

# Streamline your enrollment



## Discover customized solutions for you and your employees.

The more complex benefits become, the more complex the enrollment. But it doesn't have to be that way. At no direct cost to you, we'll work with you to determine which of our flexible enrollment options best suit your business needs and provide a simple, seamless enrollment experience for you and your employees.

### Personal enrollment options

Most employees will tell you that benefits education works best face-to-face, which is why we suggest a face-to-face benefits consultation as part of enrollment. Our 1-to-1 meetings offer the most employee engagement and the best opportunity to help your employees understand and appreciate the benefits you provide. Our highly trained, professional benefit counselors meet with employees individually, reviewing their personal benefits situation.

## Alternative solutions

When 1-to-1 isn't feasible, we have alternative solutions to provide consistent communication and enrollment:

### 1-to-1 call center enrollments

Employees speak with a benefits counselor over the phone, so we can walk them through their benefit options and the enrollment process.

### 1-to-1 co-browsing enrollments

Conducted over the phone and web with a benefits counselor, this option helps employees understand their benefit options and enroll in their choices.

### Web-based self-enrollments

Employees can enroll via our website with communications that clearly outline each step.

### Express Enroll

Employees can sign up for specific product offerings using personalized pre-printed enrollment forms during a standard group meeting or simple paper enrollment process (for accounts with 50–500 employees).

## Integration capabilities

If your enrollment system needs are more robust, we can supplement our electronic Harmony® enrollment capabilities to work with a wide range of benefits administration and human resource systems, for fully seamless enrollment and administration services.

We can currently connect to a growing number of systems, including a list of preferred partners. Our preferred partners offer system features that meet your needs with strong ongoing two-way communications. Utilizing a preferred partner gives you the opportunity to participate in exclusive programs, including the Technology Allowance for POPS program as well as reduced rates such as license discounts and/or per employee per month fees.

By working together, we can provide you complete benefit services, such as life event change documentation, perpetual enrollment, 24/7 access, broader enrollment support, carrier feeds and more.

## Enrollment services

While the methods may vary, you can look to our enrollment solutions to provide you with:

### ■ Consistent benefits enrollment communications

Rely on our consistent communication regardless of each employee's location, shift or enrollment method.

### ■ Daily enrollment reporting

Stay up to date on which employees have enrolled and what they have chosen.

### ■ Data security

Keep your employee and election data secure with our proper safeguards.

### ■ Dependent review

Determine which employees and dependents are eligible to receive benefits to help you trim unnecessary expenses.

*Our easy-to-use electronic Harmony enrollment system works online or offline and guides employees through the enrollment process, including showing them the payroll deductions they can expect.*

## After the enrollment

Our services don't end when the enrollment is complete. We can help alleviate your day-to-day burdens with:

- Custom payroll and core files that can integrate into your payroll system
- Updated contact information on your employees
- A summary of your employees' enrollment elections
- A survey to gauge your employees' satisfaction with our communications and enrollment process
- Online administrative functions so you can view, reconcile and pay your Colonial Life bill online