

Virtual Benefits Fair Frequently Asked Questions (FAQs)

October 2020

Q1. What is a Virtual Benefits Fair and what can I do?

A1. A virtual benefits fair is an interactive, online event where you can visit different vendor booths, engage with vendor representatives, watch videos, attend live presentations and learn more about the 2021 Fiserv benefit plans.

Q2. When will the Virtual Benefits Fair take place?

A2. The Virtual Benefits Fair begins October 19 and runs through December 31, 2020.

Q3. How do I access the Virtual Benefits Fair?

A3. You can access the Virtual Benefits Fair from your computer, tablet or personal smartphone at fiserv.vfairs.com.

Q4. Who can attend the Virtual Benefits Fair?

A4. The Virtual Benefits Fair is open to all associates and spouses.

Q5. Do I need to register to attend the Virtual Benefits Fair?

A5. Registration is not required. You will simply go to fiserv.vfairs.com, click to enter and input your name to join the Virtual Benefits Fair.

Q6. Do I need to attend the Virtual Benefits Fair at a scheduled time?

A6. No, you are not required to join the Virtual Benefits Fair at a certain time or for a set amount of time. You can attend when it is convenient for you and stay as long as you would like. Vendors will be available to chat during designated hours only.

Q7. Will there be on-site benefits meetings this year?

A7. No on-site meetings will be held this year. Check out the auditorium on the Virtual Benefits Fair or the schedule of events in the What's Changing for 2021 Benefits Guide to attend a webinar presentation.

Q8. Are the chat sessions public or private?

A8. The chat sessions are private – between you and the vendors. However, personal benefit questions should be directed to the Fiserv Benefits Center at 877-858-5678.

Q9. If there are a number of attendees trying to chat at the same time, will there be a waiting list in order of who joined the session first?

A9. There is not a waiting list. Vendors may have a lot of traffic (just as an in person fair) and may not be able to reach everyone immediately, so please be patient.