



# COMPARE CLIENTSERV

Since 1996, the administrative backroom for Dattilo Consulting, Inc. has been ClientServ. ClientServ helped pioneer electronic benefits administration, with more than 300,000 administrative transactions processed since 1989. ClientServ is unique as the only COBRA administrator that guarantees COBRA premium will be administered accurately and timely, or ClientServ will pay the COBRA premium.

Only ClientServ offers a total package of employee benefit services at no additional cost. Our clients place high value on these services as shown by our average client retention rate of 97% or higher.

### Compare ClientServ's no-fee services to those offered by your current agent/broker/consultant.

**New Hires:** Employers appreciate that we are insured, licensed and highly qualified to enroll and explain benefits to their new hires.

For each newly hired employee, ClientServ will provide:

	ClientServ	Our Competitor
1. <b>NEW HIRE PACKET:</b> Customized for your company, explaining your benefits to each new employee.	1. <u>Yes</u>	_____
2. <b>EMPLOYEE HOTLINE:</b> Our Enrollment Specialists answers questions about the details of your benefit plan, i.e. cost, effective dates, policy number and enrollment forms.	2. <u>Yes</u>	_____
3. <b>CONFIRMATION OF BENEFITS:</b> Notice showing effective date, who's covered, and payroll deductions	3. <u>Yes</u>	_____
4. <b>MULTI-LINGUAL SUPPORT:</b> ClientServ's specialists are fluent in English, Spanish and Hmong.	4. <u>Yes</u>	_____

No  
Additional  
Fees

**COBRA Administration:** Most Fortune 500 companies outsource the burden of COBRA administration. You can, too. Our clients appreciate our willingness to do their COBRA administration to conform to strict state and federal compliance requirements. We have been processing COBRA since 1989.

For each terminated employee it is this simple:

First, you notify ClientServ and ClientServ will:

	ClientServ	Our Competitor
1. <b>SEND NOTICES:</b> ClientServ sends all required notices and election forms.	1. <u>Yes</u>	_____
2. <b>NOTIFY INSURANCE COMPANY:</b> ClientServ processes the termination directly with the insurance companies.	2. <u>Yes</u>	_____
3. <b>MULTI-LINGUAL SUPPORT:</b> "COBRA Support Hotline" is available in multiple languages: English, Spanish and Hmong.	3. <u>Yes</u>	_____
4. <b>PAYMENT PROCESSING:</b> ClientServ processes and monitors COBRA payments.	4. <u>Yes</u>	_____
5. <b>RE-ENROLL TERMINATIONS:</b> ClientServ re-enrolls terminated individuals if COBRA is elected and payment is received.	5. <u>Yes</u>	_____
6. <b>ONGOING NOTIFICATION:</b> ClientServ provides ongoing, required notices—conversion, termination, or incorrect payment.	6. <u>Yes</u>	_____
7. <b>AUDIT REPORTS:</b> IRS audit report is available to all our clients.	7. <u>Yes</u>	_____

No  
Additional  
Fees

Let ClientServ carry your benefits administrative burden.

Benefit Strategies That Work