



From this point forward, business will be different.

Frequently Asked Questions Circa Acquires America's Job Exchange

We are thrilled to join two great companies, America's Job Exchange and Circa. Naturally, with any type of acquisition, many questions arise. Here we've provided some answers to those most frequently asked.

1. I am a customer how will this change in ownership impact me?

On a day-to-day basis, it is business as usual with your services continuing to be provided by the America's Job Exchange technology solution and its related websites VeteransJobExchange.com and DisabilityJobExchange.com. As Circa is known for its amazing customer service and 100% audit success guarantee, we anticipate you will receive similar or better products and services. In the short run, your account will be managed in the same fashion. Your account manager will be your key point-of-contact to answer any questions, assist you with reports and audit needs, and share with you enhanced services you may enjoy as being part of our corporate family.

2. Who is my customer support contact?

You will have a dedicated account manager who will be contacting you soon to introduce themselves. Prior to that, you may reach one of our U.S.-based team members 9 am to 6 pm Mon. – Fri. at:
800-894-3775
customersupport@circaworks.com

3. Why has LocalJobNetwork changed its brand name to Circa?

Since the company was founded 25+ years ago, we've evolved. New people, new products, now more than just a job board. Our brand needs to evolve as well. We're sharing this news with you now and politely asking you to keep it between us until our official Circa announcement on July 22, 2020.

4. What regular reporting will I receive?

You will continue to receive the standard reports you current receive. As part of Circa, you will have the opportunity to transition to our technology systems and receive a monthly report card to track the performance of our solutions and work with our account management team to improve your results.

5. What happens if I receive a request for an audit or am in the middle of one?

Please contact us immediately. Our account management team will assist you in gathering the documents you need to ensure a smooth audit process.

6. Will my price increase?

Your current agreement with America's Job Exchange remains at its current terms.

7. Who is my contract with?

Per the terms of the acquisition, Circa has acquired your contract in full and upon renewal, a new contract will be issued under the appropriate legal name. No changes in contract will occur now and Circa will continue to honor your current active contract.

8. How are your services delivered?

We've done our due diligence and we have similar, if not better, services for posting and reporting jobs as well as tracking outreach. Our echoes platform has been recently enhanced and we believe you'll find our solutions easier to manage.

9. Is there anything I need to do to ensure my service continues?

Our products and services are similar to those of America's Job Exchange. In the short-term, your services will continue to be provided by the technology of America's Job Exchange. Your dedicated account manager is available to discuss your services and any enhanced services you may enjoy as being part of our corporate family.

10. Will service level agreements/quality/policies change?

Upon acquisition, you will continue to be serviced by your customer experience team that you have worked with in the past. This will ensure you receive the same service level. Our focus is to only improve upon it as we work to consolidate and become one team.

11. Will the quote you gave me still be honored?

Please contact us to discuss your particular quote to review the details and ensure your needs are properly being met.

12. Will there be any staffing changes that might affect me?

As we are well-known for our amazing customer service, we will be closely monitoring staffing needs to ensure our customers' needs are met.

13. What is the legal name and address of the new organization and its corporate headquarters?

The Infosoft Group, LLC, dba Circa
1000 N. Water Street
Milwaukee, WI 53202
414-278-0700
LocalJobNetwork.com
After July 22, 2020 – CircaWorks.com

14. Where and to whom should invoices be sent now?

Please address to our corporate headquarters or email to: ar@circaworks.com

15. Who do I call if I have a problem or concern?

800-894-3775

CustomerSupport@circaworks.com