

FREQUENTLY ASKED QUESTIONS (FAQ) – ANNOUNCING OUR NEW COMPANY (EXTERNAL USE ONLY)

Last Update: April 5, 2019

We are thrilled to announce that as of April 8, 2019, Kronos HSG has officially become Cadient Talent. As your new management team for the company, we could not be more thrilled about the incredibly bright future it holds for all of us!

In anticipation of questions you might have, we have created this FAQ document to share more information with you about this exciting news.

If you have further questions, please email Success@CadientTalent.com or speak with any member of the management team. We will also update this document as more information becomes available.

Our new company name is Cadient Talent.

Other than the name change, it is business as usual, with everyone continuing to provide stellar service to our new and long-standing clients. Over the coming weeks, we will share our new brand logo and look & feel, new marketing and sales materials, an initial splash page, and then a first version of our new website.

EXTERNAL FAQS

Q1. Will the contact information for my customer service representative change; are the Kronos email addresses and phone number we have still active?

- A.** Your client success team will remain unchanged. However, the email address will change to the CadientTalent.com domain. Our new contact information is:
- Customer Success: Success@CadientTalent.com or (866) 332-1771
 - Technology Support: Support@CadientTalent.com or (866) 332-1771

Q2: What should I tell our people in the field? Will they notice any changes?

- A.** Field managers will not experience any changes in the application or service levels. In the coming months, we will focus on specific enhancements to provide greater value to candidates, field managers, and talent acquisition teams.

Q3: What should I say to my colleagues in Accounts Payable/Finance?

A. Contractual terms for existing contracts will not change, however, customers will see a new payment remittance address on invoices after April 8. Cadient Talent is committed to provide accurate and timely invoicing as well as timely responses for any issues that may arise.

Q4. What should I say to my colleagues in IT?

A. IT personnel should be made aware that new domain names such as CadientTalent.com should be whitelisted so that communication is not caught in spam filters. URL transition will take place over the next 120 days. Customers will be kept abreast of the changes as they approach.