

## FAQs

### What programs are available for purchase?

Four program options, outlined below, are available at discounted pricing. Please refer to the Citizens Family Career Assist Program Details document for further details.

- **Program 1 - Family Career Assist Spotlight™ Access (\$20/6 months):** RiseSmart platform "Spotlight," offers automated job search with SmartMatch AI. Your family member will have access to BrightSpot (skill-based AI), recorded webinars, resume and cover letter tips, communication templates and more.
- **Program 2 - Family Career Assist Spotlight™ + Resume Critique (\$150/ 6 months):** includes all components of Program 1 plus a resume critique, providing your family member with recommended edits to improve their resume.
- **Program 3 - Family Career Assist Introductory Career Support (\$500/ 1 month of enhanced support and lifetime access to Spotlight alumni portal):** 1 month access to a Career Coach with 2 dedicated sessions and a job concierge to help source jobs during the 1-month period. In addition, your family member will have lifetime access to RiseSmart "Spotlight" alumni portal. Spotlight offers automated job search with SmartMatch AI and resources and tools to assist with a job search.
- **Program 4 - Family Career Assist Advanced Career support (\$1500 / 3 months of enhanced support and; lifetime access to Spotlight alumni portal):** Unlimited number of dedicated coaching sessions for 3 months. The RiseSmart team will also create a resume and provide high touch branding support and assist with interview prep. The job concierge will help source jobs for the 3 months. In addition, your family member will have lifetime access to RiseSmart "Spotlight" alumni portal. Spotlight offers automated job search with SmartMatch AI and resources and tools to assist with a job search.

### Is a credit card the only way to pay?

- We accept credit cards and PayPal payments to make getting our services as quick and easy as possible.

### Is my credit card information secure?

- Yes. We use Shopify to ensure a secure shopping experience for our customers. Shopify is certified Level 1 PCI DSS compliant.

### What happens once I purchase my program?

- Once your program is chosen and the fee is paid, your family member will receive a confirmation of payment from RiseSmart & Shopify. Within 24 hours, they will receive an email communication from the RiseSmart Engagement Team with a link to get started. They will also receive a communication from Kelly Collins at RiseSmart to confirm the name and location of the Citizens employee who referred them to our program.

### Who is Randstad RiseSmart?

- Randstad RiseSmart was founded in 2007 and is the leading provider of contemporary career transition services for organizations in more than 40 industries and 100 countries. Randstad RiseSmart combines dedicated career coaching and personal branding with patented technology and tools to support transitioning employees.

### Who can I contact with questions?

- Please contact Kelly Collins via phone 408.800.9171 or Email: [kelly.collins@randstadrisemart.com](mailto:kelly.collins@randstadrisemart.com)