



THE HUMAN FACTOR

Time-Proven, Exceptional Service

With BenefitMall, your team just got bigger. We are there for you every step, from proposal to enrollment and beyond. When you work with BenefitMall, you are paired with a team of experts who will assist you with end-to-end sales and service support.

SALES TEAM

Your Sales Executive will guide you with:

- Selling and growth strategies
- Marketplace intelligence
- Product training
- Final presentation assistance

Rely on your Sales Representative for:

- Questions with proposals
- Questions with specific plans/forms
- Supplies for enrollment meetings

And more!

TECHNOLOGY SUPPORT

Our experienced technology experts inspire confidence – we're here to support you every step of the way.

Digital Support – Available by phone, email, or chat, the Digital Support team can answer questions or provide demos of BenefitMall's technology suite.

Regional Technology Consultants (RTC) – Conveniently located in your region, RTCs provide personal technical guidance to brokers who utilize BenefitMall technology

SERVICE TEAM

In addition to your sales team, BenefitMall is proud to offer knowledgeable service team members who are committed to your business.

New Business – Coordinates with the carrier to ensure your case progresses through underwriting until issuance.

Customer Service – Acts as a liaison between you and the carrier to bring resolution to issues, from requesting an ID card for an insured to researching a commission payment.



NEXT GENERATION BROKER SERVICES

One of the advantages of working with BenefitMall is our Human Factor. In other words, our people – their experience, their knowledge, and dedication.