



An Automotive Accessories Company Liked Hardenbergh's Powerful Performance

The Challenge:

A mid-size employer who specializes in automotive accessories was dissatisfied with their current broker and their inability to problem solve multiple Benefit Administration hurdles. They had been with their current broker for over 10 years but they needed a broker partner who could help them evaluate their benefit package, recommend additional coverage options and also assist with some of the administrative functions that were overwhelming their front office staff.

The Strategy:

Hardenbergh presented a customized benefits solution to them. They were very interested, but at the same time hesitant to change brokers. They wanted to validate the type of service we claimed to deliver and contacted each of the client references that we had provided to them. The employer and her Management team came to our office to meet and interview our Benefits team. The improved plan offerings we had presented (at a similar cost), combined with the assistance we offered with their administrative

functions, made it a painless decision for the employer to make the switch to Hardenbergh Insurance Group. We have provided the client with a claim advocate that they were previously lacking, detailed plan analysis, and a new hire enrollment package. Hardenbergh is also handling ongoing compliance services throughout the plan year to be sure they are always up to date.

The Result:

The client is extremely pleased with the Hardenbergh team and we all look forward to a long term relationship. The client's Director of Operations had this to say: *"Hardenbergh has far exceeded my expectations. The whole team is so attentive and helpful. At my company I grew into my position, taking over benefits without any prior experience. The Hardenbergh team is always happy to answer my questions, no matter how small. They have stepped up and fixed several issues left behind by our last broker. I can honestly say I am sorry we didn't make the switch sooner and I couldn't be happier with our decision to work with Hardenbergh."*

