

LOOKING FOR A KNOWLEDGEABLE BENEFITS BROKER

PROBLEM OVERVIEW

1. A lack of good customer service from their Benefits Broker.
2. No personal representation.
3. She knew it was in the best interest of her company to make a change.

THE PROBLEM

Lisa Shuster is a current Board Member and the previous Vice President of Human Resources & CAO of iHire. As the Vice President of HR, she had multiple employees who had various needs regarding benefits including benefits enrollment, renewals and claims. Prior to becoming a happy BMC Insurance client, she was dealing with poor customer service and lack of personal representation with her previous broker. She wasted time and experienced a lot of frustration when trying to reach or get a response from someone, which in turn delayed her ability to take care of her employees.

SEEKING A SOLUTION

Lisa started searching and let her network know that she was looking for a better Benefits Broker to meet her needs. She found out about BMC through a personal reference who highly recommended them.

THE OUTCOME

Lisa is very happy that she chose to go with BMC for her benefits needs. Whether she needs help with open enrollment, renewals or employee claims, she knows BMC will always be there to help her with any questions and concerns, and will always provide prompt, efficient and personalized service.

*"If you're looking for a Benefits Broker that provides great customer service, look no further than BMC."
~ Lisa Shuster*