

NVIDIA FAQs & Guidelines

1. What is offered under this program?

NVIDIA understands the challenges of balancing work and personal life. To help, we have made a Virtual Concierge and Errand Running program available, through Leverage Concierge. These benefits are designed to help give time back to employees and promote work-life balance.

2. What are the difference between the two services?

Virtual Concierge Referral service offers unlimited research and referrals and access to requests is available 24/7. Exceptions include the following holiday schedule:

- New Year's Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day

Examples of requests which Leverage Concierge can assist with include, but are not limited to:

- Locating discounted prices on items, such as tickets, entertainment and gifts
- Arranging home care and repair services
- Researching local child, elder and pet care options
- Booking reservation services, such as car rental, dining, excursions and more
- Helping with events or party planning
- Planning vacations and personal travel
 - *If employees need help with business-related travel or immigration requests, this can be found via the Global Travel Program located at NVINFO > Travel.*

The catalogue of referral requests that can be performed is robust, and employees are eligible for unlimited virtual concierge referrals. Requests can be submitted anytime and typically take up to three (3) business days to complete. Please contact Leverage Concierge directly to determine the feasibility of a specific request.

Errand Running offers a personal errand runner to all U.S. based employees to assist with everyday tasks during regular business hours 8:00am – 5:00pm, Monday through Friday, local time.

Exceptions include weekends and the following holiday schedule:

- New Year's Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day

Examples include, but are not limited to:

- Flower delivery
- Gift shopping and returns
- Personal shopping
- Package delivery and post office services
- Waiting services – errand runners can wait for products and/or services, such as waiting at your home for a furniture delivery or cable installation
- Dry cleaning drop-off and delivery
- Dropping off your car for maintenance services
- Grocery shopping
- Food delivery
- Car maintenance services – Intended for regular maintenance, oil changes, etc. Leverage errand runners cannot move a vehicle with known damage that could create a potential risk to either the errand runner or the property. Appointments for are subject to availability by the service provider.

3. Who is eligible?

The Virtual Concierge Referral service is available globally to NVIDIA employees. Leverage offers the Errand Running program in the U.S. only.

4. Is there a fee to use these services?

There is no service fee to use these services unless the employee is requesting an urgent request.

*See details in question #6. Employees are only responsible for the payment of items or services purchased on their behalf, plus any additional expenses incurred due to urgency

5. Is there a limit to the number of Errand Running requests an employee can make?

Yes, errand running services are limited to a maximum of six (6) hours per U.S. employee, per month.

6. What else should I know about the Errand Running?

- A minimum of 24-hour notice is required.
 - Urgent requests requiring service with less than 24-hour notice will incur a \$10/hour service fee at the employee's expense. Same day requests are not guaranteed.
- Completion of requests, including urgent requests, depends on the errand runners' availability.
- Subject to a 40 lb. total weight restriction and a 50-mile radius.
- Only personal event requests are allowed. No internal business-related events allowed.
- Employees are responsible for payment of all goods and services purchased associated with errands performed.
- Employees personal vehicle insurance is considered the Primary coverage for errands including, but not limited to car wash, car repair, transport and maintenance by an Errand Runner. The employee must be the registered owner of said vehicle and comply with all Proof of Financial Responsibility (insurance) requirements as may be required by law.
- If an employee requests additional errands, over the 6 hours per month, Leverage Concierge can accommodate and arrange for additional services. The employee is responsible for the total cost of the errand over six hours, based on the local market rates.

7. Are there any restrictions on the Errand Running services?

The catalogue of requests that can be performed is robust, however, the following services are not currently available:

- Alcohol or medication (Rx or OTC) pick-up/delivery
- Handling of any one object worth more than \$500, such as jewelry, watches or furs.
- Transportation services (i.e. taxi/Uber/Lyft services)
- Transporting children or pets
- Internal business-related event planning
- Personal administrative tasks (i.e. envelope stuffing, addressing envelopes, creating files, etc.)
- Signing on behalf of or impersonate an employee or family member. The errand runner can only sign if it is allowable to sign their own name.
- Home maintenance (e.g. housecleaning, washing and/or folding laundry, gutter cleaning, decorating)
- DMV services

8. How do I receive my Errand Running deliveries?

For office deliveries, the errand runner will attempt to deliver items to the designated location provided on the request. If the employee is not able to meet the errand runner at the designated location or is not able to be reached via the contact number provided, the following will apply:

- **Santa Clara** – employee will be responsible to designate another employee to receive the items on their behalf.
- **U.S. Field Offices** – delivery will be left with the office manager. If the office manager is not available, the item will be delivered the following day.

For home deliveries, if you are not able to meet the errand runner, you should indicate whether the package can be left at the door or with a designated recipient.

9. How is the payment transaction handled for Errand Running?

The errand runner will only purchase goods and services with consent from the employee and will pay up front via a Leverage Concierge credit card. In the case of a service or purchase totaling more than \$500.00, the employee will be required to pay the vendor directly, at the time payment is due. Once the service is completed, a Leverage Concierge Customer Service Representative will call the employee to ask about the experience and collect payment. All payments are processed through PayPal; therefore, a credit card or PayPal account will be required. All PayPal fees are paid for by Leverage Concierge.

10. Do employees need to tip Errand Runners?

No, tipping is not allowed.

11. Can Errand Runners be trusted with personal requests and items?

Leverage Concierge Errand Runners are bonded and insured to meet strict vetting criteria. Errand Runners must be in business for over five years, submit multiple references, and have local affiliations with concierge and errand running associations.

12. How do I register?

To get started, please register via the NVIDIA Leverage Concierge portal.

** This is a third-party provider and not a part of the NVIDIA Single Sign On. Do not use your NV account password.*

- Go to <http://nvidia.leverageconciierge.com>
- Click the "myLeverageOnline" button at the top of the page.
- Click on the Get Started button to create a new account.
- Complete the registration form.
 - **NVIDIA email address required to confirm registration**
 - Location = your NVIDIA office
- Click the REGISTER button to submit.

Upon completing your registration, you will receive an email to validate and activate your account. Acknowledge and accept the terms of use and begin using the service.

13. How do I submit a request?

Once you have registered via the NVIDIA Leverage Concierge portal, there are several ways to submit a request:

- NVIDIA Leverage Concierge Portal - <http://nvidia.leverageconciierge.com>
- Leverage Concierge Mobile App:
 - Apple App Store: [iPhone Leverage Concierge App](#)
 - Username = NVID | Password: 11232
 - Google Play Store: [Android Leverage Concierge App](#)
 - Company Code: NVID11232
- By phone: 888-301-9521
- By email: info@leverageconciierge.com

14. Have additional questions?

Please contact Leverage Concierge directly at 888-301-9521 or by email at info@leverageconciierge.com.