



Our service commitment

Tips to improve your interactions with YESPAY!

Help us serve you better

We value your interactions with us. Clear, constructive feedback and suggestions are useful to help us in our regular review of policies, processes, and services.

You can help us serve you better by:

- **Identifying yourself clearly**, including your name, NRIC or FIN number, contact details and helpdesk case reference number.
- Providing **accurate, clear and complete information and documents** within the stipulated timeline. This will save time and help you avoid delays in processing your request.
- Being **civil, honest and professional** in your dealings with us. Please understand that we will not respond to any person who is abusive, offensive or threatening in language or behavior.
- Using the **right service channels** meant for the services that you need.

Use e-Services where possible

We strongly encourage you to use the **e-Services** available, which are faster and more convenient than in-person interactions. Our main service platforms are:

- **YESPAY! ePortal** - perform password reset and update personal information
- **@yespaygroup.com** – email online enquiries, feedback and suggestions or report technical issues.
- **Contact us**- find YESPAY! locations and phone numbers.

What you can expect from us

We strive to meet the following service standards:

Request	Processing time
Online Onboarding of employee and activate ePortal	Within 3 working days.

Request	Processing time
Resignation of employee and computation	Within 3 working days or notice period (whichever is shorter).
HR ad-hoc reports	Within 7 working days. Some cases may take more time.

For replying to enquiries or feedback

For this channel	We aim to
Phone	<p>Make our lines accessible.</p> <p>Call volumes are high. We seek your understanding if you have difficulty getting through to speak to our officers.</p>
Emails	<ul style="list-style-type: none"> • Reply to general email enquiries within 24 hours. • Give an interim reply to email enquires within 24 hours for case-specific that requires more detailed follow up action.

For walk in services (Submit data, timesheet and cheque collection)

For these customers	We aim to
With appointment	<p>Serve you promptly if you arrive on time.</p> <p>As some cases may overrun their allotted time, we will do our best to serve you within 30 minutes.</p>
Without appointment	<p>Attend to you as early as we can.</p> <p>We will give priority to customers with appointments. You may have to wait up to 1 hours, as we are not in office (12:00noon to 1:00pm).</p>