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5/25/17

Irvine Access Floors first began working with Scott back in 2007 when we decided to offer voluntary options with Aflac. We were hesitant as we'd tried similar programs before and there just wasn't much interest from staff but agreed to let Scott and his team come in. I'm glad that we did. Just a few weeks later we had our first claim and we were struck by how quickly everything went through. There have been a number of claims over the years and Scott and the team at Malden have consistently been at our employee's side to help. Scott's team has also aided through all account and admin questions and has made offering voluntary benefits a simple and turn-key process.

This year we explored adding to our voluntary benefit platform. After reviewing the new options, Scott suggested that we look at making a Voluntary life option available to staff. Again, we were hesitant because we had tried to offer life insurance before without success, but just as with Aflac, we liked that we could add the option for staff to opt-in without any additional expense to the organization. I scheduled dates in our office and provided an updated census, Scott and his team took care of everything else. We are spread out across multiple states but Scott made sure to connect with each office. I wasn't sure there'd be any interest at all but when it was all said and done almost 40% of our staff ended up picking up some additional coverage.

While much has changed in the benefit world since we began working with them 10 years ago, one thing that has remained consistent is the level of service we've received from Scott and his team at Malden Solutions. Both the staff and I appreciate knowing that we'll never need to call an 800 # for any of our voluntary benefit needs, anytime we need anything we call Scott and trust that he will work through the issue for us. It's been a pleasure working with Scott and the rest of the team at Malden and I'd suggest any organization that may be to looking to expand their benefit package without adding any cost to give them a call.

Sincerely,

A handwritten signature in blue ink that reads "Susan Yost". The signature is fluid and cursive.

Susan Yost  
Controller

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