

## Service Specific Terms and Conditions:

### Social Security Services

*The following terms apply to any engagement for the provision of Social Security Compliance Services.*

#### Scope of Services

*Vialto will provide social security compliance services (the “**Social Security Services**”) to Client in respect of Client’s employees (the “**Authorised Employees**”) who are or may be working outside of their home jurisdictions. Such Social Services may include facilitation and procurement of certificates of coverage, A1s and other social security applications with authorities or other compliance services as required to ensure Social Security compliance during their international working.*

*Where the Social Security service is initiated due to the risk assessment outcome, we will obtain the relevant initiation instruction and information for the application, where available, to manage the downstream compliance actions. Once complete information is received, Vialto will then complete the required application process for each traveller as follows:*

- Assess data received to confirm completeness. If additional data points needed from Client and / or traveller, request these additional data points in a standard electronic questionnaire or through other means (e.g. secure e-mail communications, secure file exchange etc.);;*
- In cases where there is missing information from the traveller or Client, one chaser is included within the fixed fee quoted per application;*
- Prepare and submit online (or alternative) application including required documentation with the relevant home authority;*
- Act as a central point of contact for Client in relation to issues regarding the gathering of data for applications / dealing with queries and clarifications requested from the relevant Social Security country local authorities;*
- Confirm document requirements and track status of retention requirements in the Platform;*
- Provide proof of submission of the Social Security application for Client’s / traveller’s records via the Platform.*

#### Complex case review/consulting:

*Vialto will provide specialist review of complex cases, which cannot be fully assessed in an automated manner via your preferred travel risk assessment providers system and/or on an ad hoc consulting basis, as requested by you from time to time. This may include but is not limited to:*

- Cases where there is uncertainty on whether or how the Social Security rules will apply;*
- Travellers who are deemed by Client to be multi-state commuters or identified as VIPs and therefore requiring an alternative service.*
- Correspondence with the authorities in respect of notifications following initial submissions;*
- Supporting with correspondence with the authorities in response to any audits or investigations;*

- *General advice regarding Social Security implications.*
- *Assistance with regularising the position of a traveller who travelled without the correct A1/Certificate of coverage / contrary to the advice provided by Vialto.*

### **Additional Client's Responsibilities**

- *Client will provide a competent member of the staff from whom Vialto may accept instructions. This individual will have the requisite skills and competence to evaluate Vialto's services performed under this Exhibit, and we will refer all substantive decisions relating to these services to him/her, or someone authorised to make decisions on their behalf.*
- *Client retains responsibility to review information provided by Vialto and identify any errors or omissions and promptly notify Vialto of any such errors or omissions.*
- *Client and/or the traveller will provide accurate and complete information to Vialto in a timely manner. Vialto will be entitled to rely on, and will not verify any information provided by, or on behalf of Client which relates to the Services. Penalties may be incurred if applications are filed late. Accordingly, it is essential that Vialto has all of the necessary information to prepare the required applications in sufficient time to make the application without incurring penalties.*
- *Vialto shall have no responsibility for delays or liabilities, including interest, surcharges and penalties, caused or materially contributed to by:*
  - *the supply to Vialto of inaccurate or incomplete information;*
  - *the failure to supply Vialto with the information Vialto needs within the agreed timeframes; or*
  - *failure by Client to follow our instructions.*

### **Excluded Services**

*If Vialto is required, or requested by you, to perform any of the following non-incident work, a further fee may be charged in accordance with the time spent and the charge-out rate of the staff involved:*

- *chasing (beyond initial round of chasing included in scope), auditing, reconciling, correcting and interpreting Client provided data;*
- *provision of non-standard reports;*