

BRI Advantage

MIGRATION FROM PRO-FLEX ADMINISTRATORS LLC TO BENEFIT RESOURCE, LLC

Benefit Resource (BRI) and Pro-Flex share a vision for what constitutes best-in-class service: ensuring client satisfaction remains at the forefront, with market-leading expertise delivered alongside integrity. With the migration from Pro-Flex to BRI, clients and participants can expect this same service, along with additional enhancements.

ABOUT BRI

Benefit Resource (BRI) is a third-party benefits administrator that combines expertise and excellence to provide premier ongoing support to employers and participants, backed by experts and technology you can trust. We focus on day-to-day benefits administration so you can grow your business. BRI is owned by Millennium Trust Company, a trusted provider of health, wealth, retirement, and benefits solutions.

- **CUSTOMERS WE SERVE:** Over 5,000 employer plans nationwide and 350,000 participants. Clients range from small employers to Fortune 500 companies
- **YEARS IN BUSINESS:** 30 (founded in 1993)
- **EMPLOYEES:** Over 220 employees
- **SERVICES OFFERED:** FSA, HSA, HRA, HRA VEBA, Commuter Benefits, Specialty/Lifestyle Accounts, COBRA, Direct Billing, and ACA Reporting

KEY ADVANTAGES TO BRI

Once the migration is complete, you will be able to take advantage of the following benefits uniquely available through BRI:

<p>DISTINCTIVE SERVICE</p> <p>Dedicated support for clients and partners, with commitment to 4-hour response on client and broker inquiries</p> <p>Plan design review and consultation to ensure objectives are met</p>	<p>LEADING TECHNOLOGY</p> <p>Leading payment technology, including contactless payment & digital wallet compatibility</p> <p>Single card solution for all pre-tax products along with industry leading auto-substantiation rates</p>	<p>ROBUST RESOURCES</p> <p>In-depth Resource Center with videos, infographics, presentations, email templates, flyers and more</p> <p>Communication planning tips, resources, and best practices for Open Enrollment and year-round</p>	<p>EDUCATION & COMMUNICATION</p> <p>Expansive member communications, including confirmations, welcome series, newsletters, alerts, and more</p> <p>Regular content and webinars about legislation, tips, and best practices</p>
<p>EXPANDED PARTICIPANT SUPPORT</p> <p>Dedicated service team for participants</p> <p>Expanded availability from 8am-8pm ET M-F</p> <p>Online chat and Spanish language support</p>	<p>INDUSTRY EXPERTISE</p> <p>Thought leadership articles in Forbes, SHRM, BenefitsPro, HR Morning, EBN News, and other industry publications</p> <p>Advocate for legislative action through ECFC to improve use of account</p>	<p>OPERATIONAL EXCELLENCE</p> <p>Independently certified TPA; including SOC 1 and 2 certifications</p> <p>Guaranteed 5-day claim turnaround</p> <p>Continuous improvement and data-driven insights</p>	<p>DETAILED REPORTING</p> <p>Exclusive BRI Insights reporting to provide better visibility into participant behaviors</p> <p>Numerous reporting options available to be pulled from employer management portal</p>