EMPLOYERS BELIEVE BROKERS PROVIDE ADDITIONAL HELP

- During the renewal process: 15% Strongly disagree / Disagree, 81% Strongly agree / Agree
- During the enrollment process: 15% Strongly disagree / Disagree, 81% Strongly agree / Agree
- With group setup: 19% Strongly disagree / Disagree, 77% Strongly agree / Agree
- With questions about my plan: 20% Strongly disagree / Disagree, 74% Strongly agree / Agree
- With group application status: 20% Strongly disagree / Disagree, 74% Strongly agree / Agree
- To stay compliant: 21% Strongly disagree / Disagree, 72% Strongly agree / Agree
- With billing inquiries / issues: 23% Strongly disagree / Disagree, 67% Strongly agree / Agree
- With claims inquiries / issues: 25% Strongly disagree / Disagree, 61% Strongly agree / Agree

Source: Accenture 2017 Small Business Employer Survey