

Case study 1 – TEAM® Norway

DEBT COLLECTION COMPANY



Customer background

A large domestic company with a broad and very diverse product in debt collection, invoicing and payment follow-up

Facts & Figures

350 employees

Operations across Norway

Scenario: I Group

- 11 management team
- Mix of benefits requirements: Group Life (GL), Permanent partial total disability

Scenario: II Group

- 342 employees
- Mix of benefits requirements: Group Life (GL), Permanent total disability(PTD)

Customer Challenge

- Simplify benefits design in multiple groups
- Find a solution for smaller number of employees in management
- Have consistency and control
- Set different level of benefits for management/employees
- Set minimum level of benefits to all employees
- Request to reduce a number of policies

Our solution

In cooperation with the customer and their broker, we defined a program – Risk Solutions. The purpose of the work is to assist the customer with reviewing the potential risk exposures and controls to find unique solutions which is suitable and simplify as much as possible, per clients' request:

- One quotation, one policy for all locations
- Simplified administration and significant reduction of operational costs
- One terms and conditions
- Flexibility

Customer background

A leader in the design, development, and manufacturing of advanced products for a global market.

Facts & Figures

61 employees

Operations in northern part of Norway

Scenario: I Group

- 7 management team
- Mix of benefits requirements: Group Life (GL), Permanent partial total disability

Scenario: II Group

- 54 employees
- Mix of benefits requirements: Group Life (GL), Permanent total disability(PTD)

Customer Challenge

- Benefits design in few groups
- Manage cost of benefits as well as cost of administration
- Unit cover and simplified administration
- Request for long term solution – 3 years and automatic coverage
- Requests for higher Limits for some employees

Our solution

In cooperation with the broker, we redefined the program and structured it to fit demands from customer in order to find right solutions which is suitable and simplify as much as possible per clients' request:

- Unique rate guarantee for 3 years
- One quotation, one policy for all locations
- Simplified administration and significant reduction of operational costs
- One terms and conditions
- Flexibility

Customer background

A membership union with members around Norway.

Facts & Figures

838 members

Scenario:

- 838 members
- Mix of benefits requirements: Group Life (GL), Permanent total disability (PTD)
- Request for benefit level to be optional.

Customer Challenge

- Benefits design not suitable for members
- No flexibility on individual design
- All members have the same level of benefit
- Manage cost of benefits as well as cost of administration
- Find a solution for different number of members in different age group and relationship (to be set by levels)
- Cover for spouse
- Unit rates and simplified administration

Our solution

In cooperation with the customer, we developed a program in order to find unique solutions which is suitable and simplify as much as possible per client's request:

- Possibility to choose individual benefit level
- Simplified administration and significant reduction of operational costs
- One terms and conditions
- Flexibility