

# Mercer SmartConnect

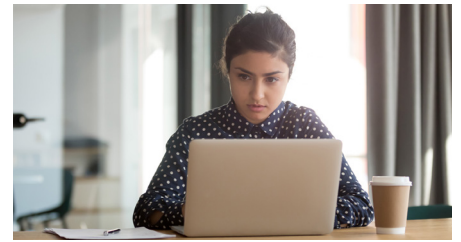
**Navigating Medicare is tricky and presents a common set of challenges:**



**For employees age 65+ still working** who may not know that Medicare may be an attractive alternative to their employer plan



**For retiring employees** who need a smooth transition into retirement



**For HR departments** who don't have time or resources to help

## How Mercer SmartConnect can help

Developed as a co-innovation initiative with Mercer clients, Mercer SmartConnect brings value – **at no additional cost.**

### Benefits for employees



**Access to online education materials** on retiree healthcare and enrollment assistance through a trusted source

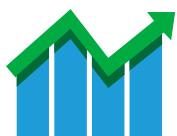


**Medicare concierge** to provide personalized recommendations and seamless enrollment through a trusted source



**Ongoing support** to help utilize their Medicare plan once enrolled

### Benefits for employers



**Boost the employee value proposition** throughout their entire employment journey



Ensure employees have a **smooth transition to retirement**



Explore potential **cost savings** and **support HR** teams by reducing burden of answering Medicare questions

## Pilot with over 14K Medicare eligible employees showed exceptional results

SmartConnect Net Promoter Score is higher than industry averages and top companies

Net promoter score

# 83

Amongst enrolled employees

## 40% of people who contacted SmartConnect ended up enrolling in a Medicare product

NPS of top companies:

Apple: 49 | Google: 53 | Amazon: 54

NPS of related industries:

Health insurance: 19 | Software & apps: 28 | Online shopping: 45

Mercer SmartConnect helps employees understand their Medicare options...

My agent was very helpful, explained everything and had me signed up for the perfect insurance.

I learned more from my agent than everything I had read on Medicare and coverage.

...and improves the employees value proposition

I am so pleased that our company gave us the option to use SmartConnect.

It feels good to know that my company cares.

## Contact us to learn more about Mercer SmartConnect.