

## SERVICE LEVEL AGREEMENT FOR AUDIT SERVICES

### AGREEMENT OVERVIEW

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between Broker Builder Solutions, LLC | Data Management Solutions- Data Validation Platform (DMS-DVP) and the Client for the provisioning of Audit Services required to guarantee data accuracy between the entities identified in the scope of the audit services.

This Agreement remains valid until superseded by a revised agreement endorsed by DMS-DVP and the client.

This Agreement outlines the parameters of services covered as they are mutually understood by the primary client. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

### OBJECTIVES

This Agreement aims to ensure that the proper elements and commitments are in place to provide consistent support and delivery to the client by Broker Builder Solutions, LLC | Data Management Solutions- Data Validation Platform (DMS-DVP) and obtain a mutual Agreement for audit services provision between the client and Broker Builder Solutions, LLC | Data Management Solutions- Data Validation Platform (DMS-DVP).

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise, and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support and delivery.

### CONTACT

If you have any questions or concerns about this Service Level Agreement, you can contact Data Management Solutions- Data Validation Platform via email at [Sales@dms-datavalidate.com](mailto:Sales@dms-datavalidate.com) or phone at: (833) 281-9575, extension 1.

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### Responsiveness:

1. **Data Management Solutions- Data Validation Platform (DMS-DVP):** DMS-DVP will acknowledge all emails sent to our team before Noon EST by close of business. Any emails received after Noon EST will be acknowledged by Noon the following business day. Email resolutions will occur within 1-3 business days. Thorough communication will be followed if the resolutions take longer than 1-3. DMS-DVP will make necessary adjustments for urgent inquiries which could have an adverse impact to the client.
2. **Client:** To guarantee the optimal service, it is best practice for clients to respond to DMS-DVP inquiries within 1-3 business days.

### Communication:

1. It is crucial that the client discuss any changes to the structure of any benefit plans or systems being audited with the DMS-DVP team as it may cause issues with mapping and workflow templates created.
2. Clients are responsible for reading and understanding the content that is sent by the DMS-DVP team. If there is something that they do not understand, please ask questions.
3. The DMS-DVP team will be sure to give as much detail as possible. If we are unable to give full detail in an email, we will set up a time to do a call with the client to be sure all parties understand what is going on with the audit workflow process.

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### AUDIT IMPLEMENTATION

- 1) **Audit List:** The client will provide the DMS-DVP team with a list of all carriers/platforms that audits are to be conducted across.
- 2) **Carrier Contact:** The client will provide DMS-DVP with the correct contact information to include the email address, phone number, group number and renewal date. This will allow us to effectively set up all carrier tracking in the system.
- 3) **Invoice Dates:** The client will provide the DMS-DVP team with the dates in which each invoice is generated for each carrier.
- 4) **Timeframe:** Please note the below timeframes are subject to change based on delay of audit data received.
  - Invoice Reconciliation Results: 3-5 business days.
  - Census Enrollment Audits: 3-5 business days
- 5) **Nuances:** Provide a list of plan/client structure, complexities, and special nuances that may assist with streamlining the audit workflow.

### ONGOING AUDITS RESPONSIBILITIES

#### Data Management Solutions- Data Validation Platform

- 1) Data Management Solutions- Data Validation Platform (DMS-DVP) will receive monthly carrier invoices via the agreed upon method.
- 2) DMS-DVP Team will extract reports from Ben Admin, HRIS, or payroll systems that we are given access to. These reports will be shared with the client audit point of contact.
- 3) DMS-DVP Team will Perform any pre-file data manipulation to the best of our ability to provide optimal audit results.
- 4) DMS- DVP Team will record notes on member records in the Auditor notes section within the platform where applicable.
- 5) DMS-DVP Team will complete audits within 3-5 business days from the date all data is received.
- 6) DMS-DVP Team will Notify the Audit point of contact via email when audit results are ready to be retrieved from the Data Validation Platform.

#### Client

- 1) Client: To provide invoice reports and/or quarterly census data to the DMS-DVP team in excel format via secure transferrable method.
- 2) Client: To provide access to the DMS-DVP team to any necessary systems to pull comparison reports that are not carrier specific.
- 3) Client: To provide any applicable structure documents to the DMS-DVP team that will allow DMS-DVP to correlate and create mapping between the systems (refer to Nuances item 5 above).
- 4) Client: To extract audit results directed from the Data Validation Platform.