



eBenefits Edge | Service Center

Save valuable time by using the Service Center

Dedicated resource helps employees with benefits and frees up your staff's time.

You want your employees to get the most from the benefits you offer. But it can be challenging to find the time to explain it all to them. And we know questions about benefits can occur at any time—not just during enrollment.

That's where Principal® can help. The optional Service Center in Total Management provides personalized service that educates employees about their benefits. Imagine what your staff can work on if they're not answering benefit questions.

Like having additional staff

Think of the team at the Service Center as an extension of your staff. We can answer the phone like we're at your company. Our team is trained in all the benefits you offer so they're ready to answer the questions your employees have about their benefits.

Reporting

You deserve to feel comfortable with our services, which is why we put so much emphasis on transparency.

Every call is recorded and attached to the employee's record, unless it contains protected information. You have access to these recorded calls at any time.

In addition, you have access to:

- Regular performance metrics showing the length of each call.
- Satisfaction assessments showing how we did according to your employees.

For employees

Your employees have access to a person knowledgeable about their benefits right at their fingertips. They can call us anytime they need information.

How it works

Your company receives a dedicated toll free number for employees' use. When an employee calls, we know it's coming from your company. And it's routed only to the staff qualified to represent you.

Our goal is to answer your employee's question the first time. This saves employees' time and your bottom line.

Enrollment time can be a little crazy for you. We've got your back. We offer employees enrollment support by answering their questions. Maybe they need help determining if a stepchild is eligible for benefits. If they have questions about the enrollment website, we'll walk them through it. And if they're not comfortable enrolling online, we can take their enrollment over the phone.

In addition to providing your employees with answers to their benefit questions, we also:

- Provide technical support
- Reset passwords
- Help with system navigation

Have Spanish-speaking employees? We've got you covered with call center representatives who are fluent in Spanish. And if you have employees who speak other languages, we have an interpretation service ready to go.

Sign us up!

You only pay when your employees use the service center—\$3.50/minute.*

Enrollment time is busy enough—without trying to implement a new system. So we recommend implementing the Service Center outside of open enrollment. On average, implementing this solution into your existing Total Management account takes just eight to ten weeks.

*Receive a discount off your eBenefits Edge fee when 2+ optional eBenefits Edge services are purchased.



Let's connect

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