



The Claims Solution
Insurance Staffing Experts Since 1991

Policy and Procedure Guidelines

Employment with The Claims Solution is contingent upon the availability of jobs, your qualifications to perform the position available, verification of your past employment, a clear criminal record, and the result of a potential credit check as dictated by the client company. Also, your professional conduct as referenced below will assure maintaining the assigned position.

1. Applicant agrees to complete all job assignments. If you are unable to complete the time frame of the assignment as agreed upon, the applicant shall provide **AT LEAST A ONE WEEK NOTICE**. Should you choose not to provide a one-week notice, unemployment benefits may be effected.
2. If you have completed your job assignment, please contact us immediately for an additional assignment. When not on assignment, you should check-in weekly and provide contact information for future assignments. You also agree to provide change of address, phone numbers and email addresses. Failure to do so can result in your unemployment benefits being denied. If you have not contacted us in thirty (30) days, we will consider that a voluntary quit and your file will be inactivated.
3. Applicant agrees to keep all information obtained through The Claims Solution and our Clients confidential. Please do not discuss any confidential and/or proprietary information that you have had exposure to during your assignment.
4. I understand that if I am running late or will be absent, I must contact The Claims Solution and the Client to advise them of the situation. If I have excessive tardiness or absenteeism, I understand that my job can be terminated and it can have a negative result regarding my unemployment benefits.
5. It is the policy of The Claims Solution to maintain a drug/alcohol-free environment.
6. Applicant agrees that all information provided by the applicant is true to the best of their knowledge. Falsification of records will result in immediate termination.
7. The time card should only reflect the actual hours that I have worked. I understand that it is my responsibility to ensure my time sheet has been received by The Claims Solution at the prescribed time. Failure to have my time sheet in by Monday at 10am EST (or otherwise advised during holidays) will result in delay of my paycheck.
8. Applicant agrees that while at the Client site all personal phone calls will be kept to a minimum. Cell phones should be turned off or be placed in silent or vibrate modes. Receiving and returning personal calls should be done during lunch or break times, unless it is an absolute emergency.
9. Applicant agrees that Internet usage will be strictly utilized for tasks related to assignment purposes as dictated by the Client Company. Abuse of Internet privileges could result in assignment termination.
10. Applicant agrees to conform to the suggested dress code outlined by The Claims Solution prior to the beginning of the assignment. Failure to conform to the suggested dress code could lead to a reduction in future job opportunities through The Claims Solution.



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11. If I am injured on the job, I am to call The Claims Solution immediately. The Claims Solution maintains workers' compensation coverage for employees who are injured during related tasks. The Claims Solution will provide you with a list of approved providers for you to choose from. Drug testing is required post-accident for all injuries.

I have read and understand the statements listed above. By signing below I have agreed to abide by these statements as a condition of my employment with The Claims Solution.

Employee Signature

Date

Employee Printed Name