

# OPPORTUNITY ANNOUNCEMENT



# Agero®

## Agero | Roadside Assistance Customer Service

### Earn up to \$17.00 per hour!

### Service Revenue

### Starting at \$12.00 per hour\*

(\$6.00 per interval)



### Service Revenue

The longer you service, the more you earn!  
Earn between \$13.00-\$17.00 per hour after successful  
completion of the first Statement of Work (SOW).  
More details to follow!

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



### Class Schedule

#### Phase I

3/23/2022 – 4/8/2022

#### Phase II – Start Earning Revenue!

4/11/2022 – 4/27/2022

### Certification

### Class Times Offered

#### Monday – Friday

9:00 a.m. – 1:00 p.m. ET

1:30 p.m. – 5:30 p.m. ET

6:00 p.m. – 10:00 p.m. ET



### Servicing Times Available

### Intervals Available\*

365 Days a year

7 days a week

24 hours a day

### Special Servicing Requirements\*

10 intervals (5 hours) on Mondays &  
Fridays or a combination of both

*\*Subject to change based on client needs*



## About the Client | Agero

Agero provides emergency roadside assistance to customers that have emergency roadside benefits as part of their automotive insurance policy or their new vehicle owner's package. 11 out of 15 top insurance carriers support their customers through Agero, and 75% of new passenger vehicles sold in the U.S. use Agero to provide their customers with roadside assistance.



For more information about Agero, review the client's website: <https://www.agero.com//>



# Agero®



## Agero | Roadside Assistance Customer Service

### System and Equipment

#### Equipment Must Meet Platform Standards

[Click Here for System & Equipment Policy](#)

#### Additional Client Program Technology Standards

**Arise Secure Desktop (ASD)** The Arise Secure Desktop (ASD) flash drive is a device necessary to successfully access the Arise Platform in order to service a client program.

The ASD is an additional operating system on a computer which provides a secure and streamlined environment. It does not interact with an existing windows operating system. It is launched from a USB flash drive and does not install on a computer. Once the ASD is removed, no trace of it is left on the PC.

- Agents will need to provide or purchase their own flash drive to download the ASD onto, and instructions will be emailed to the enrolled agent on how to download the ASD software to that flash drive.
- Upon enrollment in a certification course for a client program, make sure to keep an eye out for an email with instructions on how to create the ASD.

#### Arise Secure Desktop (ASD) Purchase Suggestions\*

Amazon [SanDisk Ultra CZ48 32GB USB 3.0 Flash Drive](#) \$8.99

Best Buy [PNY - Elite Turbo Attache 4 32GB USB 3.0](#) \$12.99

Walgreens [Infinite USB Flash Drive 16GB](#) \$16.99



\* This list of equipment does not constitute an endorsement or recommendation by Arise but is provided for informational use and your convenience. It is your responsibility to decide what equipment you would like to use and which retailer from which to purchase such equipment. Arise disclaims all liability to any person in respect of anything done or omitted to be done wholly or in part in reliance on the information contained herein.



## Agero | Roadside Assistance Customer Service What to Expect When Servicing



### What to Expect

On a day-to-day basis, Service Partner can expect to participate in the following activities:  
24/7 service of inbound calls for roadside assistance and other service requests from client's customers and/or client account representatives for assistance with items such as:

- a vehicle that won't start
- flat tire(s)
- keys locked inside a car
- vehicle out of gas
- vehicle in an accident

Place outbound calls to list of client's service providers to secure appropriate towing assistance to resolve the customer's needs

Possible outbound calls to client, client's customers and/or client account representatives for status and clarification purposes.

Transfer inbound calls or outbound calls to other client-designated internal support departments or client account representatives

Outbound coordination to client's service providers & possible follow up calls for clarification and/or additional calls for secondary services

Probe to identify the need of the customer based on vehicle inoperable situation

Identify the customer's location using Google Maps and other client tools

Provide policy coverage details based on the specific client program

Secure a Service Provider to assist the customer, based on the parameters of the policy's program

Provide status updates to customers calling after the initial request for assistance was processed



### Capabilities of Top Performing Service Partners for this Program

- This is a best fit opportunity for Service Partners who want to service from 8:00 a.m. – 12:00 p.m. ET and/or 4:00 p.m. - 8:00 p.m. ET - as 50% of intervals offered fall in these drive time windows.
- A working knowledge of google maps and other mapping resources.



## Agero | Roadside Assistance Customer Service CERTIFICATION DETAILS

# 1

### Instructor-Led eLearning & Self-Paced Work

#### In this phase:

Agents will learn about the client, how to successfully map and locate customers and how to navigate the system.

Requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation  
4 hours of instructor-led content per day and 2-hours of self-paced course work.

### Instructor-Led Learning & Certification Call-Taking Earn While You Learn!

#### In this phase:

A combination of instructor-led class time and call-taking. Additional details will be provided in class.

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

Service Partners will service at least 10 intervals per week outside of scheduled class time from Day 1 of Phase II until completion of the certification course. Please see page 1 for Day 1/Phase II date.

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. Please review the Certification SOW for additional information, including the end date.

**See Page 1 For Class Dates and Times**

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



## Agero | Roadside Assistance Customer Service CERTIFICATION DETAILS



### Certification Completion Criteria

- Complete pre-course work prior to day 1 of class (if applicable)
- Successfully pass live certification call-taking days (if applicable)
- 100% completion of daily self-paced work
- 80% or greater on assessments, mid-term and final assessments
- Participate in all call taking days as indicated above
- Achieve an 85%+ QA Score on scored live certification calls
- Success Strategies for Certification
- Success Strategies for Production
- Complete the Affidavit of Identification
- 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



**We highly 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 with no refund.**

Read complete course policies [here](#)

# OPPORTUNITY ANNOUNCEMENT



## THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK AND AFFIDAVIT OF IDENTIFICATION

A background check will be prompted once you pay for the course. Details on the type of background check and the requirements to pass it will be provided before payment is made.

- 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 CHECKS

**Please note a credit freeze will delay the process. 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.**

## AFFIDAVIT OF ID

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

- 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](mailto:AriseAffidavits@arise.com)

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, no refunds will be provided.



## 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
<b>Commitment Adherence</b>	> 90%	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as $\text{Serviced Minutes} / (\text{posted Minutes} + \text{Released Lockdown Minutes}) \times 100$
<b>Customer Service Index (CSI)</b>	$\geq 82\%$	CSI Top Box are survey responses from Agero's customers indicating Excellent level of service provided.
<b>Average Handle Time (AHT)</b>	450 – 550 Seconds	Talk time + Hold Time+ After call work
<b>Quality Assurance Critical Score</b>	$\geq 80\%$	Quality Assurance Critical Score are the elements of Agero's Quality program specific to the customer's experience and compliance to Agero's processes and procedures.
<b>AVAYA Not on Call Time</b>	$\leq 70$ seconds	Not On Call (NOC) is time spent in After Call Work or Auxiliary phone statuses in Avaya. Not On Call Time is a component of overall Average Handle Time, and should be kept to a minimum, in order to help your company, achieve the Average Handle Time goal





## 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:

- Are currently enrolled in any Agero program
- Are currently servicing Agero through any other vendor or Arise application, or servicing through any other Emergency Roadside Service Program
- Contact information for the Service Partner and their agent(s) must be up-to-date to be eligible for this opportunity. If Arise is unable to contact the Service Partner or any of their agents, they will be dropped from this opportunity without further notice.
- You cannot be located in Hawaii, New Hampshire, New Jersey or Vermont
- 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.