

Trustmark's Exemplary Service Solutions

Offering voluntary insurance with Trustmark means that employers can provide employees with the right protection while accessing comprehensive benefit solutions that simplify their lives. Trustmark's exemplary service and administrative solutions help make enrollment easy and streamline benefits management.



Benefits Administration

Work with top benefit administration systems for easy enrollment

We make products accessible on any system, either with our group products or through our configurable API tool - Trustmark Simplink.

We provide tools and partnerships to seamlessly implement enrollment of both Trustmark and non-Trustmark products side by side.

Customization for employers to accommodate almost any combination of benefit plans and employer-specific business rules, while matching each employer's unique branding.

Streamlined and simple reporting tools to keep employers informed about their benefits program.



Enrollment and Engagement

Solutions to help enroll and engage employees in benefits and more

Support for a range of enrollment methods including face-to-face, telephonic, self-enrolled and/or web-based enrollments.

Access resources for one-on-one that help employees fully understand their benefits and make informed decisions.

Combine voluntary benefits messaging to carry other key company messages: wellness, 401(k), benefit changes, dependent audit, high-deductible health plan participation, medications under management program, etc.

A variety of media for pre-communication: brochures, flyers, emails, presentations, posters, websites and more, customizable for your enrollment.



Billing

Billing capabilities designed to match payroll cycles to save time and resources

Automated data transfer between employer's system and Trustmark, based on a preset time frame.

Ability to combine products from other carriers into payroll slots, resulting in headache-free administration; consolidated billing of Trustmark and non-Trustmark products.

Clear communication of any changes in billing, including information regarding the change and for which payroll cycle it will take effect.

Voluntary Benefits

Trustmark
benefits beyond benefits



Case Implementation

Unique case implementation experience with one point of contact for support

Direct access and rapid, thorough answers from your single point of contact, with no queues or automated response.

Responsive customer service that will address your request, question, inquiry or issue within one business day.



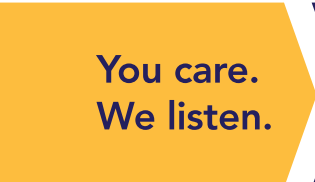
Enroller Training

Customized, on-site training for enrollers prior to your personalized enrollment

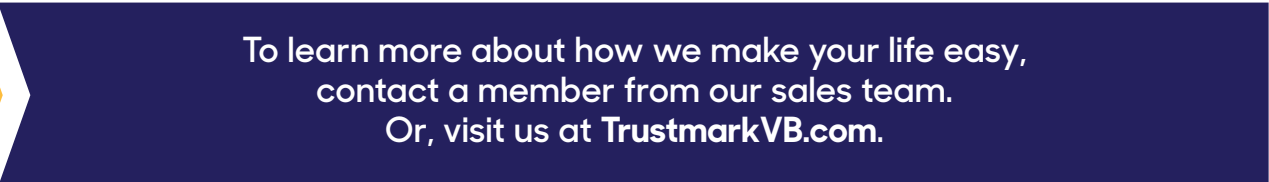
Enrollers receive on-site training from Trustmark specialists; custom training includes case-specific product information, underwriting guidelines and system use.

Point-of-enrollment communication materials, tailored to each case, are available for enroller use in one-on-one meetings or for distribution to employees at enrollment.

From providing streamlined benefits administration our exemplary onboarding and service model, Trustmark's exemplary service solutions simplify benefits management and put employers at ease.



You care.
We listen.



To learn more about how we make your life easy,
contact a member from our sales team.
Or, visit us at TrustmarkVB.com.

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