

Client Expectations

◆ *Welcome to the Team* ◆

Onboarding & Plan



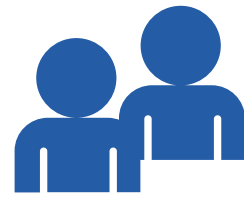
PREPARED BY: Turning Point HCM

Rick Maher

President CEO / Turning Point

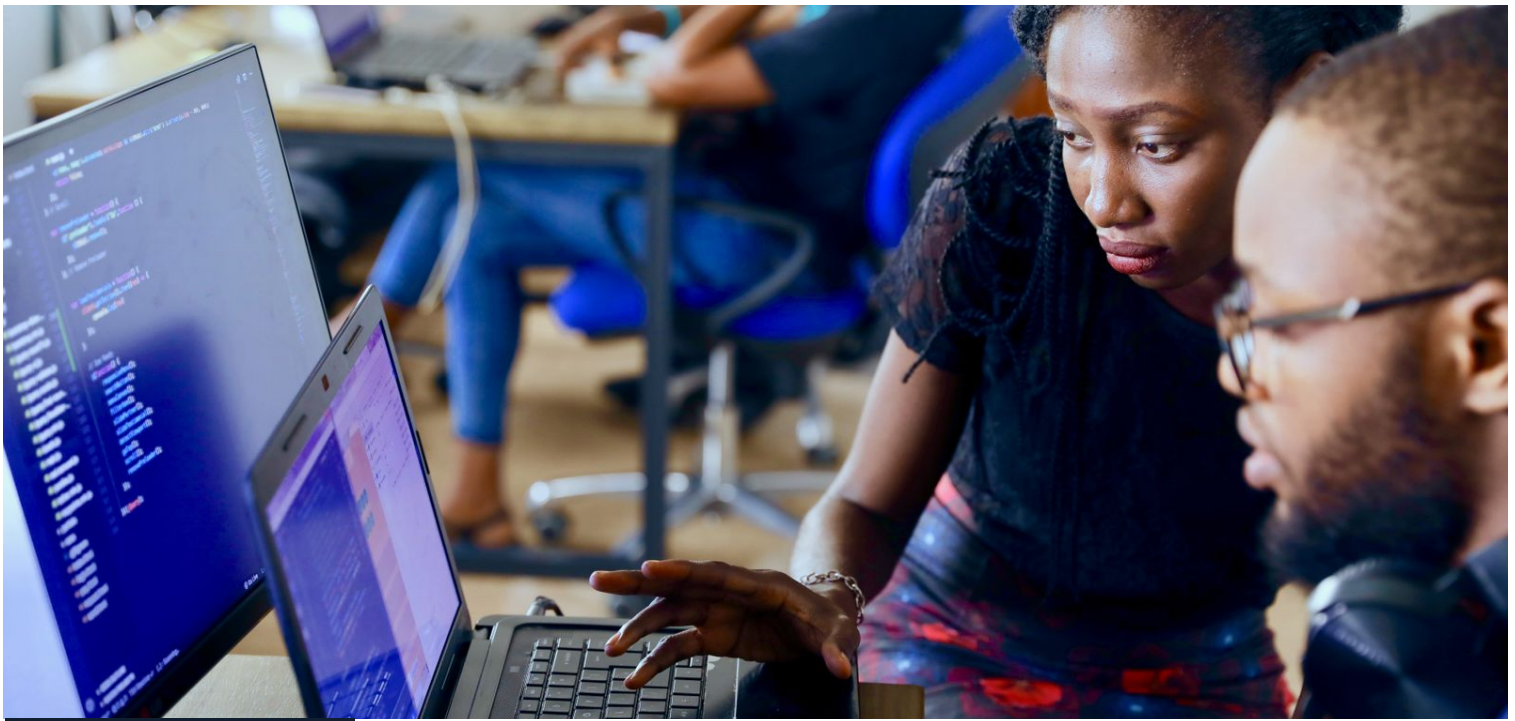
www.TurningPointHCM.com

Rick@TurningPointHCM.com



Onboarding

- You will be introduced to your assigned Team Member(s) and our Support Team (Billing, Account Services, HR Support) within hours of your agreement being signed.
- You will receive contact information within 24 business hours.
- We want to understand every aspect of your Human Capital Management. Our Account Services Team will contact you within 48 business hours to get this process started.
- We can be flexible to meet your needs. We have many resources, products and services - just let us know!

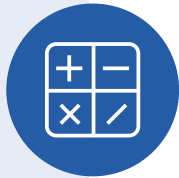


Plan



Business Hours

Our office is open from 8:30am - 5:30pm EST Monday-Friday



Billing

We will notify you if there are any billing changes, late bills or discrepancies.



Checking-In

Our Check-In policy is fully customizable and flexible for your needs.

1. You will receive periodic "Checking In" emails from your assigned Turning Point HCM Team Member.
2. You will have multiple "Checking In" phone calls with your assigned Turning Point HCM Team Member.



If there is ever a problem that you would like to discuss you can always contact our CEO, Rick Maher at (631) 769-4131 or Rick@TurningPointHCM.com.