

# Employee Relations

## Communication Expectations

Supporting our clients worksite employees with common request in all Prism instances



- › Employee Validation
- › Data Transmission is Encrypted for Safety
- › Monitored Quality Assurance at Every Stage
- › Documented Processes
- › Escalation Process and FAQs
- › Expanding Knowledge Base to Support Client Needs

### MULTI-CHANNEL COMMUNICATIONS:



› Email



› Phone



› Chat

## Areas of Expertise

- › Paycheck and Deduction Inquiries and Concerns
- › Garnishments
- › Electronic Onboarding Reset and Assistance
- › Password Reset and Troubleshooting
- › Profile Management
- › Employee Perks Program Registration
- › W-2 Distribution
- › Security Breach
- › Common Benefit Requests/Inquiries/Concerns
- › Benefit Open Enrollment Assistance and Troubleshooting
- › Spanish Speaking Representatives

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Chat feature available on **www.vensure.com**  
and located on all employee portals.

Available 24/7