



Asure

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Human Interest

CUSTOMER EXPERIENCE GUARANTEE

If we don't deliver, you're compensated.

Real accountability — written in writing, paid in dollars. No tickets, no escalation, no chasing.

IF WE MISS

You're paid back. Automatically.



EMPLOYERS

50% off next month's bill

Plus full coverage of any Form 5500 late-filing penalties.

EMPLOYEES

\$25 gift card

Issued directly to the affected participant.

WHAT YOU CAN EXPECT

EMPLOYERS

- ✓ Inquiries answered within **4 business hours**.
- ✓ Contributions processed in **3 business days**.
- ✓ **Form 5500** filed on time, every time.

EMPLOYEES

- ✓ Distributions initiated in **2 business days**.
- ✓ Phone calls answered in **under 3 minutes**.
- ✓ Inquiries answered within **4 business hours**.

01 Promises become proof.

Every commitment is measurable, time-bound, and backed by compensation.

02 Risk lives with us. If

standards aren't met, the cost is on Asure — not your team.

03 No service surprises. You

know what to expect — and what happens if we fall short.

Choose a 401(k) partner who **puts it in writing**.

LET'S TALK →

This is a representation of services and is not a contractual obligation. Asure reserves the right to update, modify, or discontinue any element of this guarantee at any time. Customers must be in good standing and compliant with their service agreement to be eligible for compensation. See full terms [here](#).

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