



FREQUENTLY ASKED QUESTIONS

1. Why contract with Arise instead of contacting the clients directly?

- Arise has established relationships in the virtual call center industry, and with many of the companies that are looking for customer service employees.
- Arise has an established infrastructure to source and pay service providers like HarborView Pros, so no one is reinventing the wheel. They have been doing this for well over a decade.
- The cost for a business to vet and hire employees is much greater than you'd think. On average, it costs an employer \$10 per applicant to review resumes, and nearly \$5,000 to vet & hire a prospective employee after conducting a background check, the initial phone interview, in-person or virtual interviews thereafter, and accounting for the HR or hiring manager, and/or other management's time in conducting training programs for new recruits. After posting a job opening online, companies receive thousands of resumes, and even if using AI software to narrow down results to a few hundred of applicants, it is still an expense of \$3000 in company resources to find & hire just one employee.

Virtual Call Center/Remote Customer Support services like Harborview eliminate these cost-equivalent expenses to the client company by sourcing and selecting employees that have already been pre-vetted and verified in meeting the minimum requirements for employment. We also manage all contracting and payroll-related paperwork that is required for your employment as an independent contractor and serve as a main contact for employment and payroll-related questions and concerns.

HarborView receives no compensation from the hiring companies for these services, and therefore the cost of employment is passed along to each remote customer support contractor by way of a small fee of \$89 per pay cycle.

2. Why does Arise charge a Platform Usage Fee?

- Charging a fee ensures that the employees are invested in the work. Customer service jobs have a somewhat higher turnover rate than other positions, and an even higher rate of missed work for callouts, and no show/no calls. Charging a fee and

requiring pre-certification and training ensures that employees are serious about employment; they are vested in the process, and after completing training and paying a fee, are more likely to show up every day for work.

- The reason the fee is paid every other week (bi-weekly) is to cover the cost of employment. Because you are technically a 1099 contractor, the Virtual Call Center is responsible for tracking your hours, paying you on a bi-weekly basis, and handling reporting to the IRS and to you, by providing you with a form 1099 at the end of the year, so that you can file your state and federal income taxes.

Taxes & Payroll take a significant amount of administrative time and expense. As a partner company to the clients that are looking to hire you for customer support roles, we take care of all payroll and compliance requirements for you, as an e-commerce virtual assistant.

We handle everything, from:

- Tax compliance
- Payroll processing
- Legal requirements
- International payment regulations

This set up provides a simple, worry-free solution to you and our clients to ensure that everything is managed properly and legally.