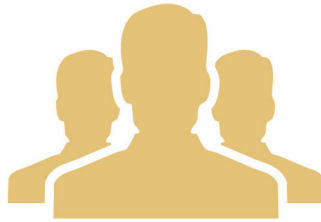


Call Center



Personal benefits guidance is just a call away

BCI continues as the industry leader offering licensed counselor-assisted call center services to educate, enroll and serve individuals on behalf of their employer. Our Benefit Counselors receive no commissions or incentives for enrollments; they are trained to serve the best interests of each enrolling individual.

Customer Value

- New employees who went through a structured onboarding program were 58 percent more likely to be with the organization after three years. ¹
- Individuals who participate in personalized benefits sessions at work tend to take more positive actions like participating and saving more. ²
- Thirty-six percent of employees would prefer to have access to a live person to explain their benefits. ³

Advantages

- Provides efficient, high-touch enrollment
- Creates a personalized experience for each employee
- Delivers consistent, scripted employer messaging, incorporating Health Care Reform information and notifications
- Allows for segmenting and prioritizing of employee population
- Ideal for enrolling executives, field employees and new hires
- Offers skill-based call routing
- Catalogues and tracks all call interactions, enabling real-time reporting
- Monitors and records all inbound/outbound calls for quality assurance
- Archives all recorded calls
- Provides complete flexibility
 - » Unrestricted size and scale
 - » No geographic restrictions
 - » All time zones are represented
- Offers outbound automated message delivery
- Multi-lingual capabilities

“**66% of employees say they would prefer to discuss benefit options with an HR representative or benefits consultant.**”⁴

Delivery Options

- Annual enrollment
- New hire engagement process
- Ongoing benefit services for employees during plan year
- Online chat
- SMS (text) communication

¹The Wynhurst Group, “2007 Onboarding Study,” April 2007.

²Principal Financial Group, “Face-to-Face Education Drives Better Retirement Savings Behavior,” July 12, 2012.

³MetLife, “9th Annual Study of Employee Benefit Trends,” 2011.

⁴Harris Interactive, “Aflac 2011 WorkForces Report,” February 2011.

Contact BCI's Marketing Department for more information about our call center solutions.

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