



FROM THE HEART

The bswift Service Center Commitment

At bswift, we supplement our innovative and flexible HR tech with a strong commitment to service excellence.

"A lot of our employees don't have access to a computer, so the typical way of enrolling is not a great option for them. One of the things that was very important to us when picking out a vendor was that they had a good service center."

- Senior Manager of Benefits at Toyoda Gosei

BY THE NUMBERS

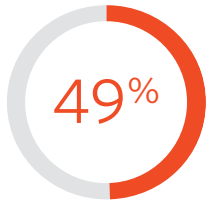
Why is it essential to help employees understand their benefits?



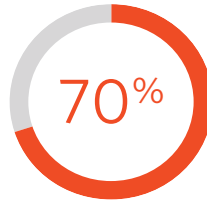
55% of employees find their health care plan overwhelming.¹



Only 50% know about all or most of their employer's health care offerings.¹



49% plan to switch jobs in the next year due to benefit confusion or dissatisfaction.²



Satisfied employees are 70% more likely to remain with their employer.³



And satisfied workers are 20% more productive.⁴

ENHANCING EMPLOYEE SATISFACTION

The bswift Service Center's Winning Strategy

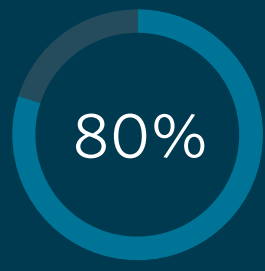
TALENT & EXPERIENCE



200+ representatives



Industry Experts
7-10 years experience on average



80% college educated

QUALITY & ACCURACY



95% satisfaction
93% quality

SCALABILITY & RESPONSIVENESS



Scaling to 700+ representatives during peak periods



Average time to answer:
Less than 30 seconds

WORKFORCE FLEXIBILITY



Attracting and keeping the best talent with a remote workforce

<10%
Less than 10% turnover

Partner with bswift for a Superior Experience

"bswift is really our tier one customer service arm...our first line of defense when it comes to our employee needs."

- Vice President of Health and Welfare for Omnicom Group

[bswift.com](https://www.bswift.com)

¹(One Medical) The State of Workplace Health <https://www.onemedical.com/business/resource-center/workplace-health-report-2023/>

²(Aflac) Why Do Workers Leave? https://www.aflac.com/us/en/docs/workforce/viewpoint_whyworkersleave.pdf

³(MetLife) What your employees want: choice, relevance and guidance <https://www.metlife.com/workforce/what-your-employees-want/>

⁴(Social Market Foundation) Happiness and productivity: Understanding the happy-productive worker <http://www.smf.co.uk/wp-content/uploads/2015/10/Social-Market-Foundation-Publication-Briefing-CAGE-4-Are-happy-workers-more-productive-281015.pdf>