



Executive Summary

An integrated approach to Total
Benefits Administration:

*Driving positive changes in your
participant experience, built for the
unique culture of John Hancock*

John Hancock
RFP for Benefits Administration
(DB, H&W, HSA, FSA)

Due July 31, 2023



A True Integrated Approach

A Total Benefits Administration partner that delivers enhanced concierge support and cost efficiency through a seamless transition process -- all under one roof.

For 160 years, people have trusted John Hancock to be honest, reliable, and 100% committed to your customers and employees. You can count on Conduent for that same level of commitment to you and your participants.

On behalf of Conduent, it is a pleasure and an honor to be able to provide our service to your organization in the management of your Total Benefits for Health and Welfare, Defined Benefits (Qual and Non-Qual), HSA and FSA programs.

We share your tradition of putting customers first, driving innovation and delivering cost efficiency. Each day, we impact our valued customers' daily lives by delivering mission-critical services and solutions on behalf of the businesses we serve – by creating exceptional outcomes for our clients and the millions of people who count on them. It is our background and know-how in Total Benefits Outsourcing and administration that enables us to deliver successful business outcomes and superior employee experiences.

We've come to appreciate your unique cultural values and the continued need to embrace emerging technology that creates greater touchpoint opportunities for your stakeholders and employees. With this in mind, we will create a Total Rewards experience, further linking your participant's benefit expense behaviors and showcasing unique rewards.



Experience

true collaboration with a strategic partner to meet your needs now and into the future



Increase

user engagement by creating a greater participant experience



Achieve

simplification of business processes with one vendor



Accomplish

cost-savings initiatives through flexibility of service

Conduent is the experienced partner for John Hancock to deliver enhanced concierge support, cost efficiency and a seamless transition process - all under one roof.



Experience true collaboration with a strategic partner

Our professional team is knowledgeable of the industry you support and the John Hancock cultural identity

Our level of expertise spans across the entire service delivery team, from your assigned account team to the attentive implementation specialists and dedicated white-glove concierge call center associates, John Hancock can have confidence we are the reliable and dedicated partner committed to your success.

We are prepared to walk with you throughout the process of edifying your current state and preparing the framework for your future state. At the appropriate time, we will partner with John Hancock on your journey for full transition of services.

Our values

Living our values everyday.

Conduent's Core Values guide how we think, act, and make decisions.

➤ Drive client success

➤ Deliver with quality and personal accountability

➤ Be open and inclusive

➤ Communicate with purpose

➤ Be a good teammate



We'll collaborate to evaluate what is best for John Hancock and your #1 asset – your employees, associates, and HR/Benefits partners.

John Hancock participants will enjoy the advantages of Conduent's White Glove Service, which provides an assigned, designated counselor to handle survivor support and retirement events from start to finish; with the participant receiving a direct phone number to the Conduent white glove counselor (these calls are not routed through the standard toll-free number for the service center).

Our White Glove Services provide a "concierge" approach to retirement and survivor support events, with one-on-one sessions developed specifically to handhold the participant through decision making. By providing the personalized nature of the retirement and survivor events, Conduent's White Glove Service acts as the focal point for participants and their survivors. White Glove Services is included within the scope of our proposal. These services are provided and coordinated with the Beneficiary Support Team and are designed to service John Hancock's participants under special circumstances.

Conduent's designated Beneficiary Support Team (BST) case administrators manage survivor support for beneficiaries and survivors. The BST staff coordinates the consolidation of all benefits information, provides beneficiaries with a personalized condolence letter and detailed description of benefits and clear directions and support in accessing benefit plan entitlements. The BST manages the survivor support process through phone calls, mutually agreed upon times for conference calls, and written correspondence.



Increase user engagement by creating a greater participant experience

Conduent will integrate all benefit programs under one contact center and interfacing web experience increasing participant satisfaction

With Conduent, our experience in the market means that we deliver solutions that will not interrupt your daily operations but will enhance your existing processes today. Those solutions include:

- Health and Wellness
- Life@Work Connect
- Defined Benefit Management
- BenefitWallet (FSA/HSA)



Health and Wellness Administration - Automated, personalized benefits interactions that optimize administration and engage participants. Our solution includes consolidated data, process and calculation automation, combined with rigor, that drives administration efficiencies for an enhanced experience. Our extensive HR and Benefits outsourcing expertise automates employer benefit processes, enables informed participant decisions, and efficiently supports eligibility and enrollment activities.

Life@Work® Connect - A solution which integrates and leverages all available human resources data including employee physical and fiscal wellness information to create targeted action plans and messaging for your associates. We make it available in an easy-to-use and integrated way, any time, any place, on any device, and in any language. This hyper-personalized experience ultimately leads to improved employee productivity and reduced costs, delivering better results to your bottom line. John Hancock will have the ability to get the right message to the right people at the right time using the right channels – from “mass media” communications to highly personalized technology solutions, such as portals and decision support tools. Backed by sound analytics, our strategic, tailored employee engagement solutions help drive desired audience behaviors, strengthen your organizational culture and deliver improved business results. Employee retention is crucial in today's market.

Learn more about our solutions – and access the Life@Work Connect demo here:
<https://www.conduent.com/johnhancock>.

Defined Benefits - Client-centric plan sponsor support across Conduent's robust defined benefit plan administration services, across a full range of transactions, plan event processing and calculations, compliance and reporting, and participant support—all from responsive, experienced specialists.

BenefitWallet (FSA/HSA) - Both FSA/HSA are focused on consumer experience. Communication and education are provided through ongoing customer support. A strategic relationship is built to drive positive outcomes. Conduent can seamlessly integrate with Life@Work Connect.



Accomplish cost-savings initiatives through flexibility of service

Eliminate the need for multiple vendors providing disparate benefit programs and various service levels to monitor resulting in better cost containment

We are committed to delivering total well-being outcomes for integrated health and wealth solutions for our clients. These results below from one of our Benefits Administration clients is evidence of the ability to personalize solutions to fit your specific needs and how flexibility of services is a true differentiator. We monitor the success of our programs, processes, solutions, and communications, so we know we're making a difference. Our results deliver engaged employees maximizing their accounts – and a better ROI for John Hancock.

Fortune 100, Leading Defense Contractor

20-year partnership has resulted in growth and innovation, significant savings and employee engagement

The challenge

A large defense contractor with complex plans and disparate systems needed solutions that brought scale and savings, while actively engaging a multi-generational workforce.

Demographics

115K actives / 163K retirees, and a large union population

Ability to personalize offerings

- Consolidate benefits data and communications
- More health choice
- Focus on wellness

Reduce costs and risk

- Multiple pension systems (8+)
- Expensive health plans
- Need to de-risk pension plans

The solution

Total Benefits Outsourcing across Health and Wealth

BenefitWallet® – Health Savings Account Management

Commuter Assistance

Life@Work® Connect platform to combine health, HSA, pension data and financial planning

Value-added Services such as Voluntary Benefits, Total Value Statements, Dependent Certifications, Spousal portal

The result

Scaled Pension and Health Administration via integrated recordkeeping and engagement platforms

Reduced costs across health and wealth

- Total employer health cost savings of **\$700+ million** over two years; projected savings of **\$2.8 billion** by 2025
- Decreased pension liability by **\$880k** through Term Vested program

Reduced employer and employee costs via 82% participation tax-advantaged health savings plans

- Employer tax savings = **\$3.4M/year**
- Employee tax savings = **\$10.6M/year**

Transformed employee experience

- Maintained high employee satisfaction scores of **9.7** out of 10
- Single view, Total Value Statement across health and wealth
- **More than doubled** Retirement Online interactions to 24%



Achieve simplification of business processes with one vendor

Conduent and John Hancock are true partners of Excellence

John Hancock believes in leadership, humanity, collaboration, passion, accountability, quality, and diversity. These values will be our guide as we interact with your main stakeholders during service deliveries.

We believe in delivering with quality and personal accountability, communicating with a purpose, being a good teammate, and putting our **clients at the center of everything we do**. We are committed to delivering exceptional outcomes to our clients and their end users. We believe every interaction and every touchpoint is an opportunity to delight and demonstrate value.

In summary, we recognize that John Hancock needs a partner who will deliver the following benefits and more:

- **Ease of Transition:** We understand John Hancock and your values. We will take this knowledge and produce more efficiency and speed to market during the implementation without interruption of service
- **Cost Containment:** Our Total Benefits Outsourcing program will create a greater a more efficient servicing environment
- **Participant Adoption:** Better educated, informed participants concerning the benefits being provided
- **Single Consolidated Vendor:** Our Total Benefits Outsourcing program will create a greater, more efficient servicing environment with a coordinated benefits communication program which links all the participants benefits under one cohesive benefit message with a true partner

Our investment and commitment to you as a partner is to continue to meet your current strategic objectives, and to be flexible with your journey in the future. We look forward to expanding our partnership together.

Learn more about how John Hancock and Conduent can transform your total benefits administration experience together here: <https://www.conduent.com/johnhancock>.

