

OPPORTUNITY ANNOUNCEMENT



Allianz Service Canada Customer Service

Earn up to \$25.00 CAD per hour!*



Service Revenue

Service Revenue

\$22.00 CAD per hour**

(\$11.00 CAD per interval)

***Earn up to \$25.00 CAD per hour after successful completion of the first Statement of Work (SOW).
More details to come after certification.**

***Hourly rate shown assumes the servicing of two, 30-minute intervals.*



Certification



Class Schedule*

Phase I

01/22/2024 – 01/31/2024

Phase II

Start earning revenue!

02/01/2024 – 02/09/2024

Class Time Offered

Monday – Friday | 6-hour class

9:00 a.m. - 3:00 p.m. ET

Intervals Available*

Monday – Friday

8:00 a.m. – 8:00 p.m. ET

Saturday

9:00 a.m. – 5:00 p.m. ET

Special Servicing Requirements*

3 hours (6 Intervals) required on Friday or Saturday (or a combination of both)



Servicing Times Available

**Service Partners must have a current/valid
Accident and Sickness (A&S) Canadian License to
be eligible to service this program.**

**Subject to change based on client needs*



Allianz Service Canada Customer Service

Service Partners must have a current/valid Accident and Sickness (A&S) Canadian License to be eligible to service this program.

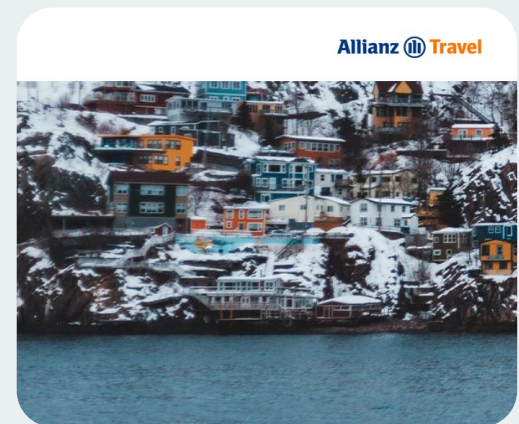


About the Client | Allianz Service Canada

With over 30 years of experience helping Canadian travellers in their time of greatest need, we place the customer at the heart of everything we do.

This commitment to a caring and customer-first approach is a common thread throughout the full range of unique travel insurance and emergency assistance solutions we provide to our partners and their customers.

For more information about Allianz Service Canada please visit their website at <https://www.allianztravelinsurance.com/>



System and Equipment

Equipment Must Meet Platform Standards
[Click Here for System & Equipment Policy](#)

Additional Client Program Technology Standards:

- Service Partners **MUST** have a **Jabra Evolve 20 Microsoft Lync Stereo Headset (Mfg. # 4999-823-109)***

***Service Partners must have a Jabra Evolve 20 Microsoft Lync Stereo Headset to service this program. If needed, Arise will provide one to the Service Partner. This applies to this class only – Wave 0.**



Allianz Service Canada Customer Service What to Expect When Servicing

What to Expect

Inbound Calls:

- Provide telephone support for e-commerce and insurance clients.
- Provide new quotes to customers inquiring about the purchase of insurance.
- Increase sales by offering additional products through effective up-selling/cross-selling techniques.
- Make changes to existing policies such as processing cancellations or refunds of purchased policies.
- Interpret policies and provide benefit information to customers.

**Agent must have a Jabra Evolve 20 Microsoft Lync
Stereo Headset to service**

**Service Partners must have a current/valid Accident and Sickness (A&S)
Canadian License to be eligible to service this program.**

Capabilities of Top Performing Service Partners for this Program

- Outstanding problem-solving skills
- Display patience, empathy, an ability to manage stress, and the ability to work under pressure
- Skilled and efficient in writing and verbal communications
- Provide knowledgeable, friendly, and eloquent customer service



Allianz Service Canada Customer Service CERTIFICATION DETAILS

PHASE I: Instructor-Led Learning & Self- Paced Work

In this phase:

IN-DEPTH: Requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation

This course is:

A combination of self-paced and instructor-led
2 weeks: 6 hours of instructor-led content per day and
up to 2 hours of self-paced content

PHASE II: Instructor-Led Learning & Live Call-Taking Earn While You Learn!

In this phase:

An opportunity to apply what you've learned in
Phase I to live calls while earning revenue!

Time to earn revenue!

During the Certification SOW, Service Partners are
required to service a minimum of 15 hours (30
intervals) per week – during times posted in Starmatic
and as outlined in the SOW. Please review the
Certification SOW for additional information,
including the end date.

See Page 1 For Class Dates and Time

100% attendance in instructor-led sessions is highly encouraged for success



Allianz Service Canada Customer Service CERTIFICATION DETAILS



Certification Completion Criteria

- Timely completion of all self-paced modules
- Successfully pass all quizzes and exams (Score of 90% or higher on the final exam)
- 100% attendance is critical
- All learners must complete the Service Partner Security Awareness self-paced course and score 85% or higher on the assessment before the last day of class



We strongly suggest that you attend class every day - as this is critical to your company's success. If you are not able to attend a class, please advise your instructor. Failure to notify your instructor could result in being dropped from class.

Important: If you do not show up to class on the first day, you will be dropped from the class with no exceptions. The Class Confirmation Deposit of \$20.00 will not be refunded and you will need to enroll in a new opportunity if you wish to service a client program.

Read complete course policies [here](#)



SECURITY VERIFICATION ON THE ARISE® PLATFORM

THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK AND PHOTO ID VERIFICATION

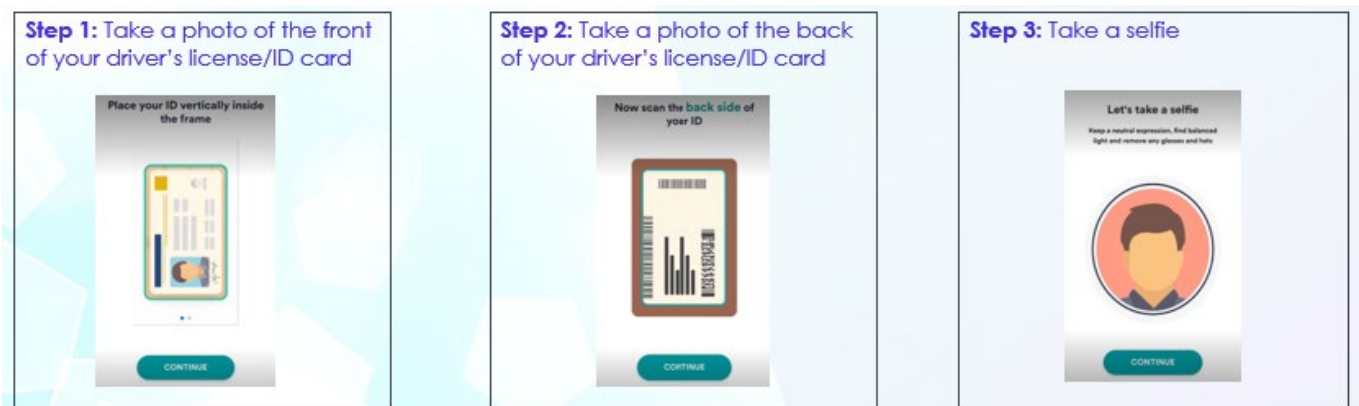
You will be prompted to complete a background check during the enrolment process. Details on the type of background check and the requirements to pass it will be provided as you proceed through enrolment on the Arise® Portal.

The background check will include, but not be limited to, a check of disqualifying criminal convictions for at least the immediately preceding 10-year period.

PHOTO ID VERIFICATION

You will be prompted to complete a Photo ID Verification using your mobile device during the enrolment process on the portal. Just make sure to follow the steps as indicated.

You will need to have your driver's license/ID card handy and be ready to take a selfie (example of the steps you will need to follow below)!



Please note:

- Arise will not process system access codes, required to attend the certification course, until ALL enrollment prerequisites have been successfully completed and provided to Arise.



Service level requirements vary and are subject to change

Failure to meet one or more of the service level requirements may result in termination of the SOW. The service level requirements may be modified from time to time upon commercially reasonable notice to the business.

Service Level Requirements		Metrics Definition
Commitment Adherence	$\geq 90\%$	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as: $\frac{[(\text{Serviced Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})] \times 100$
Quality Assurance	$\geq 90\%$	Adherence to the client's QA guidelines



Log-in codes are confidential, user-specific and will only be generated for confirmed course attendee

- All business's must ensure that their agents have a professional work environment, when in class and when servicing.
- Commitment Adherence is critical to this program. Businesses are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.

You DO NOT QUALIFY to participate in this program if any of the following applies:

- If the Service Partner does not have a current/valid Accident and Sickness (A & S) Canadian License.
- If the Service Partner does not reside in Canada.
- Are already in "interested" status for another opportunity.
- The dates and/or times of the class for this opportunity overlap with a class for another opportunity you are already enrolled in.
- Were servicing one or more SOWs that were terminated for cause, including a 'Breach of SOW Client Policy' for this client program.
- Have a dropped status from 3 or more opportunities within the last 90 days, regardless of whether it is this program or a different one.
- Have a Commitment Adherence below 90%.

DISCLAIMER

This Opportunity Announcement (OA) is intended as a summary of the applicable business opportunity. It is not a legal document, nor a comprehensive review of all terms included in the applicable Statement of Work (SOW).

You should thoroughly review each SOW prior to executing it. In the event of a conflict between the OA and the SOW, the terms of the SOW will take precedence. Arise recommends a thorough review of all policies prior to enrolling in the certification course.