

Side Letter  
Between  
Service Employees International Union  
And  
State of California

**Health Benefit Exchange Call Center Differential**

Effective May 1, 2013, the State agrees to pay a one hundred dollar (\$100) per month pay differential to Program Technician employees of the Health Benefit Exchange who perform at least fifty percent (50%) of their normal duties responding to inquiries from the public and/or customer client contacts from an automated call distribution system in the call center. This differential is in recognition of the increased complexities and level of skills/knowledge required due to the implementation of this new call center. Less than full-time employees assigned to the above duties shall receive the differential on a pro rata basis, according to their reduced time base.

Dated: 6/11/13

SEIU:

Stephen J. Palm

State of California

Tom Manville