

# Employee Symptom Tracker™ FAQ

## 1. Can I customize the questions asked in the survey?

Yes. Questions can be customized for an additional fee and with 5 business days lead time.

## 2. Can I offer the survey in another language?

Yes. EST is available in both English and French. No additional fee for 2 languages.

## 3. Will I receive reports with the responses?

Yes. You will receive an email alert in real time when an employee answers yes to any of the 4 questions. You can also view or download a full report from the secure web portal 24/7.

## 4. Does the EST meet Canadian privacy regulations?

Yes. We use only employee ID's with no employee name or phone number and therefore your employees information is kept private and secure.

## 5. My alerts are not showing in my email.

Please check your junk or spam folder as multiple alerts may be recognized by your email service as spam.

6. What are the payment options? There are 3 packages available

BRONZE	SILVER	GOLD
(50 - 249 employees) Set up fee \$2000 Billed monthly \$5/ employee per month	(250-499 employees) Set up fee \$1000 Billed monthly \$2.50/ employee per month	(500+ employees) No set up fee. Billed on an annual basis (prepaid) \$2/employee per month

The **Bronze package** is a monthly commitment that can be cancelled at anytime with 30 days advance notice. It is billed on the first day of service and is for businesses with 50 to 249 employees.

(Note: that businesses with less than 50 employees may use the service however a premium will be charged – contact Vocantas directly for pricing). The package includes a \$2000 one time set up fee and then for each employee ID uploaded \$5 per month. So for example a company with 100 employees to track would pay \$2000 one time set up fee and \$500 per month to use the service.

The Silver package is a monthly commitment that can be cancelled at anytime with 30 days advance notice. It is billed on the first day of service and is for businesses with 250 to 499 employees.

(Note: that businesses with more than 500 employees that wish to pay monthly may use this service if they prefer). The package includes a \$1000 set up fee and then for each employee ID uploaded \$2.50 per month. So for example a company with 300 employees to track would pay \$1000 one time set up fee and \$750 per month to use the service.

The **Gold package** is an annual commitment. It is billed on the first day of service and is for businesses with more than 500 employees. The package is prepaid for each employee ID uploaded at the rate of \$2.00 per month. So for example a company with 600 employees to track would pay  $600 \times \$2.00 \times 12 = \$14,000$  for a year of service.