

Leverage Concierge FAQs and Guidelines

1. What is the Leverage Concierge program?

- a. ACI's Leverage Concierge program acts as a virtual personal assistant to help make life easier for employees and family members with the intent of promoting work-life balance. From planning the vacation of a lifetime to providing childcare referrals, ACI's Leverage Concierge offers comprehensive referrals for all personal concierge requests. Employees can submit requests 24/7/365 through ACI's Leverage Concierge toll-free phone, landing page and email.

2. What services are provided?

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

Examples of requests that Leverage Concierge can assist with include, but are not limited to:

- Sourcing tickets to concerts, sporting events, plays
- Locating discounted prices on items, such as tickets or entertainment
- Planning vacations and personal 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
- 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

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.

3. Who is eligible?

- a. Concierge services are available to all employees.

4. Is there a fee to use these services?

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

5. Is there a limit to the number of requests an employee can make?

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

6. How do employees get started?

All requests can be submitted by calling the Leverage Concierge Customer Service Center, emailing info@leverageconcierge.com, visiting the secure program website, or downloading the Leverage Concierge App.

- Customer Service Center: 888-301-9521
- Website:
 - Go to <http://exelixis.acileverage.com/>
 - Click the "myLeverageOnline" link
 - Create a new account using Exelixis' company code: **EXEL14676**
 - Sign in and start accessing benefits immediately!

The Concierge Referral service is available 24/7 via the Leverage Concierge Customer Service Center or website.

Have additional questions?

For additional questions, please contact Leverage Concierge directly at 888.301.9521 or info@leverageconcierge.com