








Willis Towers Watson's Service Center Administration



Willis Towers Watson prides itself on delivering industry-leading customer service. Our service center, administration and technology teams are fully aligned to ensure your participants receive timely and accurate responses.

Our service centers:

-  Are 100% U.S. based, with locations and operating hours in each time zone
-  Provide multiple channels for your participants to contact representatives, including telephone, message center, co-browsing and web chat
-  Offer virtual hold with automated call back so participants won't have to spend time waiting to speak to a representative
-  Allow participants to leave after-hours voice mail messages that will be returned within one business day
-  Record all messages and conversations for post-call auditing, if needed
-  Offer full transparency into all participant inquiries and interactions
-  Provide multilingual support via professional interpreting services

We pride ourselves on hiring, training and retaining highly skilled professionals to ensure your participants receive superior customer service every time they call. Our ideal hiring profile includes Bachelor's degree and/or previous HR, benefits, customer service experience.

Our customer service representatives:

- Go through a rigorous training period at the time of hire
- Receive continual training throughout each year to ensure they are educated on your plans, systems, processes and legislation
- Always have the tools and information they need to resolve your participants' inquiries quickly and efficiently

Highlights include:



Contact history stores contact reason and notes, call recordings, quality metrics and satisfaction survey results



Knowledgebase provides online reference library of your plans, business rules and processes

Our participant satisfaction, first-contact resolution and contact quality scores demonstrate the exceptional nature of our service.

Additional services offered by Willis Towers Watson:

- Participant advisory
- Survivor support counseling
- Retirement counseling
- Eligibility and enrollment appeal response services

96%

First-call Resolution

97%

Participant Satisfaction

94%

Call Quality



About Willis Towers Watson

Willis Towers Watson (NASDAQ: WLTW) is a leading global advisory, broking and solutions company that helps clients around the world turn risk into a path for growth. With roots dating to 1828, Willis Towers Watson has 45,000 employees serving more than 140 countries and markets. We design and deliver solutions that manage risk, optimize benefits, cultivate talent, and expand the power of capital to protect and strengthen institutions and individuals. Our unique perspective allows us to see the critical intersections between talent, assets and ideas – the dynamic formula that drives business performance. Together, we unlock potential. Learn more at willistowerswatson.com.



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