**Circles Concierge** is your Personal Assistance service that saves you time and brings balance to your hectic life. By taking care of everything from the ordinary to the extraordinary, Circles makes your life easier.

Here is a quick guide for answers to commonly asked questions about the service provided by Circles.

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What is the Circles Concierge service?

Circles is your on-demand resources for any task that’s on your “to do” list, both personal and work related. Have you ever wished you had someone else to take care of things for you? Now you do. Concierge is here to serve as your:

• Personal Shopper – gift ideas, product comparisons, flowers and gift baskets

• City Entertainment Guide – local tours, nightlife, activities

• Research Expert – hard-to-find items, product comparison

• All-Purpose Coordinator – party ideas and planning

• Travel Planner – airfare, hotels, car rentals, itineraries

And so much more! No request is too big or too small!

How can I place a request with Concierge?

Delegating a task is easy whether you are at work, at home or on the road. Call Concierge toll free, 24 hours a day, 7 days a week, 365 days a year to speak directly with a personal assistant. Contact your HR department for your dedicated phone and email or use the “Contact Concierge” link on the member website.

Who completes my request?

Circles Concierge professionals handle all of the details of your requests. The personal assistants work together in teams to research your request and provide you with the best results.

Concierge has access to a wealth of resources to find the best possible solutions to meet your needs including: a proprietary knowledge base of expert resources, a network of preferred providers, unique research tools as well as internal category specialists.

What type of information should I be prepared to provide?

When you place a request with your Concierge they will ask you a variety of questions that are tailored to your type of request. For example, if you are looking for a dining suggestion in New York City, your Concierge will typically ask what type of cuisine, how many diners and other pertinent questions. Any personal information you provide will only be used to complete your request.
When can I expect a response?

Most requests are completed within two to three business days. When you place a request you will be given a date and time to expect your results. Your Concierge will always try to complete every request as soon as possible. If your request is urgent, please inform your Concierge of the time-sensitive nature of your request, and they will do their best to accommodate your needs.

What type of information will be included in my response?

The response to your request will contain the information you requested and may also include additional suggestions to help you make informed decisions.

Your Concierge will utilize a variety of resources to assemble and create a response with the best information available, delivered via your preferred contact method, either by phone or in an easy to read email.

How do I know the services or vendors recommended by Circles are reputable?

All requests are completed on an individual basis and are specifically crafted to meet your needs. Concierge strives to complete each request with the highest of quality standards. All providers recommended by Concierge have been checked with the Better Business Bureau and/or local Chamber or Commerce.

How will I know my request has been completed?

If you do not receive an answer to your request during your initial call with a personal assistant, you will be contacted via your preferred method, typically email or phone by the date and time promised to you by Concierge. When placing requests via email or web, please include a phone number so that we may follow up with a phone call to ensure your emailed results were received.

How do I cancel a pending request?

If you wish to cancel a pending request, call our toll free number and any Concierge will be able to assist you.

What is the cost to me to use the service?

The Concierge service costs you nothing, no matter how much you use it. You only pay for goods, services or errands that you authorize us to purchase or book on your behalf.
Do I have to register before I can use the service?

You do not have to register for placing requests via phone or email. To use the concierge service, simply contact a personal assistant at our toll free number, 24 hours a day, 7 days a week, 365 days a year and you will be able to place a request in a matter of minutes.

If you wish to submit a request through our online Circles secure member website, please go to the web URL provided by your HR department and click on “Sign up for your FREE Circles account” to register as a first time user.

NOTE: Any personal or contact information you provide to Circles Concierge is private and confidential and will only be used to complete your requests.

Is there anything Concierge will not do?

Yes. There are certain types of requests that Concierge does not fulfill for a variety of reasons, as outlined below.

• Adult Entertainment – Concierge does not provide information on adult entertainment

• Real Estate – The personal and sometimes confidential information needed to complete this type of request hinders Concierge’s ability to provide the highest quality service. Experience has shown that a majority of companies will not release billing and/or account information unless the individual named on the account is the person who is actually on the telephone.

• Child & Elder Care, Doctors, Lawyers, Insurance Quotes and Financial Advisors – Due to the highly personal nature of these services, Concierge does not provide referrals for child & elder care (such as assisted living facilities, babysitters, nannies), doctors, lawyers, insurance quotes or financial advisors.
What are some examples of how Concierge has helped others?

Circles handles everything from the ordinary from the extraordinary. Here are just a few examples of how members have used the service.

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**Derby Mahem: Helping to Impress Clients**
A member contacted Concierge for assistance in planning an executing a client event at the Kentucky Derby for 100 people. Concierge arranged transportation, hotel accommodations and 57 dining reservations and provided local information on events in Louisville to help make the weekend successful, memorable and enjoyable. The member and his clients were all blown away by their weekend at the races.

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**Thesis Crisis: Delivering Timely Work for Timely Professionals**
One member needed to deliver her doctoral thesis to her professor who was staying at a rustic hotel in Sicily. While the document was available as a PDF and able to be emailed, the professor’s hotel did not have the capability to print it or receive a fax. The document was extremely confidential as it was doctoral work that was to be published, and the work needed to reach the professor within 24 hours.

Concierge located a resort about 20 minutes away from the hotel that was willing and able to print the document (all 200 pages). Arrangements were then made for a cab driver to courier the printed materials to the professor at his hotel in time to meet the deadline.

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At Circles we strive to ensure our members are treated with the highest level of customer service.

“I cannot say enough how much I value this benefit. You have saved me immeasurable amounts of time - which is so important as I transition my living from California to Texas. It’s like have dozens of little helpers making life that much easier for me. I SO appreciate this service.”

“We decided to book a getaway somewhat late, given the peak travel time. Oscar provided excellent information that helped us secure a great itinerary during a peak February vacation time. He was patient with all of my questions and has a very nice way of working.”

“Tracking down information about a birthday party for my daughter was a huge help. I could never have time to look for this information.”

“Concierge was able to find out activities my family could do together that I know I wouldn’t have found. I am so thankful, because of Concierge we were able to do things that we would have never done. Even better, my one year old enjoyed every minute of it!”