

March 2, 2016



Dear Valued Provider,

Thank you for partnering with Ceridian in the delivery of employee assistance (EAP), work-life, and wellness solutions to our U.S. clients. The trusted members of our provider network enable our organization to provide high quality, valuable support and services to more than 18 million covered lives across the country. Today, I am sharing an important and exciting update about Ceridian:

Ceridian and WorkAngel, a UK-based employee engagement and retention company, have completed a joint venture agreement and established a new company jointly owned by both organizations. The new company is called LifeWorks. The transaction closed yesterday, March 1, 2016.

What does this mean for our provider network?

Pursuant to the terms of the joint venture agreement, Ceridian has assigned all of its rights and benefits to LifeWorks, and LifeWorks has assumed all Ceridian obligations. Effective immediately, LifeWorks assumes responsibility for the delivery of all employee assistance, work-life, and wellness solutions previously provided by Ceridian. **As such, our provider network continues to be essential.**

Today, it is business as usual, and we anticipate a smooth transition with minimal disruption:

- **Familiar contacts:** Key Ceridian employee assistance personnel such as EAP leadership, service delivery managers, consultants, and counselors are now LifeWorks employees. During the transition period, Ceridian shared services staff will continue to provide the same back office support they do today for everything from telephones to IT infrastructure.
- **Same contract:** I am pleased to report that there aren't any changes required to your existing contract. Through assignment of your contract to LifeWorks, you are now a member of LifeWorks' provider network.
- **Same accounting procedures:** There aren't any changes to the way you send us your invoices, nor to the way we process invoices.

We deeply value the relationships we have developed with our providers, and we look forward to working with you to meet the needs of LifeWorks' clients. For more information about the transition, I invite you to view the [media release](#), posted this morning, or to contact Provider Network Services, toll-free, 1-800-367-3920, Monday through Friday, from 9 AM to 5 PM EST.

On behalf of all my colleagues, thank you for your ongoing support, and welcome to LifeWorks!

Sincerely,

Anne VanBronkhorst
Vice President, Operations
LifeWorks