

EXIT MANAGEMENT PLAN

Action	Due Date	Who responsible?
System & Administration		
Ensure new benefits platform in place (where applicable)	In time for the date of termination or expiry	Customer
Provide wording for OneHub holding page	not less than 1 week before the date of termination or expiry	Customer
OneHub platform to be closed to Customer employees	on the date of termination or expiry	Benefex
Upon closure date direct any traffic to agreed holding page	on the date of termination or expiry	Benefex
Provide wording for telephone recorded message and e-mail auto-reply	not less than 1 week before the date of termination or expiry	Customer
Close Telephone Support phone lines	on the date of termination or expiry	Benefex
Implement recorded message on phone line and e-mail auto-reply	on the date of termination or expiry	Benefex
Provide report of employee cases	on or around the date of termination or expiry	Benefex
Provide final HR file	in accordance with the Processing Calendar	Customer
Process new joiners for final agreed month	in accordance with the Processing Calendar	Benefex
Stop producing new joiner communications from OneHub	within 3 Business Days after the processing of the final HR file	Benefex
Final Benefit Provider reports to be sent to Benefit Providers	in accordance with the Processing Calendar	Benefex
Final payroll reports to be sent to payroll provider	in accordance with the Processing Calendar	Benefex
Inform Benefit Providers of new contacts moving forward	on or before the date of termination or expiry	Customer
Customer SFTP site disabled	on the date of termination or expiry	Benefex
Final Customer Data		
Provide final benefits data report to Customer as at date of termination	on the date of termination or expiry	Benefex
(Pension Auto Enrolment Module only) Report of Pensions Records for all active Employees (except date postponement notices sent)	on the date of termination or expiry	Benefex
(Pension Auto Enrolment Module only) List of Auto Enrolment communications by reference to Employee ID for last 7 years.	on the date of termination or expiry	Benefex
Following the provision of the above reports, Benefex shall delete all Customer Data in accordance with its data retention practices.	within 3 months of the date of termination or expiry	Benefex