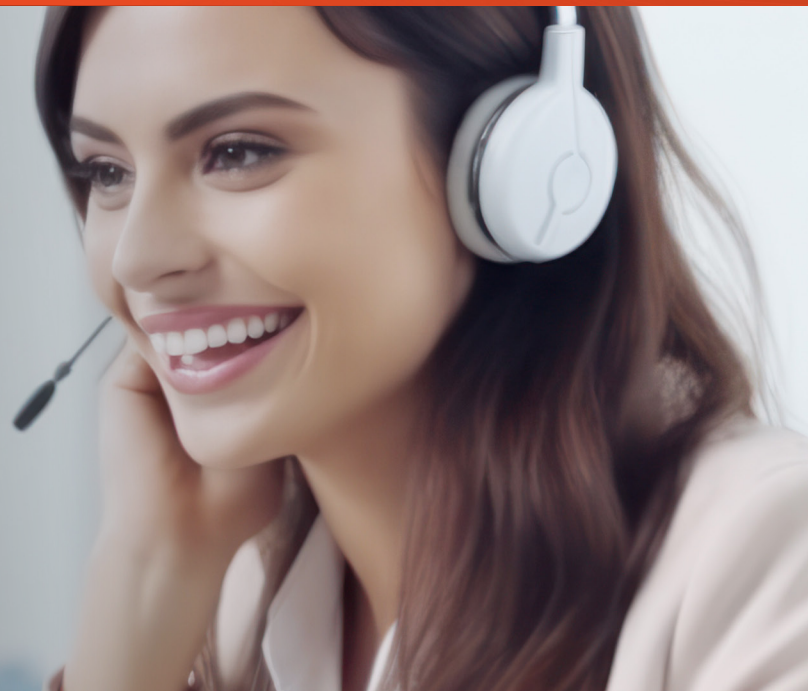


bswift® Service Center

Where Innovation
Meets Compassionate and
High-Touch Service



Superior Service, Heartfelt Connections

Nothing leaves a lasting impression like an exceptional customer experience—except, perhaps, a poor one. That's why we're dedicated to creating moments that matter. Our Service Center blends innovative technology with empathetic support to build real connections while meeting the unique needs of employees and employers. From onboarding new hires and resolving complex benefit inquiries to guiding your people through big life events, our Customer Service Representatives (CSRs) deliver personalized, compassionate assistance every step of the way.

Excellence in Every Interaction

- **Empowered Experts:** Our CSRs are chosen for their expertise and empathy. Backed by extensive, ongoing training, they deliver a level of professionalism and personal attention that solves problems but leaves lasting impressions.
- **Technology-Enhanced Care:** With bswift's Mindful AI™ and Emma™ Agent Assistant, our CSRs provide real-time, tailored support to solve problems faster and engage more meaningfully with every person.
- **Flexible, High-Quality Service:** With rigorous quality controls and adaptable processes, we ensure exceptional service—even during peak seasons or high-demand times.

Advanced Tools for Smarter Support

- **Dynamic Training Tools:** With platforms like SymTrain and Litmos, our CSRs sharpen their skills through AI-driven simulations and hands-on scenarios—enhancing confidence and customer interactions.
- **Comprehensive Resource Access:** Unified Desktop and our AI-powered Knowledge Center provide quick access to client data and tailored content, enabling fast, informed support in every moment.
- **Empathy in Action:** Real-time tools like Enlighten Sentiment Analysis help our team recognize and respond to customer emotions—creating more thoughtful, human-centered conversations.



Expertise and Commitment at Every Level

Experienced Professionals: With 80% holding college degrees and averaging 7–10 years of experience, our CSRs bring unparalleled expertise in benefits, insurance, customer service, and HIPAA compliance.

Tailored Support That Puts People First: Every individual's needs are different, and we're experts in meeting them. From benefits education to critical life-event guidance, our team connects deeply with those we serve.

High-Touch Service When It Matters Most: Our high-touch approach is about being there when it counts most. For complex situations and critical interactions, our specialized assistance provides the highest level of care and precision.*

* Available as an optional premium service; not included in the standard package.

Measurable Results. Undeniable Value.

95%

customer satisfaction rate

92%
plus

quality scores

under
30
seconds

average call response time

82%

first-call resolution

9/10

customers share
positive feedback

less than
10%

staff turnover rate



Discover the bswift Difference

Empathy. Expertise. Innovation. These are the qualities that define the bswift Service Center. Watch the bswift Service Center Commitment Video to see how we're transforming customer support.

"I could not have asked for a more professional, proactive, and kind representative. The individual guided me through the entire process, and I am extremely grateful. She made it so seamless and painless."

— Fashion Retailer Employee



Contact bswift today to experience service that's genuinely exceptional.

bswift

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