



Sales & Support Strategy

EQ Care Support Team



Executive Sponsor
Daniel Martz

Executive leader for the Hub International Relationship



SVP Group Benefits
Joe Ricciuti

Key Account oversight and advisor support services



Hub Relationship Director
Allison Gordon

Responsible for ensuring our offering meets all of Hub's requirements today and for the future



Key Account Manager
Cinthia Suissa

Coordinator of the Account team support and pre-sale process



Client Success Manager
Leah Modlin

Coordinator of client service and ongoing client support



Implementation Manager
Suzanne Jaskiewicz

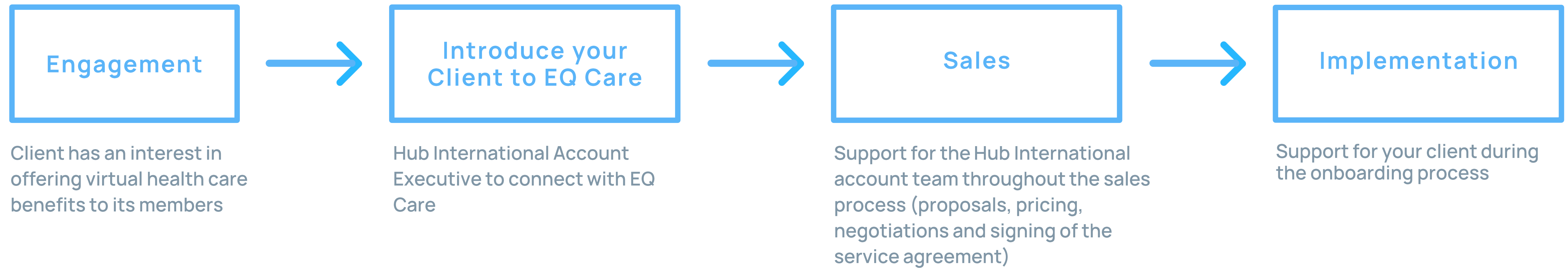
Coordinator of the implementation team



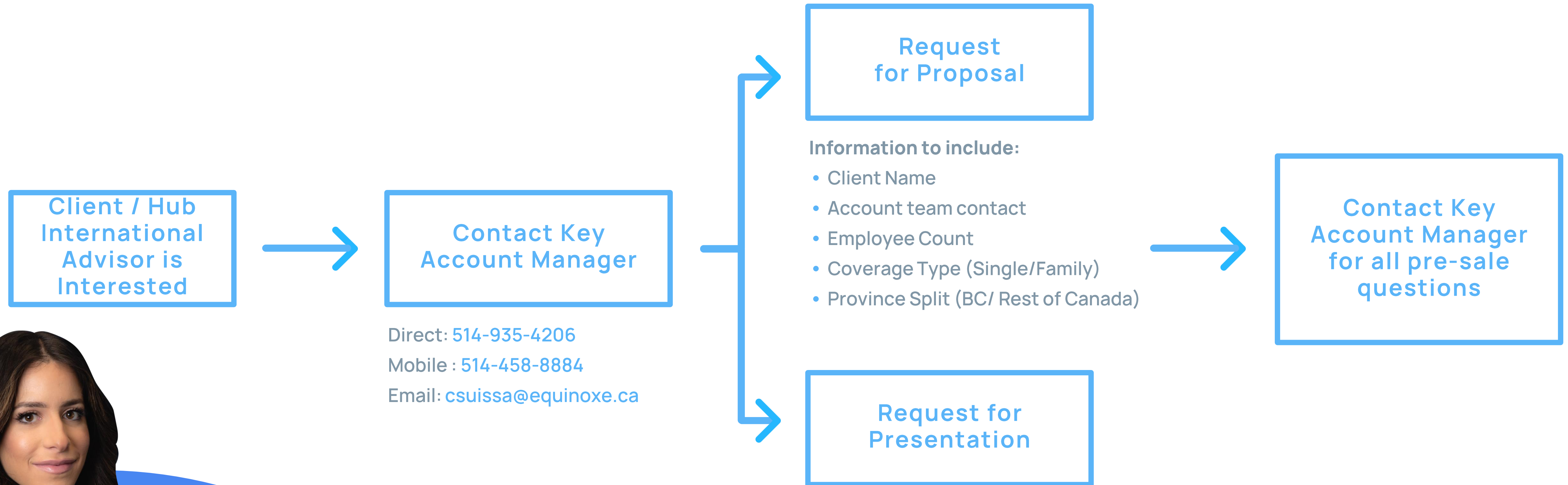
Clinical Manager
Isobella Goldin

EQ Care Virtual Clinic operations lead

Turnkey Business Development Journey



Turnkey Pre-Sale Support Journey



Contact Key Account Manager

Direct: 514-935-4206
Mobile : 514-458-8884
Email: csuissa@equinoxe.ca

Request for Proposal

Information to include:

- Client Name
- Account team contact
- Employee Count
- Coverage Type (Single/Family)
- Province Split (BC/ Rest of Canada)

Request for Presentation

Information to include:

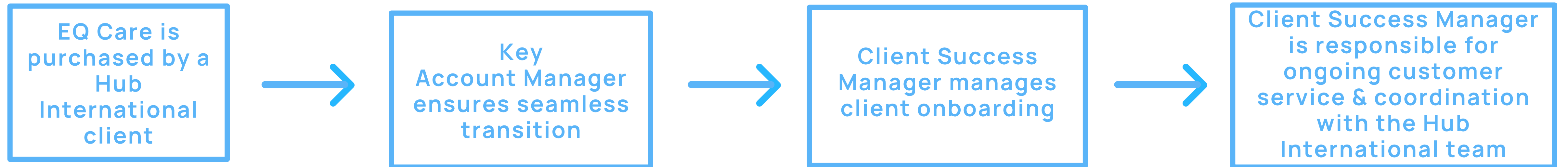
- Client Name
- Total Employee Count
- Specific telemedicine need?

Contact Key Account Manager for all pre-sale questions



Key Account Manager
Cinthia Suissa

Turnkey Post-Sale Journey



Information to include:

- Start Date
- Client landing page (Hub International/client name)
- Implementation kick-off meeting

Email will contain the following information:

- Implementation documents
- Promotional documents
- Plan member onboarding

- Follow-ups
- Quarterly KPI reports
- Marketing & communication strategies
- Presence at health events



Client Success Manager
Leah Modlin



Thank you!