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Benefits  
Enrolment  
2004



# 2004 Benefits Enrollment

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- Enrollment: November 3 thru 23
- Changes effective January 1, 2004
- For the first time enrollments can be made via the internet
- Web portal will continue as an on-going employee/retiree resource for personal information and future enhancements



# 2004 Benefits Enrollment

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- Last year 100,000 benefit packages printed & mailed (costing approx \$400k)
- Thus far, 2,500 packages printed & mailed
- All materials available on the web portal for viewing & printing



# 2004 Benefits Enrollment

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- Activity very heavily web driven
- 88% of changes made via the web (thus far 9,900 changes)
- Address changes now allowed (550 changes – 90% web)
- Dependent changes now allowed (600 changes – 95% web)
- Web survey resulting in 80% rating the site as good/excellent



# 2004 Benefits Enrollment

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- Based upon successful enrollment, many future enhancements are possible and will be reviewed:
  - Continuing address changes
  - On-line (ongoing) benefit enrollment
  - Retiree servicing
  - Expanding capability to Payroll & HR to replace forms driven processes