

# CLIENT SATISFACTION SURVEY - FRINGE FACTS® ONLINE

Industry - Higher Education • Size - 14,000 EE • Client Since - 2009

## A VALUABLE TOOL THAT'S EASY TO USE.

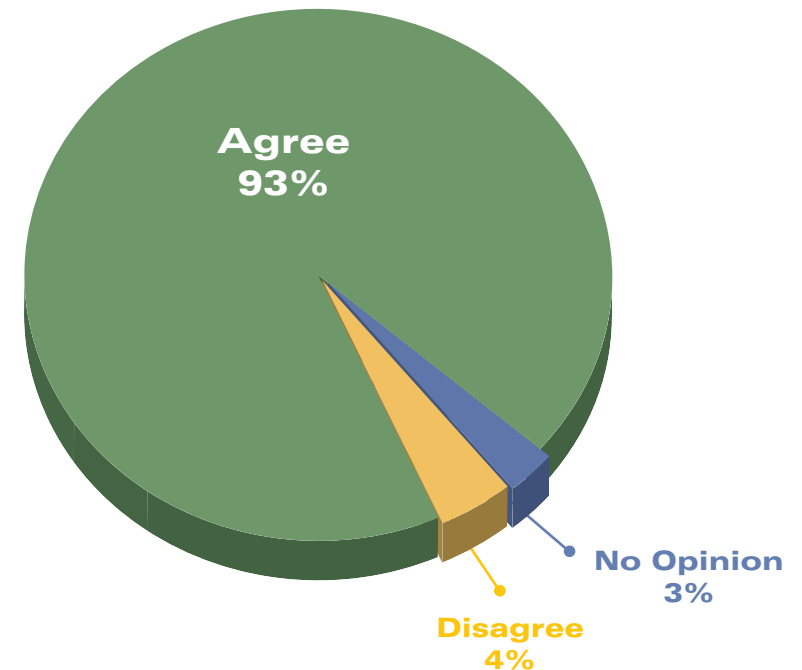
Year after year, *Fringe Facts* Online users report very high levels of satisfaction with the service. *Fringe Facts*® Online helps our clients provide an easy to use and easy to manage tool that can empower employees while delivering critical benefits information to them. More informed employees improve workplace performance and employers benefit from improved morale and reduced turnover.

Some typical employee comments:

- “It was extremely easy to use!”
- “Was accessible anywhere convenient for the employee and you can print a copy of your records.”
- “Summary at the end made it easy to double check.”
- “Online explanations were easy to follow.”

## EASY TO USE

93% Agree the online enrollment service was easy to use.\*



**FEATURES INCLUDE:** Plan Comparisons • Decision Support • Eligibility Management • Resource Links

**Benefit**  
SOFTWARE

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\*Results from FFOL client survey for 2010 plan year