimited number of discounts and enjoy great savings across all the offered categories!

During the trial period, you will be able to view all the benefits and you are considered a paying subscriber in one of two cases:

- If you claim or purchase any benefit.
- If you don't opt-out the subscription service before the end of the first 3 days of your activation by create a Help Desk Service Request.

[Table of Contents](#)

## Q7: How to Claim eBC Benefits?

Once the User has activated their user/account and validated their payment method, he/she can simply click on the benefit of thier choice and click the 'claim' button to receive exclusive codes to be applied on the providers 'website or the Benefits Provider APP and redeem their special discount.

There are three types of claims on **eBC**:

- Free benefits that you don't need to pay anything to use them.
- Discount Vouchers that are send to your via email when you claim them. You will then need to use these discount vouchers on the Benefit Provider website or APP or at the Benefit Provider Outlet.
- Benefits you purchase directly and pay online via **eBC**.

[Table of Contents](#)

## Q8: How to Get Help & Support for Any Issues?

**eBC** is equipped with a full support model. **eBC** Help Desk is your tool for this:

- Go To: User > Help Desk - Click on Add Service Request.

- Once you have created a Service Request, you will get a confirmation email, and all replies you will receive via email.

**eBC** Help Desk Service Level Agreement (SLA) is to get a reply in the next 24 working hours from the time you sent the Service Request or update it.

[Table of Contents](#)

## Q9: How to Get Support if I Have a System Access Issue?

If you have a platform issue i.e. you are not able to access our **eBC** instance, you can reach out and write and email to [support@eben.work](mailto:support@eben.work).

**eBC** Help Desk Service Level Agreement (SLA) is to get a reply in the next 24 working hours from the time you create or update a Service Request.

[Table of Contents](#)



## Q10: Who should I speak to in HR if I need any help?

Our recommendation is to assign at least one person from the HR department as custodian of the **eBC** instance implementation and support. A reactive support policy needs to be created and shared among all employees.

[Table of Contents](#)

## Q11: How Many Benefits Can I Claim?

The **eBC** user can claim unlimited number of benefits for as long as the product is available. Please note, each benefit listed on **eBC** has different claims and restrictions, which are listed in the Terms & conditions of the benefit. User are recommended to read the Terms and Conditions of the Benefit Carefully before they claim it.

[Table of Contents](#)

## Q12: How to Return a Purchased or Claimed Benefits?

Benefit returns are subject to Benefit Terms and Conditions. If the benefit or discount code is refundable, it will be clearly stated in the Benefit's Terms and Conditions. Note, that for you to claim any benefit, you need to accept the Terms and Conditions first.

When you want to return a Benefit, you need to create a Help Desk Service Request. Select the Benefit you wish to return, user Service Request Category "Return Benefit Request" and state the reason why you want to return it. The support team will contact the Benefit Provider to verify your request and conclude the return request. Terms and Conditions of the Benefit will apply. Providing more details on the Service Request and stating the reason for return in details will help expedite the return process.

When creating a Service Request, **eBC** Help Desk Service Level Agreement is to get a reply in the next 24 working hours from the time you create or update a Service Request.

[Table of Contents](#)

## Q13: Can I Share a Benefit with My Colleague?

Yes, **eBC** is simply build for sharing and collaboration. To share a benefit, navigate to your **eBC** main page and open any benefit, click on "Share" to share the benefit URL with friends and colleagues. To view the benefit, the person receiving the email should log in to **eBC** in order to be able to open the benefit URL.

Note: Access-rights to Benefits are not the same for all users. This means that when you share a Benefit with a colleague, he/she will only be able to access the Benefit if they have the access-rights for it. Please, consult your eBen.work Client Success Manager/Administrator to enquire about access right to Benefits.

[Table of Contents](#)

## Q14: Is eBC Valid for My Family Members to Redeem?

Yes, the user can include family members as beneficiaries. When making a purchase of any Benefit, the user can identify the beneficiary of the Benefit.

To update your Beneficiary Information, you need to Navigate to User > Personal Information > Beneficiaries and update your family information.

Note, family information is completely personal and confidential and is not propagated, shared or sold to Benefits' Providers for any reason.

[Table of Contents](#)

## Q15: Is it Safe to Update My Mobile Number on eBC?

Yes, it safe to do so. Your information will not be propagated, shared, sold to any third party for any reason. In some cases, it might be needed to have your landline or mobile phone number update on **eBC** to allow Benefit Providers to contact you directly for service delivery.

[Table of Contents](#)

## Q16: What is a Benefit Request?

Benefit Request is a great tool that allows the user to request listing new benefits that are not already listed on **eBC**. If you can't find what you need on the current Benefits offerings, you can request your own benefits and we will contact the benefit provider and get you an exclusive deal for you and your beneficiaries.

Please Note - It is not 100% guaranteed that we will be able to conclude a corporate deal for all Benefit Requests. But we will make sure that all are attended to.

When you create a Benefit Request, Benefit Request Terms and Conditions will apply. You need to read and accept the Benefit Request Terms and Conditions first before your share with the **eBC** team.

[Table of Contents](#)

## Q17: What is Public and Private Benefit Claims?

When making any purchase or claim of any Benefit, the user will be asked to classify this purchase as "Private" or "Public" purchase. "Private" purchase means that the user email will not be included in the "who got this" page. "Public" purchase will allow other users (friends and colleagues) to find the user's email in the "who got this" page.

In this case, the user is marking him/herself open to receive enquiries about the benefit and is ready to share the experience and reviews.

[Table of Contents](#)

## Q18: How to stop receiving eBC Newsletter?

If you wish to stop receiving eBC engagement newsletter:

Navigate to eBC > User > Personal Information, uncheck "Subscribe For Newsletter" and Submit your work.

[Table of Contents](#)

## Q19: How to Cancel the subscription During the 3-day Trial Period?

As it is a corporate account, the user will have to create a "Cancel User Subscription" Service Request on their eBC instance. Once the user has created the Service Request their account will be suspended and user will not be charged for subscription.

Suspended Users will still have access to eBC. They will not be able to make any purchases or claim any benefits until they clear the subscription fee. Further, Suspended Users will still receive the bi-monthly newsletter to keep them aware of all the new benefits listed on eBC.

Note, eBC subscription fees is un-refundable as per eBC Terms and Conditions of use.

The "Cancel User Subscription" Service Request will be rejected, and the user will be charged with the yearly subscription fees in the following cases:

- The user has created the Service Request after the elapse of the 3 days or after actual fees charge.
- The user has created the Service Request during the 3-day trial period after purchasing and/or claiming at least one Benefit even if the benefit is returned.

[Table of Contents](#)

## Q20: How to Cancel My Subscription Renewal?

To Cancel Subscription Renewal during the year, the user will have to visit their eBC, go to Help Desk and create a Service Request to cancel your subscription renewal. Use category "Cancel User Subscription". Once a service request has been lodged, the auto-renewal will be stopped. The user

must save the Service Request number for future reference. After canceling your subsection renewal, your account will be valid until the end your subscription End Date, then it will be stopped automatically in due course.

[Table of Contents](#)

## Q21: Is eBC Part of My Compensation or Total Reward?

No, eBC is not part of your formal employment compensation package.

[Table of Contents](#)

## Q22: Can I Keep my Account After Leaving the Company?

This is not standard among all eBC users. Your instance must have been setup in a way that may be allowing this or not. There are two ways for keeping employee account active post-employment termination:

1. Account is terminated once the employee leaves the company.
2. Account can be transferred to another personal account once the employee leaves the company.

**Note to HR: If you don't know what is the standard setup for client termination for your company, please, visit your Help Desk and create a [Service Request](#). Please, use Service Request Category "Client Admin Query". Our team will check your setup and keep you well informed about it. Help Desk SLA will apply.**

[Table of Contents](#)

## Q23: Where to Find eBC Documentation (Help)?

Finding information on eBC is fairly easy.

1. Access our eBC instance.
2. Navigate to User > Information Centre.

You will find lots of articles and documents that will help you make the best out of your eBC experience.

[Table of Contents](#)

## About eBC

Employee Benefits Centre eBC is our niche solution addressing flexible and voluntary benefits for corporate Employees. eBC is an end-to-end

Employee Self-Service Benefits Management System which acts as an operational tool that allows your Employee to access your own company Benefit Centre to make use of offers on products and services listed to suit different income levels and all provided on your benefits Centre to your Employees at an exclusively discounted corporate rates.

Utilizing **eBC**, you will be offering something for everyone. Both large companies and SME's alike find **eBC** a real employee engagement tool that helps:

**ENGAGE** employees by offering them what matters the most to their lives and the wellbeing of their families.

**ENABLE** teams by accessing a wide variety of in-class and online training and skill development courses and articles.

**EMERGE** the workforce into new fronts by creating an environment that rewards performers, creates a proactive atmosphere of work-life balance and leverage employee experience.

We build a custom-made instance for every Client and we parametrize to fit your internal policies and processes. To access the solution, every user has to have a personal username and password. All Our Service Level Agreements and Terms and Conditions of use do not allow account sharing between internal or external users.

Because every employee is different, your company's employee benefits center will include a wide variety of Employee Benefits that suit every lifestyle, all offered at an exclusively discounted corporate rate. We offer our services in the following areas:

**HEALTH AND WELLNESS**

Gym Subscriptions, Fitness classes, Yoga, Wellness Programs, Dentists, Doctors and Personal Trainers.

**ACADEMIC SERVICES**

Nurseries, Schools and Graduate and Post Graduate University Programs.

**TRAINING AND CERTIFICATIONS**

Certifications in HR, Finance, Digital Marketing, Auditing, Project Management, Quality Management, Languages and much more.

**KIDS AND FAMILY**

Leisure Activities, Restaurants, Kids Fitness, Domestic Services, Online Shopping, Kids Specialized Training, Coaching and Travel.

**OFFICE SERVICES**

Corporate Gifts/Flowers, Team Building Activities, Medical Insurances, Car Rental & Booking and Career Coaching.

Among many other features, we allow users to request their own benefits via our unique ‘Benefits Request’ feature. We use the collective purchase power of all the client base we survey to tie-up with benefits providers to offer their services at the best price model possible.

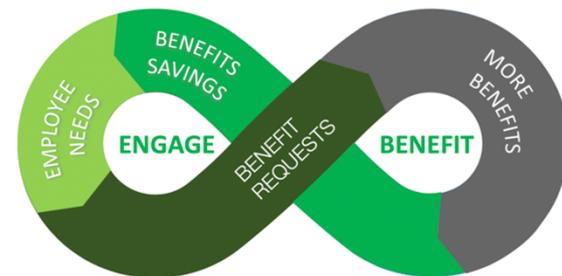
Furthermore, we keep Employee continuously informed about what is new and what is trending by sending a regular ‘Benefits Newsletter’ to all your employee on your behalf. In the end the day, your employees may not know eBen.work, but they will know what their company cares and is attending to their requests and offering these benefits exclusively to the workforce who give most of their lives to their workplace. All the success stories we have created share an employer who says, “scaling the care pays”.

[Table of Contents](#)

**The eB Model**

The eB model is the basis on which we built the eBC solution. It is a proven concept that continuously link Employee Flexible benefits with Employee Engagement to create an infinite continuum of fostering Employee Engagement using a robust and secured cloud-based solution.

The details of the model are listed below:



**Employee Life Event**

Employee life event is a change in the employee situation — like getting married, having a baby, or even changing houses. These events usually entail a change in the lifestyle of the person. In such cases the employer engagement can be significant to employee satisfaction. The eB model creates a reactive channel that allows the employees to see

that their employers care about making lives a better live all the time.

Savings on a life event or even on everyday spending can help your employees stretch their pay further.

### **Benefit Requests**

Benefit Requests submission to the **eBC** is a convenient, reliable & friendly execution process to procuring special or personalized benefit needs.

This could be for a specialized product or service for an individual or a group plan or a general inquiry for products or services that add value to his/her daily life or even add value to their family members' life (kid's activities, medical treatment, schooling or gym memberships).

From the employee perspective, he/she is filling this request from to their employer.

### **Benefit Listing**

eBen.work Partner Management Team collects the information provided by the employee on the Benefit Request and engages with the supplier/partner and coaxes them to provide an exclusively discounted corporate rate for the same service; not only for that particular user but is then applied to the collective strength of all users within the company.

A benefit listing is then made available at your company portal for all your employees to use and add value to their daily life, not to mention their savings' portfolio.

### **Savings**

The opportunity increases the total savings not only for the employees but increases the overall savings portfolio the company provides its workforce, increased employee engagement and differentiates the company as an employer of choice.

Savings is the perfect way to support your workforce by promoting financial wellbeing. The employers' contribution to the day-to-day savings of the employee grows his appreciation & loyalty to the company many folds.

The eB model simply helps employers gain employees loyalty for every saving they make.

[Table of Contents](#)

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### **Disclaimer**

The preceding is intended to outline our general products and service direction. It is intended for information purposes only and may not be incorporated into any contract. It is not a commitment to deliver any material, service usage, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for eBen FZE products remains at the sole discretion of eBen FZE.

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