

OPPORTUNITY ANNOUNCEMENT



Intuit Mint Customer Service Chat Support



Service Revenue

Service Revenue
\$11.00 per hour*
(\$5.50 per interval)

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



Certification

Class Schedule

Phase I
03/15/2021 – 03/30/2021

Phase II
03/31/2021 – 05/15/2021

Class Times Offered

Monday – Friday
6:00 p.m. – 10:00 p.m. ET



Servicing Times Available

Intervals Available*

Monday – Friday
8:00 a.m. – 12:00 a.m. ET

Most Intervals Available*

Monday – Friday
10:00 a.m. – 7:00 p.m. ET

Special Servicing Requirements*

8 intervals (4 hours) required on a Saturday or Sunday or a combination of both

6 intervals required on a Monday or Friday or a combination of both

**Subject to change based on client needs*



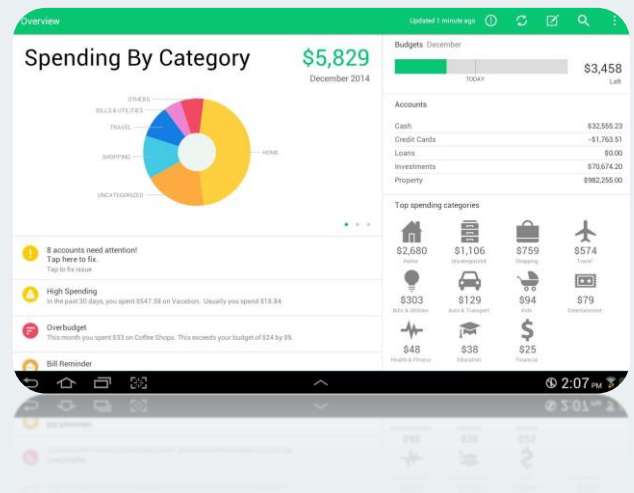
Intuit Mint Customer Service Chat Support

About the Client | Intuit Inc.



Intuit is an enterprise software company that develops financial and tax preparation software and related services for small businesses, accountants and individuals.

Intuit Mint is all in one software that allows customers to bring together everything from balances and bills to credit score and more. It's free and easy to get started and connects to almost every US financial institution connected to the internet.



For more information about Intuit Mint review the client's website <https://www.mint.com/>.



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



Intuit Mint Customer Service Chat Support

What to Expect When Servicing



What to Expect

- This is a chat support program where Service Partners' agents will take 1 – 2 concurrent chats while assisting Mint customers.
- In everyday customer interactions, agents will:
 - Assist with issues related to (and not limited to) web-based tool navigation, product/app issues, bank connectivity, and other issues as reported by the customer.
 - Apply defined practices, procedures and company policies to triage, troubleshoot and resolve service related, moderately complex, problems that may arise in the course of customer inquiries.
 - Represent the Mint brand and spirit by demonstrating empathy for the customer, empowering and partnering with the customer, and personalizing the experience.
 - Demonstrate a customer obsessed attitude and do whatever is needed to ensure total customer resolution.



Capabilities of Top Performing Service Partners for this Program

- Ability to interact with customers utilizing strong written skills as well as deep customer empathy.
- Skilled and efficient in written communication
- Outstanding problem-solving skills
- Ability to provide knowledgeable, friendly and eloquent customer service
- Knowledge of and experience with measuring and improving customer satisfaction and loyalty across broad functional areas and diverse geographies.



Intuit Mint Customer Service Chat Support

CERTIFICATION DETAILS

eLearning & Self-Paced Work

This phase is:

An opportunity for agents to learn how to log-in to Intuit systems. It also drives in-depth knowledge and understanding of Mint software.

Agents will learn top contact drivers and best practices on how to address customer questions using tools and resources.

Certification Live Call-Taking Earn While You Learn!

This phase:

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

During the Certification SOW, Service Partners are required to service a minimum of 30 intervals (15 hours) per week during times posted in Starmatic and as outlined in the SOW.

See Page 1 For Class Dates and Times

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



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CERTIFICATION DETAILS



Certification Completion Criteria

- Attend four-hour certification sessions
- Complete LMS Module with $\geq 85\%$
- 80% or greater on commitment adherence quiz
- Additional requirements may be provided by the course instructor
- 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 in order to be certified



PLEASE NOTE – FOR SECURITY PURPOSES LEARNERS MUST ATTEND THE FIRST THREE DAYS OF CLASS TO CONFIRM LOGIN CODES.

Codes will be deactivated for learners who do not attend the first three days, and they will be removed from class. Please ensure your agents attend. Failure to take and/or complete any assessment may result in a drop from the course without reimbursement.

Read complete course policies [here](#)

OPPORTUNITY ANNOUNCEMENT



THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK AND AFFIDAVIT OF IDENTIFICATION

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

- If a Service Partner does not pass the background check, the certification course fee will be refunded, minus a processing fee which will be displayed/visible before payment is made.
- If a course is paid for with a voucher, a voucher will be re-issued, minus a processing fee.
- Refunds will not be provided if the background check is not completed in a timely manner.

IMPORTANT INFORMATION REGARDING BACKGROUND CHECK DURING COVID-19 PANDEMIC

Due to certain courthouse closures during the COVID-19 pandemic, Arise may be unable to completely finalize your background check. However, in order to allow you to continue your enrollment process, if the portion of your background check that is able to be completed is clear, you will receive a PROVISIONAL pass. Once the courthouses reopen, we will finalize your background check. If any disqualifying criminal history is uncovered during this finalization process, you will be notified, and your company's SOW will be terminated. We are unsure at this time how long it will take to complete background checks. We apologize for any inconvenience this may cause your company.

IMPORTANT INFORMATION REGARDING BACKGROUND CHECKS

Please note if you have frozen your credit, you will have to temporarily lift the credit freeze with Experian. You do not need to lift the freeze at the other credit bureaus. Please lift the freeze for a minimum of 10 days. You will need to wait at least 24 hours before attempting the background check.

If you have recently changed your name, it may delay or disrupt the background check. Please make sure that full and correct legal name is included in your profile and provided in the background check step. Also, please ensure the Experian is aware of your name change.

Arise uses First Advantage to complete the background checks. Under certain circumstances, First Advantage may reach out to you to clarify your information. Your prompt response to First Advantage will accelerate the process of completing your background check and enrollment.

Please note:

- Arise will not process system access codes, required to attend the certification course, until ALL enrollment pre-requisites have been successfully completed and provided to Arise.
- If the learner is removed or dropped from the opportunity for failure to complete all steps listed above, no refunds will be provided.

AFFIDAVIT OF ID

A completed, Affidavit of Identification with photo ID must be on file.

- This step can be skipped if you have already submitted a valid Affidavit of ID on a previous opportunity
- To access the Affidavit of Identification form, log on to the portal, click on the AVA icon on the bottom right and select Affidavit Form.
- Make sure to follow all instructions and once completed, submit the form to AriseAffidavits@arise.com



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	90%	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as: $\frac{[(\text{Serviced Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})] \times 100$
Net Promoter survey Score (NPS)	> 65	The Net Promoter Score is an index ranging from – 100 to 100 that measures the willingness of customers to recommend the client's products or services to others. It is used as a proxy for gauging the customer's overall satisfaction with the client's product or service and the customer's loyalty to the brand. It is typically gauged through a survey administered after a call.
Issue Resolution	> 90	% of issues resolved on the first call
Agent Answer Rate	≥ 90%	Agent Answer Rate is the rate by which the agent answers and completes the incoming chats. Formula: $(\text{Contacts Queued} / (\text{Contacts Queued} + \text{Contacts Missed}))$



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.

- To confirm a company's intent to attend, Arise may be contacting the call center owner or their agent registered to attend the certification course a minimum of 10 business days prior to the start of class.
- Failure to confirm your company's intent to attend will result in a delay of codes and may result in either removal from the course or placement into an alternate course. Please make every effort to provide a timely response.
- Commitment Adherence is critical to this program. Companies are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.

See Sample Statement of Work

A business DOES NOT QUALIFY to participate in this program if any of the following applies to the business or their agent enrolling in the opportunity

- Has one or more SOW terminations on file due to performance.
- Has dropped from enrolled status in a client opportunity less than four weeks before expressing interest in this client opportunity.
- Has a Commitment Adherence below 90%
- Contact information for the Service Partners and their agent(s) must be up-to-date to be eligible for this opportunity. If Arise is unable to contact the business or any of the agents, they will be dropped from this opportunity without further notice.
- Agents cannot service more than one Intuit program at a time. If an agent is already contracted to support an Intuit program, the SOW for that program will need to be terminated to enroll in this opportunity.

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.