

What is the Employee Service Center?

The Employee Service Center is your central source for human resource services. Beginning July 13, you can call one number, **203-432-5552**, or visit us to get answers about your benefits and employee services. There's no need to contact your HR Generalist or the Benefits office because a trained Yale customer service representative will handle your inquiries. With reliable service each time you call or visit, the Employee Service Center will be the place to get the information when you need it. We're here for you.

- Get up-to-date information about your benefits, payroll, and employee information.
- Make changes to your benefits plans and employee information.
- Receive quick, helpful, and accurate answers to your human resource questions.
- Find out about retirement benefits, human resource policies, or request forms for a payroll deduction or direct deposit, and *much more!*
- You may call the Employee Service Center Monday through Friday, between 8:30 a.m. and 5:00 p.m. Visit the website at www.yale.edu/EmployeeServices for more information.

How does the Employee Service Center work?

When you call the Employee Service Center, a Yale customer service representative will respond to your questions about benefits, payroll, or changes to your employee information. Forms can be completed online, emailed or faxed to us at **203-432-5153**. If you reach us by email, employee.services@yale.edu, you will receive a prompt response about the status of your inquiry and when to expect an answer.

Most inquiries can be answered immediately by the representatives. However, if a question needs more research, the customer service representative will work with other HR staff members to find the answer or, if appropriate, escalate the call to another member of the HR team. When responding to inquiries, the representatives will respond via phone or email, according to the individual's preference and will always check back to see if the inquiry is resolved.

We are using state-of-the-art technology to document your query so you won't have to repeat your question if your call is referred. By tracking the concerns that are most frequently raised, we'll be able to make improvements to our service and employee communications.

Can I drop by the Employee Service Center to talk to a customer service representative in person?

First, contact a customer service representative by phone. If you need further assistance, you may choose to meet with a customer service representative in the newly renovated Employee Service Center at 221 Whitney Avenue.

Who will see my personal information?

Your personal information is safe, secure and confidential. Only authorized customer service representatives and human resources experts will be able to access your personal information.

What other changes can I expect to see?

Getting the Employee Service Center up and running is the first step to providing *self-service when you want it and personalized service when you need it*. In the future, you will have the option to access your benefits or employee information and make changes on-line whenever it's most convenient for you.