

## Leverage Concierge FAQs and Guidelines

### 1. What is the Leverage Concierge program?

ACI's Leverage Concierge program acts as a virtual personal assistant to help make life easier for colleagues and family members with the intent of promoting work-life balance. ACI's Leverage Concierge offers comprehensive referrals for all personal concierge requests. Colleagues can submit requests through ACI's Leverage Concierge phone at 0808 189 6489 (UK) or 1800 817 238 (Ireland), or email your request to [leverageconcierge@the-fixer.co.uk](mailto:leverageconcierge@the-fixer.co.uk).

### 2. What services are provided?

**Virtual Concierge Referral Service** offers unlimited research and referral services for any personal need.

Examples of requests that Leverage Concierge can and cannot assist with include, but are not limited to the following (**work-related requests are not allowed**):

- Sourcing tickets to concerts, sporting events, plays
- Locating discounted prices on items, such as tickets or entertainment
- Planning vacations and personal travel
  - Leverage Concierge will **NOT** provide travel concierge services for any business-related travel.
- Arranging home and car repair services
- Securing gifts & flowers
- Researching local child, elder and pet care options
- Locating educational programs and schools, from pre-K through post-graduate
  - Leverage Concierge will **NOT** provide referrals and resources for career coaching or vocational, technical and career programs.
- Providing fitness referrals, such as gyms, spas and massages
- Booking reservations, such as car rental, dining, excursions, restaurants and more
- Helping with small-scale events and/or party planning

Per our corporate contract with McKinsey, Leverage Concierge can provide a maximum of 5 referrals per request. If these do not meet your needs, you can submit another request for an additional 5 referrals. Referrals will be sent in the best format as determined by the concierge specialist.

The catalogue of referral requests that can be performed is robust. Certain requests, such as referrals for individual medical doctors, cannot be fulfilled due to liability purposes.

Requests can be submitted anytime and typically take up to three to five business days to complete. Please contact Leverage Concierge directly to determine the feasibility of a specific request. Customer Service Center hours 9:00am – 5:00pm, Monday through Friday.

Exceptions include weekends and the following holiday schedule:

- England:
  - New Year's Day
  - Good Friday
  - Easter Monday

- Early May Bank Holiday
- Spring Bank Holiday
- Summer Bank Holiday
- Christmas Day
- Boxing Day
- Republic of Ireland:
  - New Year's Day
  - St. Patrick's Day
  - Easter Monday
  - May Day
  - June Bank Holiday
  - August Bank Holiday
  - October Bank Holiday
  - Christmas Day
  - St. Stephen's Day

### 3. Who is eligible?

Concierge services are available to all Colleagues and their family members.

### 4. Is there a fee to use these services?

- The **Concierge Referral** service is paid for by your employer. There is no fee for Colleagues to use this service.

### 5. Is there a limit to the number of requests a colleague can make?

There is no limit to the number of **Concierge Referral** requests a colleague can make.

### 6. How do Colleagues get started?

All requests can be submitted by calling the Leverage Concierge Customer Service Center, emailing [leverageconcierge@the-fixer.co.uk](mailto:leverageconcierge@the-fixer.co.uk), or visiting the Colleague Landing Page.

- Website: <http://mckinseyinternational.acileverage.com/>
- Customer Service Center: 0808 189 6489 (UK) or 1800 817 238 (Ireland)

### 7. Have additional questions?

For additional questions, please contact Leverage Concierge directly at 0808 189 6489 (UK), 1800 817 238 (Ireland) or [leverageconcierge@the-fixer.co.uk](mailto:leverageconcierge@the-fixer.co.uk).

As always, we advise you not to provide or submit sensitive personal data to third parties (i.e., Leverage Concierge). Sensitive personal data is a subset of personal data for which data privacy laws and/or McKinsey have imposed additional restrictions or obligations, and includes personal data that could cause discrimination, financial loss, or significant embarrassment and distress if inappropriate used or disclosed, such as racial or ethnic origin, political opinions, religious or philosophical beliefs, health data, criminal offenses, convictions and criminal records, genetic or biometric data, disability information, unique government identifiers (i.e., SSNs).