

## ▶ RECORD KEEPING SERVICES



Simplify how you manage your voluntary benefits with streamlined Record Keeping Services provided by The Prudential Insurance Company of America (Prudential). From seamless plan implementation to single eligibility for all voluntary products to managing day-to-day transactions, Prudential provides services that make life easier for both you and your employees.

Record Keeping Services are available to employers who offer our voluntary coverages and are conveniently available through any website: yours, your third party administrator's, or ours. And that's just a standard part of our services. We offer two levels of support: Core and Core Plus, all backed by smart technology and caring service professionals.

**For customers who qualify, these services are available:**

**Core:** Our Core Record Keeping Services include:

- ▶ Life claims facilitation
- ▶ Online beneficiary records management for active employees and covered retirees, available 24/7
- ▶ Termination services for active employees and covered retirees

**Core Plus:** Available for a fee to most customers, this maximum level of support includes Core services, plus:

- ▶ Faster data access and expedited claim facilitation
- ▶ "Anytime Enrollment" and enrollment support from a licensed Prudential representative
- ▶ Administrative support
- ▶ Prudential management of billing and payroll deduction services, coverage and assignment records, and new hire enrollment
- ▶ Direct billing & retiree management

You have the flexibility to choose which services you need within each level. We can also further customize Record Keeping solutions for you; additional charges may apply. Please note: Eligibility data is required when you select Core Plus.

## ▶ EXPERIENCE. SIMPLICITY.

Everything we do is designed to make benefits easier for employers and employees. To learn more about our Record Keeping Services, please contact your Prudential representative.

### Experience Service and Expertise:

- ▶ Contact Center is available Monday through Friday, from 8:00 a.m. to 8:00 p.m., Eastern time.
- ▶ In-house customer service representatives have an average 10-plus years' industry experience.<sup>1</sup>
- ▶ Account managers have an average 15 years' industry experience.<sup>1</sup>
- ▶ Over 500 customers currently utilize our record keeping services to support 4.5 million eligible participants.<sup>2</sup>

**1** Source: Prudential. Based on 2015 staffing.

**2** Source: Prudential. Based on 2014 year-end statistics.

Group Insurance coverages are issued by The Prudential Insurance Company of America, a Prudential Financial company, 751 Broad Street, Newark, NJ 07102.

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