1. **What is Finleap, financial wellbeing platform?**
   It is a digital platform that helps individuals manage their finances better through tools, resources, and expert guidance.

2. **What is the Financial Risk Assessment (FRA) and why should I take it?**

- **FRA (Financial Risk Assessment)** is a self-assessment tool that helps employees understand their overall financial health.
- It identifies **financial risks and gaps** across savings, debt, investments, insurance, and retirement.
- Based on responses, users receive **personalized insights and recommendations**.
- FRA helps employees take **informed steps to improve their financial wellbeing**.

3. **What are Financial Journeys on the Finleap home page?**
   Financial Journeys are curated, need based experiences designed by Finsafe to help users progress toward financial independence. Each journey combines short videos, practical tasks and timely nudges so users can learn at their own pace and take action. The first available journey is the **Financial Freedom Journey**, with more journeys coming soon such as **New Investor**, **Debt-Free** and **New Parent**.

4. **What features are available on the financial wellbeing platform?**
   The platform includes a quick financial risk assessment, Ask me anything section, Knowledge Base with question and answers, few pre recorded webinars, beginner to advance level financial calculators, one-on-one counselling, e-learning courses, and educational videos.

5. **What is AMA (Ask Me Anything) feature on Finleap?**
   The AMA section allows users to ask personal finance questions. The users will get curated replies hosted on Finleap platform.

6. **What are the webinars available on Finleap?**
   Finsafe has pre recorded webinars on Tax, ITR 1 filing, Insurance and Loans. Any new webinars are conducted for your corporate, recordings will made available under the webinar section.

7. **What kind of information is available in the Knowledge Base?**
   The Knowledge Base contains articles, guides, and FAQs on various financial topics such as budgeting, investment products such as Fixed deposits, NPS, Gold, Mutual funds etc, taxation, insurance, retirement and many more.

8. **How does one on one counselling work?**
   Users can book confidential one-on-one counselling sessions with certified financial experts through the platform. These meetings are done online through MS Teams.

9. **What happens if I don't get answers for my questions from the AMA section?**
   If your question remains unanswered, it will be automatically **escalated to the admin team**. The admin team from Finsafe will review and respond to your question **within 24 hours**.

10. **In one-on-one counselling, are my questions and responses kept confidential?**
    Yes. All personal finance discussions during one-on-one counselling are handled securely and remain **strictly confidential between you and the counsellor**. No information is shared with your employer or any third party.

11. **What topics do the e-learning videos cover?**
    They cover investments, banking, taxation, insurance, loans, mutual funds, pension schemes, and many more. All these videos are bite-size making it easy to learn and improve financial knowledge and make informed decisions at your own pace.

12. **Will I have to pay for one-on-one counselling?**
    Yes, users are required to pay for **1:1 counselling sessions**. These sessions are offered at a **discounted price** exclusively for platform users.

13. **How accurate are the calculator results?**
    The results are indicative estimates based on the information you provide and should be used for planning purposes only. **Please note that the calculations displayed by this tool may not be 100% accurate, correct and/or complete and that they are intended solely for general information and education purposes. The information from calculators donot substitute for any professional financial service or advice. The creator of this calculator is in no way liable any actions that might be taken by users.**

14. **What kind of counselling support is available?**
    You can seek guidance from **vetted and qualified counsellors** on topics such as:

- Financial
- Portfolio review
- Debt management
- Stock markets
- Credit cards and loans
- Legal and financial matters etc

15. **What types of financial calculators are available?**
    The platform offers calculators for expense calculator, Old Vs New regime, plethora of loan calculators, NPS, retirement planning to other financial goals and some advance mutual fund calculators

16. **Are the counsellors verified?**
    Yes, all counsellors available on the platform are **carefully vetted** to ensure quality and reliability.

17. **How does the Employee Handbook help?**
    The Employee Handbook provides **learning resources** on topics such as investing, mutual funds, ITR, RSUs, budgeting, retirement, and more. These resources are **downloadable, free of cost**, and contain **important slides and key details** to help employees improve their financial knowledge.

18. **How do I book a counselling session?**
    You can book a counselling session directly through the platform by selecting a counsellor and a convenient time slot. The counsellings are only done online via MS teams link.

19. **What e-learning courses are available on the platform?**
    The platform offers the following e-learning courses:

- **FinStart – for beginners**
- **FinShield – for intermediate learners**
- **Mutual Fund Course**
- **FinSmart - for advance level learners**
- Employees are required to **enroll** in the course and **complete the assessment** as part of the learning process.

20. **Is my data stored when I use the calculators?**
    No, the calculators do not store or share your personal financial data.

21. **Is there any cost to enroll in these e-learning courses?**
    No. All e-learning courses are **free of cost** and available to employees at no charge.

22. **Can I watch the e-learning videos anytime?**
    Yes, videos are available on demand, so you can learn at your convenience.

23. **How does the Help button work and what is it used for?**
    The Help button allows users to raise queries related to technical issues, personal finance questions, or any other concerns. All queries are routed to the **admin team**, who will review and respond **within 24–48 hours**.