

# Unparalleled Customer Support

Get help when and where you need it with SureCo’s year-round, always-on support teams.

“We have a high-touch employee population who had a lot of questions about the move to an ICHRA. Thanks to SureCo’s empathetic, responsive customer service, these people got true personal assistance that walked them through all the questions they had along the way and helped them find the right plan.”

—Misty Lundstrom, Sr. Director Global Total Rewards & Talent Acquisition at Anuvu



Health insurance is complicated. Let us make it easier. All SureCo customers receive a dedicated migration specialist, customer experience specialist, and employee experience team that are with you every step of the way.

## Support for Your Employees

Our **Employee Experience Specialists** are here for your team.

Whether your employees need help choosing a plan, have a question, or want to make a change, they’ll always be met with a knowledgeable, empathetic human being — **no chatbots, hold music, or automated phone menus.**

### Meet the Team

- Always on shore U.S. based support
- 5+ decades of collective expertise in ICHRA from industry-leading professionals
- Bilingual (English & Spanish)
- No hidden fees paired with unparalleled customer support



Jennifer Ross  
Director of Enterprise Operations



Lori Infuhr  
Operations Manager



John Jenkins  
Head of Compliance



Kevin Scott  
Enterprise Servicing Manager



Kacey Ellis  
Employee Experience Specialist



Emely Morel  
Employee Experience Specialist

“Every company tells me they’ll be an extension of our HR team, but SureCo really is. They worked one-on-one with our high utilizers to ensure their needs and continuity of care were being met. We worked with the same support and migration specialist throughout the entire process. She really got to know our team and quickly addressed concerns as soon as they came up. And we love that there’s a phone number our employees can call 24/7 to get their questions answered. It takes so much off our plate..”

—Derek Padon, SVP of Human Resources at RFK Community Alliance

### Services Provided

- ✓ Medical benefits explanation
- ✓ Plan and carrier comparisons
- ✓ Platform navigation assistance
- ✓ Doctor/facility lookup support
- ✓ Medication coverage lookup
- ✓ 1:1 video consultations for high utilizers
- ✓ Ongoing Medicare education
- ✓ Qualifying Life Event (QLE) help
- ✓ And more



Lori Infuhr

Hi! How can I help you today?

8:08 AM

I really liked my previous plan. Can you help me find a new one that’s similar and lets me keep my doctor?

8:10 AM

Of course. Let’s look up your provider and review your options together.

8:13 AM



Type here...



### Connect Anytime

Our Employee Experience Team is available from **8AM to 8PM (ET), Monday-Friday.**

During that time, **we guarantee a response within 2 business days**, but employees typically hear back in **less than an hour.**

#### Email

Employee.experience@sureco.com

#### Phone or Text

(949) 989-4906

\*press 1 for English

\*press 2 for Spanish

#### In-Platform Messaging

Submit a question

## Support for Your HR Team

Employees are significantly more satisfied with their benefits when their company provides comprehensive education and communication around enrollment. Let SureCo’s Migration and Customer Experience Specialists take the burden off your HR team.

### We provide:

- ✓ Email templates to help introduce ICHRA
- ✓ Customizable slide decks for Open Enrollment and new hires
- ✓ Virtual onboarding information sessions
- ✓ On-demand platform training videos
- ✓ Text message reminders about Open Enrollment
- ✓ Self-help knowledge database (accessed via the Help button in the Enrollment Platform)

Note: As an advisor SureCo cannot provide specific plan recommendations or help with individual claims.