

# What to Expect Working with our Service Team

## Obsidian HR's Service Team

Obsidian HR's dedicated Service Team will field all your first-line questions and strives to get you the information you need as quickly as possible. This document outlines what to expect when working with our Service Team and when your Client Success Partner may join the process.

### First Line Support

Obsidian HR's Service team answers questions sent via email to [help@obsidianhr.com](mailto:help@obsidianhr.com) and phone calls received at 303-802-2055.

### Benefits Interactions

Employers and our Service Team normally interact about benefits regarding open enrollments, life events, and questions about medical cards. Our team will connect you with the resources you need and provide insight into additional benefits your growing firm may find necessary.

### Human Resources Interactions

Regarding topics related to Human Resources, employers and our Service team communicate about employee terminations, work site location changes, short-term disability, upcoming State and Federal Law changes, and minimum wage changes, to name a few. Our team will also be able to help field questions regarding compliance and reporting procedures related to your business and industry.

### Workplace Safety

Obsidian HR takes workplace safety seriously. Our Service Team will immediately direct workers' compensation claims or injury reports to our Workplace Safety Center of Excellence. Our Workplace Safety Center of Excellence will also be notified of any work site location changes to ensure the correct procedures are taken.

### Tax and Compliance

Notices of changes to Federal and State Taxes are sent to all applicable clients, but at times you may need help with other tax concerns. Our Center of Excellence for Tax and Compliance will be notified and involved in answering and rectifying any tax issues.

### Payroll Processing

While we have a separate document covering What to Expect with Payroll Processing (will link), our Service Team responds to payroll questions but relies on employers to review and validate their data.

### Client Success Partner

At times, clients may have more complex questions that require our Centers of Excellence Leaders to assist in resolving the issue. If this happens, our Service Team will notify your Client Success Partner that your case needs to be escalated to our respected Center of Excellence. Your Client Success Partner will coordinate the escalation process, ensuring an effective and timely resolution.