

# EMPLOYEE BENEFITS

## CLIENT SERVICES

### Analysis of Existing Benefits Package

Armstrong's Employee Benefits Team begins each client relationship with an exhaustive review of all benefits-related policies, programs, and services.

### Proposal Solicitation

Employee Benefits Consultants and Analysts research the marketplace and carefully review each available option. A succinct presentation of the client's recommended options and alternatives is prepared and presented. Armstrong only makes recommendations to change plans, carriers, or third party providers if it is in the best interest of the client.

### Communication Materials

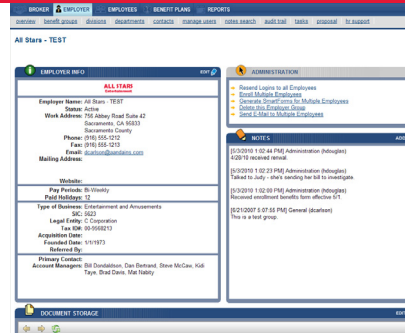
The Communications Department prepares customized employee enrollment, communication, and education materials. Each client is unique and each plan offered must be effectively communicated.

### Enrollment and Implementation Services

We typically facilitate face-to-face enrollment meetings at a client's place of business. These meetings provide the client's workforce a complete overview of their benefits package and give employees a forum to speak directly with benefits experts.

### Dedicated Account Manager

Clients and their employees have a single point of contact for all employee benefits services and issues. The Account Manager acts as an on-going liaison between clients and the various insurance carriers and third party vendors.



### Eligibility Processing

Licensed eligibility staff processes all client employee additions, terminations, and change requests with the insurance companies within 24 hours of receipt.

### HR Administration Software

This unique employer-centric tool for the client's benefits administrator(s) organizes the entire group benefits package into a single on-line, scalable and easy-to-use software system. The software provides plan information, rates, forms and enrollment materials at the click of a mouse. At a client's discretion, the system can also be utilized as a full HRIS managing many Human Resources responsibilities.

### COBRA Administration

Armstrong handles all COBRA compliance for clients. This includes all notifications, documentation, and billing. This comprehensive service relieves the client's HR and Benefits staff from the time consuming, often confusing and legally complex issues related to both State and Federal COBRA laws.