

What distinguishes FBMC?

- FBMC uses a "best in class", state-of-the-art Customer Service call center. All incoming calls and e-mails are recorded and archived. Our CSRs have a single function - to answer incoming phone calls and e-mails from our customers and respond to their benefit and enrollment questions. We provide toll-free phone and fax lines, 24/7 participant access to account information via internet and bilingual Customer Service support throughout the year from 7am to 10 pm EST, Monday through Friday and from January through March on Saturdays from 9am to 3pm EST.
- FBMC uses "best in class" claims adjudication practices including several methods of auto-adjudication allowable under the IRS guidelines. These include co-pay matching and IAS Automated Adjudication. More than 98% of processable claims are authorized within five business days.
- FBMC conducts a SAS 70 Audit every year. (We alternate between Type I and the more comprehensive Type II.)
- Our legal, compliance, and quality control and assurance activities are consolidated under our Standards and Practices Division. The Division oversees all regulatory and legal activities related to benefit plan management, establishes performance standards and practices based upon regulations and best business practices, and determines compliance through quality assurance activities.
- FBMC's in-house Communication Team provides clients with superior communication/educational materials. The team includes Graphic Artists and Copywriters who have combined their efforts to win the Apex Award for the high quality of communications materials for six years in a row (i.e., 2002 through 2007).
- **Quality** - FBMC has made a solid commitment to consolidate quality initiatives and adopt the "best business" practices modeled by organizations that have won the National Malcolm Baldrige Award and the Florida Governor's Sterling Award for Performance Excellence. We have completed the Sterling Navigator assessment program and implemented organizational performance review processes and an extensive, company-wide training program that supports our corporate strategies.

FBMC strives to:

- consistently meet or exceed industry standards for accuracy and processing time
- identify all of our clients' plan's parameters and prepare detailed implementation schedules
- listen to our clients' objectives and allocate resources to meet their expectations
- monitor all aspects of implementation and service to assure consistent performance
- provide high value services at a competitive price.
- **Integrity** - We are proud of our strict adherence to federal and state regulations and guidelines. In over 31 years of administering benefit plans, FBMC has:
 - never been investigated, fined, reprimanded or otherwise penalized by State Attorneys General or any other regulatory authorities, including the Insurance Departments in the states in which we are licensed
 - never had a plan disqualified by a regulatory agency
 - never been party to litigation regarding a contract to administer benefits
 - never had an adverse adjudication with respect to either its Errors and Omissions Insurance or its Fidelity Insurance
- **Longevity** - Experience is a key factor when it comes to handling something as important as employee benefits. With FBMC, you can expect a wealth of experience bolstered by a company that has been at the forefront of the industry for more than three decades.
 - We value long-term client relationships. Our typical client has used our services for over 10 years. Because contract lengths usually average from one to three years, FBMC has had to compete to retain many of its clients' accounts, and has won bids time and time again.
 - FBMC may not be the biggest company that is bidding for your business, but we are most certainly the biggest "benefits-only" company. That distinction will make a valuable difference when it comes to serving your employee's needs!
- **Guarantee** - We guarantee your satisfaction. If you are not satisfied, tell us and we will correct any problem within 30 days at our expense. If you are still dissatisfied after the 30 days, you may terminate our contract immediately. We will turn over all records to your new administrator and - at our expense - facilitate the transition. We will refund all fees for the prior 60-day period if you are not satisfied.
- No client has ever found the need to terminate our contract, but we want you to know that this is a **sincere commitment!**