

FAQs for Affiliates	
1) <i>How will this change in ownership impact me? What are the benefits to me?</i>	We expect the transition to LifeWorks to be almost invisible to our providers. Without you, we are unable to deliver on our current commitments to clients, and as such, we will make every effort to ensure your satisfaction with the new organization.
2) <i>What happens to my existing contract with Ceridian?</i>	LifeWorks, the company, will honor all terms of your existing contract, and you will not need to sign a new contract. In your current agreement with Ceridian, there is a clause that grants us permission to assign your contract to a new company that we form/acquire/etc., in order to continue delivering services. We trust that you will NOT find delivering counseling services for LifeWorks to be any different than it was for Ceridian.
3) <i>What if I don't want to continue providing services for LifeWorks?</i>	This is within your rights to discontinue providing services to LifeWorks, but we trust that you will not find delivering counseling for LifeWorks to be any different than it was for Ceridian.
4) <i>Who will be the affiliate/provider point of contact within LifeWorks? (US)</i>	As of Day 1, affiliates can continue to contact us via the PNSinquiries@ceridian.com email box or through Provider Network Services by calling toll-free 1-800-367-3920, Monday through Friday, from 9:00 a.m. – 5:00 p.m. EST.
5) <i>Are you planning to maintain the affiliate portal?</i>	Yes, as of Day 1, we will maintain the affiliate portal.
6) <i>I am currently completing a pre-approved counselling series with a participant. Can I simply continue with the plan as previously determined?</i>	Yes, please continue. No change.
7) <i>How will I submit invoices going forward? Who will pay me, Ceridian or the new LifeWorks company?</i>	As of Day 1, there will not be any change to invoicing for affiliates. Under a transition services agreement, Ceridian will continue processing payables and receivables on LifeWorks' behalf at this time. Eventually, we anticipate shifting all invoice processing to LifeWorks, and we will notify all providers well in advance of any process changes.
8) <i>How will I receive payment for invoices I submitted prior to March 1? When can I expect to receive payment? (are Net 15 guidelines still in place)?</i>	Invoicing has not changed. In the event of any future changes, we will notify our affiliates in advance.
9) <i>Will I need to sign up for direct deposit again?</i>	No, not as of Day 1. In the event of any future changes, we will notify our affiliates well in advance.