

# BenefitMall Supports You With People and Industry-Leading Technology



## QUOTING AND PROPOSALS

Our exclusive Client Ready Quote System (CRQS) provides you with:

- Real-time quoting capabilities with multi-carrier plan search and customizable proposals
- Note: Assisted service also available
- Proposals sent within 48 hours of receipt in PDF or Excel format (w/o prescreen)
  - One of the following carrier & coverage line options will be included:
    - BenefitMall market recommendation
    - My (Broker) Favorites
    - RFP specified

## AGENCY WORKSPACE

- BenefitMall book of business management
- Online Enrollment
- Online quoting tool
- Carrier documents and forms
- Electronic copies of case paperwork
- Activity tracking (underwriting & quoting)
- Digital support available by phone, email and live chat



## ONLINE ENROLLMENT

Our Online Enrollment platform gives you a 360° view into your quoting and enrollment experience, ensuring transparent service, and accurate and timely carrier submissions.

- Automatically import client data directly from Agency Workspace
- Convenient enrollment status tracker for easy reference
- Detailed view of rates, benefits, and plan summary documents
- View payments per pay period and review employee elections

## SALES ASSISTANCE

Our Sales Team will assist you with end-to-end support including:

- Market intelligence
- Legislative updates
- Online supply fulfillment
- Client presentations
- Product training
- Ancillary product support
- Multi-location group coordination
- Enrollment assistance
- Large group RFP follow up and negotiation with carriers

## NEW BUSINESS PROCESSING

Our communication Service Level Agreements provide you with what you need, when you need it.

- Email notification of case received within 4 hours
- Case review for missing information within 24 hours of receipt
- Completed cases submitted to the carrier within 24 hours
- Approved case notification within 24 hours of carrier approval

## CUSTOMER SERVICE

In addition to your BenefitMall Sales Team, you can expect superior full service support and assistance from dedicated Account Managers.

- Request identification cards
- Billing questions
- Commission inquiries
- New hire enrollments
- Group terminations
- Qualifying events