

HC3 Client FAQ

Will my day to day client service representative change?

No, your current BSI client service representative (CSR) will remain as your daily contact for processing work.

Will my billing change?

The pricing model that is listed in your contract will remain the same, but the invoice will be updated to reflect movement into the HC3 billing system at a later date.

Will postage be handled differently?

Postage pricing and processing will remain the same as the current set up stated in your contract.

Who do I contact if I have further questions and issues that my CSR contact cannot handle?

Please feel free to call your client service representative who will set up a meeting with best internal contacts to answer your specific questions.

Is a due diligence packet available for our compliance department?

Due diligence packets are available on request. Inquiries can be shared with Jeff Clark, Director of Compliance.

What is the best way to contact HC3 moving forward?

We welcome any additional questions. Please feel free to reach out to your client services representative. All BSI email addresses, and phone numbers will remain active during this time. For any additional information about HC3, please feel free to visit the HC3 website at hc3.io.

How will my contract be handled during the transition?

HC3 will honor all existing contracts throughout and after the acquisition.

What is the process for transitioning my company to HC3?

A dedicated contact will be assigned to work with you throughout the acquisition process. HC3 is committed to providing a smooth transition and will accommodate your unique needs.

Who do I call if I have a question about my products and services?

Please feel free to call your client service representative who will set up a meeting with the best internal HC3 contacts to answer specific product questions.