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| **ID** | **CR01** |
| **PREM:** | **Certification Added to Profile** |
| **CLOUD:** | **Certification Added to Profile** |
| **Domain:** | **Compliance** |
| **Action Name:** | **Initial Combined Compliance Assignment email (Sent on Day 0)** |
| **Code:** |  |
| **Named Quires:** | **Learner with required certification** |

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| **Subject**: ACTION REQUIRED: Mandatory BCG Trainings - Deadline: @HeldCertification\_Target\_Date@ |
| HEADER: BCG REQUIRED TRAINING  Hi @HeldCertification\_Learner\_FirstName@,  As a member of the BCG community, you are expected to complete specific BCG required training modules that will familiarize you with core BCG principles and standards, and educate you on topics that are of high importance to BCG.  **[Click here](https://bcgsb.sabacloud.com/Saba/Web_spf/NA3T1SNB0195/common/myMandatoryListDeepLink)** to access all of the trainings assigned to you on BCG's learning platform - LAB.   What you need to know:   * The deadline to complete all modules is **@HeldCertification\_Target\_Date@** * Each course will take approximately 30 minutes to complete * Submit the electronic acknowledgement at the end of each course to ensure a successful completion   **Please note: Completion of and signed acknowledgement for each training assigned to you is mandatory. If you fail to complete the trainings in the time required, your e-mail will be suspended until the training and acknowledgements are completed.**  **Who you can ask questions:**   * If you do not have LAB access, please contact your local HR representative for further action * For technical issues accessing the modules, please contact the [Service Center](http://its.bcg.com:8082/#?%0Asid=194) for support * For all other questions about the modules contact [compliancetraining@bcg.com](mailto:compliancetraining@bcg.com)   Kind regards, BCG's Compliance Team  Best practices for accessing the training easily and without interruption are as follows:   * Complete the training online in LAB using Internet Explorer or Google Chrome as your browser * Ensure you have a strong internet connection and are connected to the BCG network, either directly in the office (preferred) or through the VPN |

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| **ID** | **CR02** |
| **PREM:** | **Target Date Reminder 1** |
| **CLOUD:** | **Certification due in X days (Fire on day 7)** |
| **Domain:** | **Compliance** |
| **Action Name:** | **Standard 1st Reminder - Compliance (Sent on Day 7)** |
| **Code:** |  |
| **Named Quires:** | **Learner with required certification** |

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| **Subject**: 1st Reminder BCG Mandatory Training - @HeldCertification\_Name@ - Deadline: @HeldCertification\_Target\_Date@ |
| HEADER: @HeldCertification\_Name@  Hi @HeldCertification\_Learner\_FirstName@,  Our current records indicate that you have not completed the @HeldCertification\_Name@ required training module and the deadline of @HeldCertification\_Target\_Date@ is quickly approaching.  **Click here** to access the training module assigned to you.  If you fail to complete the training in the time required, your e-mail will be suspended until the training and acknowledgement are completed.  What you need to know:   * The deadline to complete the module is @HeldCertification\_Target\_Date@ * The course will take approximately 30 minutes to complete * Submit the electronic acknowledgement at the end of the course to ensure a successful completion   Who you can ask questions:   * If you do not have LAB access, please contact your local HR representative for further action * For technical issues accessing the modules, please contact the [Service Center](http://its.bcg.com:8082/#?%0Asid=194) for support * For all other questions about the modules contact [compliancetraining@bcg.com](mailto:compliancetraining@bcg.com)   Kind regards, BCG's Compliance Team  Best practices for accessing the training easily and without interruption are as follows:   * Complete the training online in LAB using Internet Explorer or Google Chrome as your browser * Ensure you have a strong internet connection and are connected to the BCG network, either directly in the office (preferred) or through the VPN * Close down other programs that are running to free up network bandwidth |

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| **ID** | **CR03** |
| **PREM:** | **Target Date Reminder 2** |
| **CLOUD:** | **Certification due in X days (Fire on day 14)** |
| **Domain:** | **Compliance** |
| **Action Name:** | **Standard 2nd Reminder - Compliance (Sent on Day 14)** |
| **Code:** |  |
| **Named Quires:** | **Learner with required certification** |

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| **Subject**: 2nd Reminder BCG Mandatory Training - @HeldCertification\_Name@ - Deadline: @HeldCertification\_Target\_Date@ |
| HEADER: @HeldCertification\_Name@  Hi @HeldCertification\_Learner\_FirstName@,  Our current records indicate that you have not completed the @HeldCertification\_Name@ required training module and the deadline of @HeldCertification\_Target\_Date@ is quickly approaching.  **Click here** to access the training module assigned to you.  If you fail to complete the training in the time required, your e-mail will be suspended until the training and acknowledgement are completed.  What you need to know:   * The deadline to complete the module is @HeldCertification\_Target\_Date@ * The course will take approximately 30 minutes to complete * Submit the electronic acknowledgement at the end of the course to ensure a successful completion   Who you can ask questions:   * If you do not have LAB access, please contact your local HR representative for further action * For technical issues accessing the modules, please contact the [Service Center](http://its.bcg.com:8082/#?%0Asid=194) for support * For all other questions about the modules contact [compliancetraining@bcg.com](mailto:compliancetraining@bcg.com)   Kind regards, BCG's Compliance Team  Best practices for accessing the training easily and without interruption are as follows:   * Complete the training online in LAB using Internet Explorer or Google Chrome as your browser * Ensure you have a strong internet connection and are connected to the BCG network, either directly in the office (preferred) or through the VPN * Close down other programs that are running to free up network bandwidth |

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| **ID** | **CR04** |
| **PREM:** | **Target Date Reminder 3** |
| **CLOUD:** | **Certification due in X days (Fire on day 24)** |
| **Domain:** | **Compliance** |
| **Action Name:** | **Standard 3rd Reminder - Compliance (Sent on Day 24)** |
| **Code:** |  |
| **Named Quires:** | **Learner with required certification** |

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| **Subject**: 3rd Reminder BCG Mandatory Training - @HeldCertification\_Name@ - Deadline: @HeldCertification\_Target\_Date@ |  |
| HEADER: @HeldCertification\_Name@  Hi @HeldCertification\_Learner\_FirstName@,  Our current records indicate that you have not completed the @HeldCertification\_Name@ required training module and the deadline of @HeldCertification\_Target\_Date@ is **tomorrow**.  **Click here** to access the training module assigned to you.  If you fail to complete the training in the time required, your e-mail will be suspended until the training and acknowledgement are completed.  What you need to know:   * The deadline to complete the module is **tomorrow**: @HeldCertification\_Target\_Date@ * The course will take approximately 30 minutes to complete * Submit the electronic acknowledgement at the end of the course to ensure a successful completion   Who you can ask questions:   * If you do not have LAB access, please contact your local HR representative for further action * For technical issues accessing the modules, please contact the [Service Center](http://its.bcg.com:8082/#?%0Asid=194) for support * For all other questions about the modules contact [compliancetraining@bcg.com](mailto:compliancetraining@bcg.com)   Kind regards, BCG's Compliance Team  Best practices for accessing the training easily and without interruption are as follows:   * Complete the training online in LAB using Internet Explorer or Google Chrome as your browser * Ensure you have a strong internet connection and are connected to the BCG network, either directly in the office (preferred) or through the VPN * Close down other programs that are running to free up network bandwidth |  |

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| **ID** | **CR05** |
| **PREM:** | **Target Date Reminder 4** |
| **CLOUD:** | **Certification due today (Fire on day 25)** |
| **Domain:** | **Compliance** |
| **Action Name:** | **Deadline PASSED - Compliance (Sent on Day 25)** |
| **Code:** |  |
| **Named Quires:** | **Learner with required certification** |

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| **Subject**: DEADLINE PASSED Email Will Be Suspended in 10 Days for @HeldCertification\_Name@ training |
| HEADER: @HeldCertification\_Name@  Hi @HeldCertification\_Learner\_FirstName@,  Our current records indicate that you have not completed the @HeldCertification\_Name@ required training module that is now overdue.  **Click here** to access the training module assigned to you.  If you fail to complete the training in the next 10 days, your e-mail will be suspended until the training and acknowledgement are completed.  What you need to know:   * The deadline to complete the module **was** @HeldCertification\_Target\_Date@ * The course will take approximately 30 minutes to complete * Submit the electronic acknowledgement at the end of the course to ensure a successful completion   Who you can ask questions:   * If you do not have LAB access, please contact your local HR representative for further action * For technical issues accessing the modules, please contact the [Service Center](http://its.bcg.com:8082/#?%0Asid=194) for support * For all other questions about the modules contact [compliancetraining@bcg.com](mailto:compliancetraining@bcg.com)   Kind regards, BCG's Compliance Team  Best practices for accessing the training easily and without interruption are as follows:   * Complete the training online in LAB using Internet Explorer or Google Chrome as your browser * Ensure you have a strong internet connection and are connected to the BCG network, either directly in the office (preferred) or through the VPN * Close down other programs that are running to free up network bandwidth |

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| **PREM:** | **Target Date Reminder 5** |
| **CLOUD:** | **Certification overdue by X days (Sent on Day 32)** |
| **Domain:** | **Compliance** |
| **Action Name:** | **Email Shut off in 3 days - Standard Compliance (Sent on Day 32)** |
| **Code:** |  |
| **Named Quires:** | **Learner with required certification** |

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| **Subject**: URGENT Email Will Be Suspended in 3 Days for @HeldCertification\_Name@ training |
| HEADER: @HeldCertification\_Name@  Hi @HeldCertification\_Learner\_FirstName@,  Our current records indicate that you have not completed the @HeldCertification\_Name@ required training module that is now overdue.  **Click here** to access the training module assigned to you.  If you fail to complete the training, your e-mail will be SUSPENDED IN 3 DAYS until the training and acknowledgement are completed. Note, suspended email may take several hours to be restored upon completion of the training.  What you need to know:   * The deadline to complete the module **was** @HeldCertification\_Target\_Date@ * The course will take approximately 30 minutes to complete * Submit the electronic acknowledgement at the end of the course to ensure a successful completion   Who you can ask questions:   * If you do not have LAB access, please contact your local HR representative for further action * For technical issues accessing the modules, please contact the [Service Center](http://its.bcg.com:8082/#?%0Asid=194) for support * For all other questions about the modules contact [compliancetraining@bcg.com](mailto:compliancetraining@bcg.com)   Kind regards, BCG's Compliance Team  Best practices for accessing the training easily and without interruption are as follows:   * Complete the training online in LAB using Internet Explorer or Google Chrome as your browser * Ensure you have a strong internet connection and are connected to the BCG network, either directly in the office (preferred) or through the VPN * Close down other programs that are running to free up network bandwidth |

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| **PREM:** | **Target Date Reminder 6** |
| **CLOUD:** | **Certification overdue by X days (Fire on day 34)** |
| **Domain:** | **Compliance** |
| **Action Name:** | **Email Shut off tomorrow - Standard Compliance (Sent on Day 34)** |
| **Code:** |  |
| **Named Quires:** | **Learner with required certification** |

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| **Subject**: FINAL WARNING Email Will Be Suspended Tomorrow for @HeldCertification\_Name@ training |
| HEADER: @HeldCertification\_Name@  Hi @HeldCertification\_Learner\_FirstName@,  Our current records indicate that you have not completed the @HeldCertification\_Name@ required training module.  Your e-mail will be suspended TOMORROW unless you complete the mandatory training. Note, suspended email may take several hours to be restored upon completion of the training.  **Click here** to access the training module assigned to you.  What you need to know:   * The deadline to complete the module **was** @HeldCertification\_Target\_Date@ * The course will take approximately 30 minutes to complete * Submit the electronic acknowledgement at the end of the course to ensure a successful completion   Who you can ask questions:   * If you do not have LAB access, please contact your local HR representative for further action * For technical issues accessing the modules, please contact the [Service Center](http://its.bcg.com:8082/#?%0Asid=194) for support * For all other questions about the modules contact [compliancetraining@bcg.com](mailto:compliancetraining@bcg.com)   Kind regards, BCG's Compliance Team  Best practices for accessing the training easily and without interruption are as follows:   * Complete the training online in LAB using Internet Explorer or Google Chrome as your browser * Ensure you have a strong internet connection and are connected to the BCG network, either directly in the office (preferred) or through the VPN * Close down other programs that are running to free up network bandwidth |

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| **PREM:** | **Target Date Reminder 7** |
| **CLOUD:** | **Certification overdue by X days (Fire on day 35)** |
| **Domain:** | **Compliance** |
| **Action Name:** | **Email Shut Off- Standard Compliance (Sent on Day 35)** |
| **Code:** |  |
| **Named Quires:** | **Learner with required certification** |

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| **Subject**: EMAIL SUSPENDED Due To Incomplete BCG Training for @HeldCertification\_Name@ |
| HEADER: @HeldCertification\_Name@  Hi @HeldCertification\_Learner\_FirstName@,  Our current records indicate that you have not completed the @HeldCertification\_Name@ required training module.  Your out-going e-mail has been suspended until you complete the training assigned to you.  **Click here** to access the training module assigned to you and complete immediately. Once your completion is registered in the system, it may take up to 5 hours to restore your e-mail.  What you need to know:   * The deadline to complete the module **was** @HeldCertification\_Target\_Date@ * The course will take approximately 30 minutes to complete * Submit the electronic acknowledgement at the end of the course to ensure a successful completion   Who you can ask questions:   * If you do not have LAB access, please contact your local HR representative for further action * For technical issues accessing the modules, please contact the [Service Center](http://its.bcg.com:8082/#?%0Asid=194) for support * For all other questions about the modules contact [compliancetraining@bcg.com](mailto:compliancetraining@bcg.com)   Kind regards, BCG's Compliance Team  Best practices for accessing the training easily and without interruption are as follows:   * Complete the training online in LAB using Internet Explorer or Google Chrome as your browser * Ensure you have a strong internet connection and are connected to the BCG network, either directly in the office (preferred) or through the VPN * Close down other programs that are running to free up network bandwidth |

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| **PREM:** | **Learner Completion Status Marked Successful** |
| **CLOUD:** | **Certification Completed** |
| **Domain:** | **Compliance** |
| **Action Name:** | **Standard Certification Completion** |
| **Code:** |  |
| **Named Quires:** | **Learner with required certification** |

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| Subject: Thank you for completing: @HeldCertification\_Name@ |
| HEADER: @HeldCertification\_Name@  Hi @HeldCertification\_Learner\_FirstName@,  Thank you for completing the **@HeldCertification\_Name@**training.  Your completion has been registered with the LAB system.  Kind regards, BCG's Compliance Team |

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| **ID** | **CR10** |
| **PREM:** |  |
| **CLOUD:** | **Role Change Notification** |
| **Domain:** | **Compliance** |
| **Action Name:** | **Compliance Role Change** |
| **Code:** |  |
| **Named Quires:** | **Learner with required certification** |

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| **Subject**: ACTION REQUIRED: Mandatory BCG Trainings for your new role |
| HEADER: BCG REQUIRED TRAINING  Hi @HeldCertification\_Learner\_FirstName@,  Congratulations on your recent role change!  As a member of the BCG community, you are expected to complete specific BCG required training modules that will familiarize you with core BCG principles and standards, and educate you on topics that are of high importance to BCG for your new role.  **[Click here](https://bcgsb.sabacloud.com/Saba/Web_spf/NA3T1SNB0195/common/myMandatoryListDeepLink)** to access all of the new trainings assigned to you for your new role, on BCG's learning platform - LAB.   What you need to know:   * The deadline to complete all modules is **@HeldCertification\_Target\_Date@** * Each course will take approximately 30 minutes to complete * Submit the electronic acknowledgement at the end of each course to ensure a successful completion   **Please note: Completion of and signed acknowledgement for each training assigned to you is mandatory. If you fail to complete the trainings in the time required, your e-mail will be suspended until the training and acknowledgements are completed.**  **Who you can ask questions:**   * If you do not have LAB access, please contact your local HR representative for further action * For technical issues accessing the modules, please contact the [Service Center](http://its.bcg.com:8082/#?%0Asid=194) for support * For all other questions about the modules contact [compliancetraining@bcg.com](mailto:compliancetraining@bcg.com)   Kind regards, BCG's Compliance Team  Best practices for accessing the training easily and without interruption are as follows:   * Complete the training online in LAB using Internet Explorer or Google Chrome as your browser * Ensure you have a strong internet connection and are connected to the BCG network, either directly in the office (preferred) or through the VPN |