

## **FAQ CONTENTS**

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### **FAQ'S related to Internet Expenses Submission.**

**1. What is the maximum amount to claim for Internet Reimbursement and timeline for Submission?**

The Associate can claim up to Rs. 1000 per month subject to the actual cost incurred for internet. If the Associate has taken a quarterly / half yearly plan with Internet service provider, the associate must submit the reimbursement claim within 30 days from the date of expenses incurred.

**2. Will this amount be paid along with payroll?**

No. The Reimbursement claim amount will be paid separately.

**3. Can the associate submit a claim for reimbursement if the Internet connection is not in the name of associate?**

Internet connection claimed should be only in the name of self, parents, siblings (own brothers & sisters and not cousins), grandparents and spouse only. No Other relations is accepted.

**4. What are the proofs required to be submitted if the internet connection is in the name of above relations?**

- a) Internet connection is in the name of Spouse- Marriage certificate/invitation card.
- b) Internet connection is in the name of Father- Aadhar card/ Pan card/ Ration card (Government ID proofs).
- c) Internet connection is in the name of Mother- Birth certificate, Ration card.
- d) Internet connection is in the name of Siblings (Own brothers and sisters)- Aadhar card of both employee and brother/sister.
- e) Internet connection is in the name of Grandparents- Father's Aadhar card or any government proofs and any employee's government proof.

**5. What is TAT to credit the claim amount to the associate bank account?**

The amount will be credited within 10 to 12 working days from the date of export of the report.

**6. Is payment proof mandatory if Invoice expense is exceeding 1000/-?**

Yes, Payment proof is mandatory for all the invoices which is exceeding Rs. 1000/- though the maximum reimbursable amount is Rs. 1000/-

**7. Can the screenshot of UPI transaction be submitted for Invoices exceeding Rs 1000/- for processing? -**

Yes, associate can submit the payment made through UPI from the associate account to the vendor account for the validation with the name reflected.

**8. Is any pre-approval required for Internet Reimbursement?**

No preapprovals are Required for Internet Reimbursement.

**9. Can manual bills be reimbursed, incase payment made to local vendors through cash?**

No. The Handwritten manual bills cannot be accepted for reimbursement and the Invoice submitted should be in the form of tax invoice prepared under GST act digitally.

**10. Can I get reimbursed for the mobile recharge bills if am not using broadband connection?**

Yes, the associate can submit a claim for reimbursement of mobile recharges done during the month up to Rs 1000 per month (only for internet expenses). At the same time, multiple recharges for more than one mobile number will not be considered for reimbursement.

**11. What are the documents required for the reimbursement of mobile data recharges?**

The Associate must submit a recharge confirmation receipt/recharge confirmation email along clearly describing the date of recharge, the amount, online transaction reference i.e., transaction etc.

**12. Can the associate submit Invoices from different service providers for various months in a single claim?**

No. The associate cannot claim ISP bills from multiple service providers for different months in a single claim.

**13. What is the limit for the one-time broadband installation charges?**

As per policy, Associate are allowed to claim one time installation charges up to INR 500. We required Tax invoice copy mentioning installation charges as a mandatory document.

**14. Can the associate claim internet reimbursement be having a continuous sequence invoice number of series for various months generated manually?**

No. The associate cannot claim the reimbursement with invoices having a continuous sequence Invoice series generated manually.

**15. Any exceptional approval is required if payment is made through cash?**

No exceptional e mail will be entertained for the payments made to vendors through cash.

**16. How to do check the date of export in CR tool for my reimbursement?**

The associate can view the claim status by clicking on the tracking option as below.



### **FAQ'S related to Food Claims Staff Welfare or Entertainment Expenses.**

- 1. Can a meal claim be reimbursed for the team outing by utilizing the budget on different dates?**

Associates should have lunch/dinner on the date of virtual or physical team outing only.

- 2. Is Budget approval being mandatory to attach while claiming?**

Yes, Budget approval email (complete email copy as PDF format) is mandatorily to be attached at the time of claim submission.

- 3. Is any pre-approval required to claim lunch/dinner expenses?**

No Preapprovals are required for claiming reimbursement of meal expenses as it is a part of staff welfare.

- 4. Any exception is required if payment made through cash?**

No Exceptional e mail will be entertained for the payments made to restaurants through Cash.

- 5. What are the documents need to be attached for a meal claim?**

(a) A mail approval from Tower Director for team lunch/dinner, Food bills along with date, Online payment proof, list of Participants if it is a team outing or Team Dinner/Lunch.

(b) the approval from manger confirming the recruitment drive on weekends, Food bills along with date, Online payment proof.

(c) Claim must be submitted within 30 days from the date of expenses incurred.

The bills for purchase of grocery are not allowed for reimbursement.

Gift purchases are not covered under staff welfare policy.

- 6. Can the expense be reimbursed if a payment proof is not in the name of employee?**

No. the proof of payment made must be in the name of employee.

- 7. Under which category of expenses, the claim must be submitted?**

If it is a virtual /physical team meeting, the associate should select under PA report type- General expense> Meals> Meals -Team

**If it is a meeting with Anthem Client** - the associate should select under PA report type- General expense> Meals> Meals with Anthem client

**If it is a meal claim for recruitment drive on weekends** - the associate should select under PA report type- General expense> Meals> Meals associate

### **FAQ'S related to Child Care Crèche Policy.**

**1. Who can avail Creche policy?**

The Crèche facility is applicable to all associates of Carelon Global Solutions LLP and services can be availed as per the work location.

**2. What is the age limit for the children and how many children's can be availed?**

This benefit can be availed by associates only for their children between the ages of 6 months to 6 years, up to a max of three children.

**3. What is the Amount Limit monthly that can be claimed?**

Company will reimburse the monthly fee up to INR-7500 if Day care is GSTN registered or up to INR 5000 can be reimbursed if Day care is not registered with GSTN.

**4. Can we claim the registration fees?**

Yes, One-time registration cost up to INR 10,000/- can be claimed.

**5. What is the List of Documents that needs to be submitted in CR Tool for reimbursement?**

Below is the list of required documents that needs to be submitted in the expense claim tool to reimburse the amount

Claim needs to be submitted within 30 days from the expenses incurred.

Copy of the Birth certificate of the child

Copy of the admission/registration form submitted to the service provider

Monthly fee receipt or period wise.

Payment to be made only through electronic payment mode and the payment proof of the same must be attached mandatorily.

**6. Is any pre-approval required for creche policy?**

No Preapprovals are required for Child Care Reimbursement.

**7. Can the School exp be reimbursed as per Creche policy?**

No. the policy allows only the day care related expenses, and the tuition fees cannot be reimbursed as per Creche Policy.

**8. Is activity fees or tuition fees be reimbursed under Creche policy?**

If Activity fees and tuition fees are related to day care yes, the same can be reimbursed. If Activity fees and Tuition fees are related to School, it cannot be reimbursed as per policy.

## **FAQ'S related to Relocation Reimbursement.**

### **1. What is the Scope and Coverage of Relocation Policy?**

- Carelon initiated, approved & sponsored relocations.
- Associate initiated, Carelon approved and sponsored relocations.
- New hires for whom relocation allowance have been provided in their offer letter but have not yet availed this allowance.

### **2. What is Family coverages as per Relocation policy?**

Family is defined as any 5 dependents as declared by the associate in their Carelon insurance policy. If this has not been declared by the associate (or in the case of an eligible new hire), then the definition of family will be limited to spouse, up to 2 dependent children, dependent parents/ dependent parents-in-law

### **3. What is Home Location as per policy?**

Home location is defined as below

- a. The current work location to which the associate is tagged to or the current location where the associate is residing within India due to the pandemic.
- b. For an eligible new hire, it is the location where the associate is currently located as per the address given during the offer letter

### **4. What is the Time period within which employee must relocate?**

The associate must relocate within 6 months from the date of joining / approval of the relocation as per policy. Claim to be submitted within 30 days from the last day of relocation.

### **5. Is any pre-approval required for Relocation?**

Yes, there are two Scenarios where preapprovals are required.

- a) Pre-approval Report for relocation type – **New Hire**: Employee submits a pre-approval report → HR Team → Respective Manager.
- b) Pre-approval Report for relocation type – **Work location transfer** (Internal Transfer): Employee submits a pre-approval report → Respective Manager
- c) Internal transfer approval from Insync tool checkbox – Associate should tick this checkbox and upload the Insync approval attachment screenshot or document if the relocation type is “Work location Transfer”. (This is a mandatory document need to be attached for internal transfer relocation).

**Associates must submit only one pre-approval and expense report for all your relocation expenses incurred. Multiple pre-approvals and Expense report submission will not be considered for reimbursement.**

**6. What is the max limit we can avail for relocation?**

You can update the estimated amount within the eligibility criteria limit as per the below table.

**Entitlement**

The following table summarizes the entitlements for inter-city relocations:

Shortest distance of relocation (By air)	Eligibility amount* (max limit in INR)			
	Up to TL/ AM	M/ SMs	Director/ SVP	Country Head
Up to 100 kms	NIL	NIL	NIL	NIL
100 – 999 kms	150,000	200,000	350,000	Up to 10 Lakhs
Over 1000 kms	200,000	250,000	500,000	

\* includes coverage for GST to be paid

**7. Within how many days, this expenditure can be claimed?**

Reimbursements must be claimed within two months of incurring the expenses.

**8. What are the documents need to attach for claiming this expenditure?**

Upload all the list of documents as listed below.

- Household Good: Items Package List, Tax Invoice, Payment proof
- Hotel Stay: Tax Invoice, Payment proof.
- Meals: Bills and Payment proof
- Airfare: Tax Invoice, Boarding Passes and Payment proof
- Brokerage: Invoice, Rental agreement, and Payment proof
- Capitation Fees: Tax Invoice, Payment proof

**9. Can we hire any Packers & Movers for shifting of household items?**

Packers and Movers who can provide the Tax invoice with packing list accepting online payment can be hired.

**10. What are the charges being part of packers & movers for relocation?**

Actual expenses for packing/ unpacking, transportation, and insurance for shipment of household goods and personal transportation vehicle(s) will be part of packers & movers for relocation and one time settling ie installation charges only for utilities like gas/cable/phone etc.

**11. Is packaging slip being mandatory while claiming?**

Yes, Packaging Slip is mandatory while claiming.

**12. Whether school tuition fee will be covered under capitalization fee?**

No, school tuition fee will not be covered under capitalization fee.

**13. Whether deposit amount towards utilities will be covered under one time settling charges?**

No, deposit or any refund amount cannot be reimbursed.

**14. What cannot be claimed in relocation Policy?**

Relocations initiated by the Associate to meet their personal needs but not sponsored by Carelon Relocation within the city / 100kms

**15. In what Scenario Paid Relocation will be recovered.**

In the event of voluntary resignation and/ or termination of the associate within one (1) year from the date of relocation or due to a negative background check report (esp. for new hires), Carelon reserves the right to recover the entire reimbursed expenses during full and final settlement.

**16. Will there be any exceptional approvals required if there are deviations?**

Any exception to this policy requires an explicit written approval from Head of HR, Carelon India and Head of Finance, Carelon India

**17. Any exception is required if payment made through cash?**

No Exceptional email will be entertained for the payments made to service providers through Cash.



### **FAQ'S related to Training and Certification Reimbursement.**

**1. Is any pre-approval required for Certification?**

Yes, Pre-approval is mandatory request for technical training reimbursement.

**2. If pre-approval is taken after incurring the expenditure, can this be reimbursed?**

No As per policy after incurring the expenses if preapproval is taken, it cannot be processed as there is a deviation.

**3. Within how many days, this expenditure can be claimed?**

Documents and approvals should be submitted within 30 days on successful completion of the certification along with receipt of grades, failing which reimbursement will not be processed.

**4. What are the documents need to be attached for claiming this expenditure?**

There are two scenarios for the documents to be attached.

- a) If certification amount is less than 50000 INR below are the documents to be submitted.  
Preapprovals from Manager and Tower Director, Tax Invoice, Completion Certificate and Payment Proof.
- b) If Certification amount is More than 50000 INR below are the documents.  
Preapprovals from Manager and Tower Director, Tax Invoice, Completion Certificate, Payment Proof and Post completion of certification a signed agreement copy from HRBP.

**5. When is the Agreement required to be executed for reimbursement of certification fee?**

Fee Range	Agreement Duration	Recovery at the time of Separation
Up to 50,000	No Agreement	No deduction
INR 50,001 to INR 75,000	6 Months from the completion of certification	100% Recovery if associates leave the organization within 6 months after completion of the certificate
INR 75,001 and above	12 Months from the completion of certification	100% Recovery if associates leave the organization within 12 months after completion of the certificate

**6. What is the approval workflow for the expense report?**

There are two scenario's as given below:

a). If the expense amount is lesser than 50,000 INR.

Employee submits a Report → AP Reviewer → Respective Manager → Payment processing

b). If the expense amount is greater than 50,000 INR.

Employee submitted Report → HR ops (for agreement process) → AP Reviewer → Respective Manager → Payment processing

**7. Whether the associate is eligible to claim the expense before the course completion?**

No, Associate is not eligible to claim the expense before the course completion.

**8. Can I submit a claim If the certification cost payment made to the institute thru friends or colleagues credit card?**

We recommended associates to make the payment using their own credit card toward the certification expenses. In case, if associate is not having or unable to make the transaction using their own card. They should obtain an approval from their Tower director prior to making the payment to the institute or vendor and the same exceptional email copy is required at the time of reimbursement.

**9. Is Hardware or Software application can be reimbursed under this policy?**

No, Associate is not eligible to claim Hardware or Software application expenses.

**10. Any exception is required if payment made through cash?**

No Exceptional e mail will be entertained for the payments made to Training Institute through Cash.

**FAQ'S related to Asset Return Courier Charges.**

**1. Attaching of IT team Acknowledgement is mandatory in chrome river?**

Yes, IT Team must Confirm the receipt of Asset returned through mail and the same must be uploaded in CR TOOL

**2. Is payment proof mandatory for Availing this benefit?**

Yes, Payment proof is mandatory for the payments to Courier agencies above Rs.1000

**3. Is any pre-approval required for claiming this expenditure?**

No Preapprovals are not required.

**4. What are the documents need to be attached and timelines for claiming this expenditure?**

Courier POD (Place of Dispatch Details), Payment proof if payment to courier is more than Rs.1000 and a mail confirmation from IT acknowledging the receipt of asset. Claim to be submitted Within 30 days from the expenses incurred date.

### **FAQ'S related to Domestic Travel:**

**1. Does pre-approval request is required for domestic travel?**

Yes, associate must submit a pre-approval request prior to the business travel. And it is the associate responsibility to obtain all necessary preapprovals 10 days prior to the travel date.

**2. Can we raise multiple pre-approval request for the same travel trip?**

No, associate should raise only one pre-approval request for one travel trip. Associate should always update the maximum estimation amount in the pre-approval request.

**3. What are the trip types are available in the pre-approval request?**

Associates can select the below trip type under PA report type – “**Travel**” according to their domestic travel.

A). **Domestic** – Associate can select “**Domestic**” type when their trip is related to the domestic business travel.

B). **Domestic Trip for Visa** - Associate can select “**Domestic Trip for Visa**” when their trip is related to VISA process for international assignment.

**4. Do we have any amount limitation for the domestic travel expenditure?**

We have some limitation only for the Food expenses, Laundry Expenses and Tip amount for domestic travel. Also, once the pre-approval is approved and associate should incur all the expenses related to travel within that approved pre-approval amount only.

**Amount Limitation.**

- a. **Food Expense** (per day) – Maximum limit is up to Rs 3000 per day
- b. **Laundry Expense** – Rs 1000 per trip for stay over 3days, at actuals against submission of bills.
- c. **Tip Amount** – Rs 1000 per trip for domestic travel.

**5. What is the approval workflow for pre-approval request?**

Employee submitted pre-approval report→ It is routed to their respective Manager for first level of approval→then it is routed to their respective Tower Director and Country Head for the final level of approval.

**6. What is the timeframe to submit the pre-approval request?**

Associate should raise pre-approval request at least 15days prior to the travel and it is associate responsibility to obtain all necessary preapprovals 10 days prior to the travel.

**7. Can i get reimbursement for my travel expenses thru pre-approval request?**

No, Associate will not get reimbursement thru pre-approval since it is only a pre-approval request prior to the travel. Associate must submit expense report with all the original documents for the reimbursement process in chromeriver post travel.

**8. Can I submit the expense report without applying the pre-approval request?**

Associates are unable to submit the expense report without importing pre-approval request and the pre-approval is mandatory request prior to the travel in CR.

**9. What are documents need to be submitted for the travel reimbursement?**

Associate must attach all the original TAX invoice copy and online payment proof towards the travel expenses incurred while submitting the expense report in CR.

**10. What are the documents considered as online payment proof?**

Associate can attach online payment proof like UPI transaction receipt, Merchant transaction receipt or Bank statement copy with the name reflected towards the expenses.

**11. Can I able to submit the expense report greater than the pre-approval request amount?**

No, Associates are unable to submit the expense report which is greater than the approved pre-approval amount.

**12. Can I reimburse for any cash transaction expenses?**

Any cash transaction above Rs 1000/- will not be reimbursed (All transactions above Rs 1000/- should be made through electronic payment and payment proof to be attached). We recommended to do all the transactions thru online mode.

**13. Can I get reimbursement without the bills/receipt?**

No, Tax invoice/Receipt is mandatory document to be attached in the expense report for reimbursement.

**14. What are the eligible expenses for travel reimbursement?**

Following domestic travel expenses are eligible for reimbursement.

- a. Airfare
- b. Hotel Lodging
- c. Employee meals during the travel
- d. Taxi charges including tolls charges.
- e. Tip amount as per policy
- f. Laundry Expenses as per policy

**15. What is the timeframe to submit the expense report in chromeriver?**

Associates must submit the expense report with all the original documents within 30 days from the date of completion of the trip.

**16. What is the timeframe for the reimbursement process?**

Reimbursement will happen within 30days from the date of submission if claim is free from all dependency.

**17. Who is the SPOC for booking Air travel tickets and Hotel for the domestic travel?**

Air tickets should be booked thru company's authorized travel desk **Marco polo**. Once associate obtained the pre-approval request in CR & Marco polo team will get the notification.

SPOC – Md Saud <[MdSaudAmeen.TayabG@carelon.com](mailto:MdSaudAmeen.TayabG@carelon.com) >

### **FAQ'S related to International Travel:**

**1. Does pre-approval request is required for international travel?**

Yes, associate must submit pre-approval request prior to the international travel & it is associate responsibility to obtain all necessary preapprovals prior 21 days to the travel trip.

**2. What are the trip types are available in the pre-approval request?**

Associates can select the below trip type under PA report type – “**Travel**” according to their international travel.

A). **International** – Associate can select “**International**” when their trip is lesser than 30days.

B). **International Assignment LTA (Long Term Assignment)** - Associate can select “**International Assignment LTA**” when their trip is greater than or equal to 12 months.

c). **International Assignment STA (Short Term Assignment)** - Associate can select “**International Assignment STA**” when their trip is lesser than 12 months.

**3. Who is the SPOC for booking Air travel tickets and Hotel for the international trip?**

Air travel tickets and Hotel should be booked thru company's authorized travel desk **Marco polo**. Once associate obtained the pre-approval request in CR & Marco polo team will get the notification.

SPOC – Md Saud <[MdSaudAmeen.TayabG@carelon.com](mailto:MdSaudAmeen.TayabG@carelon.com) >

**4. What is the process to apply cash advance request?**

Once associate obtained pre-approval and booking for flight and the date of travel is confirmed by the travel desk, an associate need to raise a cash advance request in chromeriver.

Associate should raise the request at least 10days prior to the trip.

The associate would require the following information to create the request in chrome river.

- Passport copy
- Ticket copy
- Visa copy
- Pan card copy
- Forex amount confirmation in accordance with the policy

**5. What is the limit for cash advance request?**

If the associate holds a corporate credit card, then they can use their corporate card for day-to-day expenses with an additional 200 USD per week.

In other cases, travel advance can be given through FOREX card and cash in foreign currency based on the FOREX amount confirmation as per policy.

**6. Does pre-approval is required for cash advance?**

At the time of raising pre-approval request for international trip in chromeriver. Associate should raise pre-approval request for cash advance under “Other” expense category as an additional line item in the same pre-approval request & the same shall be considered as pre-approval. No need to raise separate pre-approval for cash advance in CR.

**7. What is the approval workflow for pre-approval request?**

Employee submitted pre-approval report → Respective Manager for approval → Respective Tower Director → Country Head Approval Reviewer and notification will be sent it to Marco polo team (TravelDesk) for Airfare booking.