



## **BENEFITS SCHEME**

### **PERSONAL ACCIDENT INSURANCE**

#### **FREQUENTLY ASKED QUESTIONS**

**1. Why has Acorn introduced the scheme?**

The on-going feedback we receive from our temporary workers shows that job seekers appreciate the extra benefits which an agency can offer. Whilst we already offer a very high standard of service we feel this scheme will create greater value for you.

**2. How does it benefit me?**

- peace of mind whilst working on temporary assignments
- hassle-free cover – Acorn does all the paperwork for you!
- there are no medicals or questionnaires involved

**3. What paperwork do I have to complete?**

There is no paperwork to complete - all temporary workers are automatically included.

If you have opted out of the scheme but subsequently decide you want to take advantage of the package you will need to complete a registration form which is available on our website [www.acornpeople.com/benefits](http://www.acornpeople.com/benefits) or from your consultant.

**4. Who is underwriting the Insurance Policy?**

The Policy is underwritten by *Chartis Insurance UK Limited* but it is administered through *Lampier/Jelf*, which is Acorn's insurance broker.

**5. Is cover immediate?**

Accident cover commences as soon as you start work for Acorn



**6. Can I claim for accidents if undertaking work for other agencies during the same week?**

No. Cover is only available when you are working on assignment for Acorn.

**7. What is the cost of the scheme?**

£2.50 per week - this will be deducted from your weekly pay and shown in the deductions column on your payslip.

**8. What happens if I only work for one day during the week – am I still covered and is the weekly fee still applicable?**

Yes, don't worry the minimum cover is for one week.

**9. What happens if I leave Acorn and then return at a later date?**

Accident cover ceases immediately when you leave.

**10. What happens if I take holiday?**

The weekly charge will still be taken.

**11. What happens if I want to make a claim?**

A claim form is available from the website and needs to be submitted to:

**Accident & Health Claims**

Chartis Insurance UK Limited

2-8 Altyre Road

Croydon

CR9 2LG

Telephone +44 (0)20 8 6812 556

Monday to Friday, 9.15am to 5.00pm.

**12. What happens if I want to cancel the scheme?**

The scheme lapses as soon as you cease to work for Acorn.

If you decide to opt-out of the scheme but still continue to work for Acorn you should advise us in writing, using the form available on our website, giving one week's notice.

Please note we cannot accept cancellation by the telephone.



**13. Can I opt-back into the scheme at a later date?**

Yes – you need to complete the registration form on our website and return it to your consultant.

Should you then decide to opt-out of the scheme for a second time a notice period of one month is required. (Please note that it is not an option to opt-in and out of the scheme on a regular basis.)

If you have any further questions please email: [benefits@acornpeople.com](mailto:benefits@acornpeople.com) or speak to your consultant.

***Acorn Discount Club***

**FREQUENTLY ASKED QUESTIONS**

**1. What is the *Acorn Discount Club*?**

It is a web-based discount scheme which allows you access to discounts, gifts and special offers from well known retailers and brands.

The site is powered by the Jelf Group but is available to the Acorn Group.

Registering with the scheme is easy; you simply email [acorndiscountclub@jelfgroup.com](mailto:acorndiscountclub@jelfgroup.com) with the following information:

- your employee reference number
- full name including title, first name and last name
- date of birth
- address including your postcode
- your email address

The administration team will then email your user name and password directly to you. On your first visit to the site, [www.mydiscountclub.co.uk](http://www.mydiscountclub.co.uk), you will be able to change your password to one of your choice.

Should you have any problems accessing the scheme there is an email helpdesk you can contact - [acorndiscountclub@jelfgroup.com](mailto:acorndiscountclub@jelfgroup.com)



**2. How does it benefit me?**

- access to our shopping discount portal
- real savings on genuine, quality products
- great choice – the ability to shop around
- quick and easy access – you can shop from home

**3. What if I do not have internet access?**

Some of the site can be accessed via the telephone. Please contact your consultant for further details.

**4. What happens if I leave Acorn and then return at a later date?**

Access ceases immediately when you leave and if you return you can reactivate your *Acorn Discount Club* account.