

Serving up excellence in worksite benefits



The top two most important criteria both brokers and employers use to select a voluntary carrier:
administration and service

But don't forget

Other service and support-related capabilities:



Claims integration



Billing options



Enrollment integration



Online service



56% of brokers

say service issues are the number one reason they switch carriers.

Three key areas

for brokers to consider when choosing to work with a carrier.

That can help:



Meet their clients needs



Meet expectations for excellent service

One: Administration

Problem: Issues with enrollment and administration systems and claims payments.

Solution: The right partner with the right tools and commitment.



Two: Billing

Problem: Concerns with billing processes.

Solution: Carriers that focus on billing accuracy and reliability.



Three: Online services

Problem: Not offering online administration services.

Solution: Access to a range of services online through a website or portal.



Outstanding service supports brokers, employers and their employees, is a crucial and valuable asset in a competitive market.

Read the full article at:
5starlifeinsurance.com/newsroom/blog