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MUST-ASK QUESTIONS BEFORE CHOOSING YOUR BENEFITS ADMIN PROVIDER

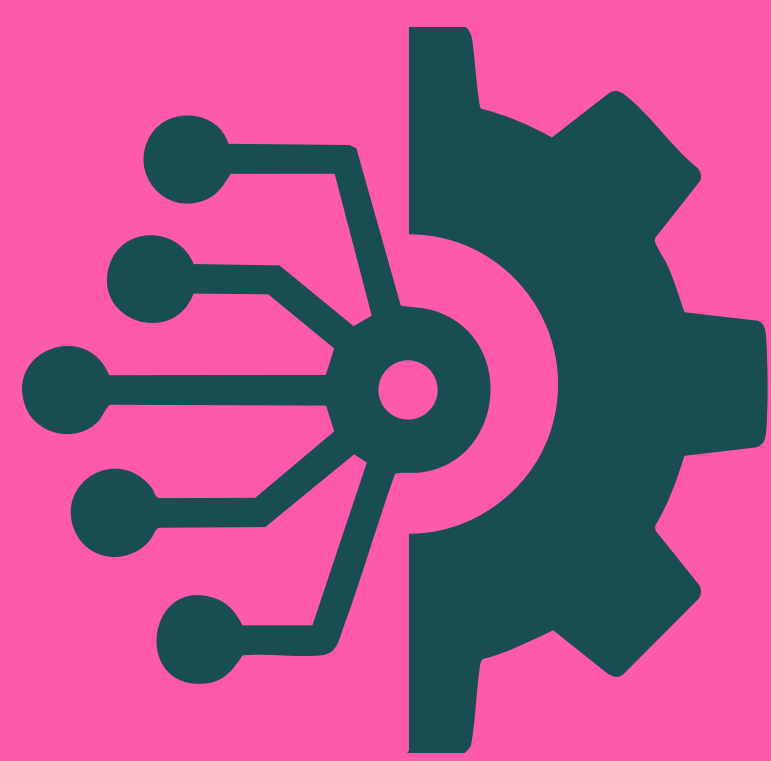


SERVICE QUALITY AND CLIENT SATISFACTION

- 01** *What is your client retention rate and can you provide client references?*
- 02** *How do you support employees during open enrollment and throughout the year?*

EMPLOYEE EXPERIENCE AND DECISION SUPPORT

- 03** *What decision-support tools do you offer to help employees choose the right benefits?*
- 04** *How do you handle customer service and what are your service level agreements (SLAs)?*



TECHNOLOGY, INTEGRATION AND REPORTING

- 05** *What reporting and analytics capabilities do you provide?*
- 06** *How does your platform integrate with our existing HR, payroll and carrier systems?*

SECURITY AND COMPLIANCE

- 07** *How do you ensure data security and compliance with HIPAA and other regulations?*



PRICING AND LONG-TERM FIT

- 08** *What is your pricing structure and are there any hidden fees?*
- 09** *How will you scale with us as our company grows and benefits evolve?*
- 10** *What makes you different from other providers?*