



## Commuter Service Agreement

### **Ormat Technologies**

Effective: 01/01/2024

## ***Scope of Services***

### **Services Included**

HRPro will perform Commuter (Parking/Transit) administrative duties as described in this section's Scope of Services. Final deliverable of this signed document will be in PDF format. Scope of services include:

### **Ease of Access**

- Mobile app
- Online portal for both employers and employees
- Debit card can be stacked with multiple tax-advantaged accounts
- Single account manager for personal support services
- Support available via email, phone or webchat

### **Educational/Enrollment Services**

- Onsite enrollment meetings (extra fee may be required)
- Remote enrollment meetings
- Standard or customized enrollment materials
- Customized enrollment forms

### **Plan Includes**

- Parking/Transit standard reports
- Management reports
- Direct Deposit Reimbursements (parking only)
- Carryovers
- Claims processing (claims based funding model, scheduled by employer request)
- Quarterly statements for employees

### **Definition of Roles**

Under this scope of services, Ormat Technologies will function as the Plan Sponsor and Plan Administrator, and HRPro as the Plan Service Provider Firm. HRPro will function as subcontractor for administrative plan services.

### **Consulting Services**

HRPro will assist Ormat Technologies in Plan analysis and design, both initially and for any revisions to existing benefits. The service and assistance includes cost estimates of initial Plan and cost projections of any proposed Plan revisions.

**HRPro will also perform the following activities:**

- Provide Administrative Resource Material
- Provide Employee Communications Package
- Provide Employee Election Forms/Salary Reduction Agreements

### **Administrative Services**

- Provide (2) debit cards to participants if plan allows providing the plan sponsor has provided necessary documentation 45 days to 01/01/2024. Refer to Plan Sponsor responsibilities section.
- Open individual benefit accounts for Plan administration using the enrollment forms and/or enrollment spreadsheet provided by the Employer
- Prepare enrollment reports for payroll setup of employee elections
- Prepare and send electronic employee confirmation notification to verify elections
- Process Changes of Status Elections into Administration Records and otherwise keep on-going records of activity affecting each Employee's Elections
- Provide administrative forms electronically for duplication as needed
- Provide Parking Reimbursement Claim Forms and instructions for online access/claim filing
- Election Forms, Termination and Change of Election Forms (optional online enrollment).
- Re-Enrollment Forms for following year enrollment.

### **On a (Parking only) Reimbursement Schedule basis, provide:**

- Parking reimbursement checks and/or direct deposit to employees on an approved schedule and upon receipt of expense receipts and approved claims.
- Claims funding notification report to indicate the claim payments being made for each scheduled parking reimbursement date

### **On a Monthly basis, provide:**

- Payment History report showing the claim payments issued for the month
- Debit Card Transaction Report reflecting the monthly activity (if applicable)
- Employee Account Balance Report

### **On an Annual basis, provide:**

- Plan Renewal Documents

- Plan Renewal Election Forms

### Claims Processing for Reimbursement Accounts

- **Parking Claims:** A claim (form or online request) from the participant stating that the amount claimed has not been, nor will be reimbursed under any other Plan or otherwise along with written proof of the claim from a third party documenting the date incurred, nature and the cost of the claim.
- **Parking Claims.** A claim (form or online request) showing all required documentation including the name of the merchant with the dates of service and amount claimed. Claims elections will be monitored to conform with statutory monthly maximums. Reimbursements are limited to the amount in the account at the time of request. Unpaid portions of the claim will be automatically paid during the processing cycle after the next contribution has been posted the account.
- **Transit Claims:** Note that the IRS does not allow manual claims and reimbursements for transit accounts. For transit accounts, participants must use their HRPro benefit card.

### Plan Inquiry Services

- A dedicated Account Manager will be available for the Employer's Benefit Coordinator.
- Internet inquiry is available to the Plan Participants that have one or more of the reimbursement accounts. The participant has access to Account Balances, Payment History, and Claim History for the current Plan year.
- Plan participants may use the toll-free phone number, but it is recommended that they first contact the Employer's Benefit Coordinator.

**On a Special Request basis, provide assistance to Employer Plan Sponsor as requested at the billing rate specified in the Services Agreement, regarding an IRS Audit of the Cafeteria Plan year(s).**

### Responsibilities of Plan Sponsor

Ormat Technologies is the Plan Sponsor and the Plan Administrator that is ultimately responsibility for the Plan including the above listed duties delegated to HRPro. All decisions regarding Plan Administration are the Plan Administrator's responsibility whereas HRPro will assist the Administrator but not act as the Administrator.

Ormat Technologies will provide support, information, reports, and data necessary to propose, administer, report, test, and otherwise administer the Cafeteria Plan to HRPro so HRPro can assist with the administration of the Plan. More specifically these include but are not limited to:

- Set-up documentation and signed master business agreement must be completed a minimum of 45 days prior to 01/01/2024 in order for HRPro to provide debit cards to participants by 01/01/2024.
- Report participant election additions, terminations, and changes to HRPro as they occur each pay period.
- Ensure that the system accurately reflects the activity recorded in the employer's payroll by reconciling

the payroll deduction amounts paid with pre-tax dollars through the reports provided by HRPro.

- Sign and return ACH authorization form to initiate deductions to fund claims
- Distribute checks to employees (if applicable)
- Upon notice, take any action required if the Plan(s) warrants Administrator's authority.
- Provide management support in planning enrollment, meeting facilities, and scheduling.
- Provide document storage for Administrative Files and Records for up to seven years.

## Reports and Data

All reports and data remain the property of Ormat Technologies. On request, HRPro will provide Ormat Technologies all data in the electronic or printed format used by HRPro.

## Payment Fees and Terms

Upon approval of this proposal, Ormat Technologies will be invoiced the first week of the effective date's month for initial set-up fee, monthly per employee fees and any optional add-on service fees. After initial set-up and add-on fees are paid, Ormat Technologies will receive an invoice within the first week of every month with their per employee monthly fee. Invoice shall be due within 10 days of receipt.

If cancelling this account after implementation, but prior to first months billing, Ormat Technologies will be billed for the implementation fee.

After the first year following 01/01/2024, a renewal fee may also apply.

HRPro has the right to change the fee schedule outlined in the signed proposal by giving at least sixty (60) day notice to Ormat Technologies. The fees noted above shall be guaranteed for a minimum of 1 year.

## Terms of this Agreement

This agreement will be effective from the date the parties execute this agreement until it is terminated by either party with 30 day advanced notice.

## Next Steps

Please read the scope of services and terms on the previous pages to make sure you understand all the details involved with us working together. It is important to us that everything is transparent and understood from the beginning so that we lay a solid foundation for a great working relationship.

If you have any questions, please let us know. We're happy to clarify any points and there may be some items that we can sort out together. We're committed to finding the best way to work together.

Once you feel confident about everything and are ready to move forward, please click the 'sign here' button below.

Once we receive notification of your acceptance, we'll send you the applicable set up forms. Once those are completed, our implementation team will be in touch to sort out next steps and get the project rolling.

If you'd like to speak to us by phone, don't hesitate to call. Your representative's information is found on your signed proposal page.



**Please note** that we will work diligently to get cards out to participants as soon as possible. However, if enrollments, set-up documentation and agreements are not received 30 days prior to effective date of the plan, (45 days for a 1/1 start) we cannot guarantee cards will be participant's hands by plan start date.

### Acceptance

The undersigned signature for Ormat Technologies hereby warrants and represents that he/she is duly authorized by Ormat Technologies to execute this Agreement on behalf of Ormat Technologies, and that he/she as read the Agreement in its entirety.

Plan Sponsor/Plan Administrator: Ormat Technologies


Signed by: 

Full Name:

Title:

Date Signed:

Plan Service Provider: HRPro

Signed by: 

Full Name:

Title:

Date Signed: