

Dear HMSA Colleagues,

Aloha! We realize many of you may have questions about how your transition to Firstsource and Infinite will mean for you. In the meantime, we have prepared a document that may help answer some of the questions on your mind. If you have any additional questions, please do not hesitate to reach out to us at HRTransition.Support@firstsource.com.

1. Why has Firstsource and Infinite entered into this agreement with HMSA?

Firstsource and Infinite have entered into the agreement with HMSA to optimize and modernize HMSA's business processes and technology. HMSA has chosen us amongst other vendors because of our combined 50+ years of Healthcare expertise and hands-on experience implementing technology to improve business processes. Between the two organizations, we will be providing you an opportunity to continue the mission of HMSA and serve the members of Hawaii with us.

2. What is the relationship between Firstsource and Infinite?

Firstsource and Infinite are vendor partners coming together as one team to help HMSA modernize and optimize their business.

3. What does the acquisition mean for me?

Through this engagement, you will continue to serve the members of Hawaii as part of a global organization alongside a diverse team of colleagues from around the world. You will also be part of an organization that is growing and offers developmental training and opportunities to enhance your career.

4. How can I learn more about Firstsource and Infinite?

We will be meeting with you to provide more information about our organizations during the offer of employment process. You will also receive a full orientation to the organization you join. In the meantime, we welcome you to visit our websites to learn more about Firstsource at www.firstsource.com and Infinite at www.infinite.com.

5. How do I know if I will be rebadged to Firstsource or Infinite?

While confirmation of where your offer of employment will come from when we meet in the coming weeks, it is safe to assume that if you are an Operations employee, you will receive an offer from Firstsource, and if you are a technology employee, you will receive an offer from Infinite.

6. Will the engagement have an impact on my day-to-day responsibilities?

Not immediately. We will be working closely with us to ensure a smooth integration and leverage best practices learned across the team.

7. What does a “rebadged” employee mean?

Rebadging occurs when a vendor, such as Firstsource or Infinite, takes on certain operational roles and responsibilities of an organization (in this case, HMSA) and offers opportunities to the employees currently doing that work today in its organization. A rebadged employee who accepts the role with Firstsource or Infinite will continue working in their role as a Firstsource or Infinite employee instead of an HMSA employee. You will then have a Firstsource or Infinite employee “badge” instead of an HMSA “badge” - hence the term, rebadging.

8. What is the process of onboarding as an employee with Firstsource or Infinite?

In the coming weeks, another meeting will be set up by Firstsource and Infinite to provide offers of employment with you and explain the onboarding process.

9. Why isn’t the rebadging happening now? Can I be rebadged sooner?

Time is needed to onboard Firstsource and Infinite into the HMSA operations and allow for the necessary due diligence before work is transitioned to both organizations. In addition, Firstsource and Infinite need this time to work with HMSA to obtain information necessary to develop offers that are comparable to your package today.

10. Who will I report to once I am rebadged?

If your supervisor will change upon change of employment, you will be introduced to them at the time of onboarding.

11. When will I officially start with Firstsource or Infinite?

The exact dates of rebadge have not yet been finalized, but will likely occur in early 2022. We will provide a more definitive timeline once it’s confirmed.

12. Will my benefits change, and if so, when?

While you remain an HMSA employee, you will stay on your current HMSA benefit plan. When you begin employment with Firstsource or Infinite, you will become eligible for our benefits packages and will need to enroll in our benefit plans to have coverage.

13. What are the details of the benefits package?

We are currently working on developing packages that are similar to the offerings you have today. Details of the benefit plans will be offered to rebadged employees will be shared at the time we rollout offers of employment.

14. Will my benefits be the same as they were with HMSA?

As completely separate employers, your benefits will not look exactly the same as what you have today with HMSA. We are making every effort to provide a compensation and benefits package that is comparable overall to your HMSA package.

15. Will my new job have different working hours?

In general, no. You will maintain the same schedule you are on today once you are rebadged.

16. What will be my employment status once I'm rebadged? Will I be full-time, part-time? Am I permanent or temporary?

You should expect to be in a comparable status as you were with HMSA.

17. Will I be provided training for my role with Firstsource or Infinite?

In the near term, you should expect much of your role to remain the same and hence, not need training. However, if your role requires a change as a result of the transformation work, you will be provided training to be successful in your role. In addition, Firstsource and Infinite both offer ongoing training and development opportunities outside your day-to-day responsibilities that you will be able to take advantage of once you are an employee.

18. How will employees on visas be handled?

Firstsource and Infinite will sponsor visa transfers all visa cases, except for L-1s, for employees who accept our offer.

19. If I am rebadged, will I need to move out of state? If so, where will I work?

No, all rebadged employees will continue to work in the state of Hawaii.