



ASSURANT®

## FAQ's

### **Question: Any questions regarding I-9 completion.**

**Answer:** You will receive a series of emails from [DoNotReply@www.perfectcompliance.com](mailto:DoNotReply@www.perfectcompliance.com) that will provide you with login information and instructions to complete the I-9 Form. If you need the I-9 email resent or have any addition questions regarding the I-9 Form, please contact the People Experience Center at 1.866.324.6513 or [MyHR@assurant.com](mailto:MyHR@assurant.com).

### **Question: What if I have questions regarding the W4, direct deposit, benefits, or any other HR tasks?**

**Answer:** All HR tasks can be completed on your first day. Contact the People Experience Center for assistance with W4 completion, enrolling in direct deposit or benefits: [MyHR@assurant.com](mailto:MyHR@assurant.com) or 1.866.324.6513.

### **Questions: When will I receive my Equipment?**

**Answer:** Your manager will request your IT equipment and all other onboarding items. For those working virtually/remote, you will receive it at home and should expect delivery by the Saturday prior to your first day at Assurant, unless otherwise specified. If someone 18 years of age or older will not be home to sign for the delivery, please make arrangements with your local FedEx office.

### **Question: If there is a delay in receiving my equipment or I am having trouble setting it up, who should I contact?**

**Answer:** Please let your manager know as soon as possible if your equipment is not received by your start date. In addition, instructions on setting up your equipment are included in your equipment box. If you are experiencing issues with setting up your equipment or connecting, please let your manager or trainer know when you connect with them via Teams or Zoom, on your first day.

### **Question: Who can help me with any access issues to MyHR prior to my first day?**

**Answer:** If you are unable to log in with the credentials provided, please use the "Forgot Password" link on the log in screen. Using your email address and your username provided in the email, a new one-time password will be sent to you.

If you are unable to reset your password, please do not contact Talent Acquisition or your Recruiter. These passwords cannot be regenerated. You will have to wait until your hire date to continue with your access.

**\*If you are a current agency resource converting to an Assurant employee, please use the log in credentials and MyHR link provided above in this email to complete your new hire tasks. You will not use your current Assurant log in credentials to complete these tasks.**

### **Question: Who can help me with any access issues to MyHR after my first day?**

**Answer:** Reach out to your manager for your credentials as your password will be reset on your first day.

### **Question: What are the 'Your Daily Digest' emails that I receive?**

**Answer:** They are auto-generated documents that are sent until you complete all the required first day items. These are reminders and no action is needed.