

20  
22



Difference  
Card  
Highlights

WRAPPED

# 2022

## 3

### New Products Launched



Difference Benefits  
Admin System



COBRA Administration



Difference Health Plan

## 1

### New CEO

## 20

### Years Experience



# \$225M

## Total savings provided

### 18%

average percent of savings per client

### \$280,548

average savings per group

### \$3,262

average savings per employee per year



# 158,100 Members Served

**36 second average speed of answer**  
50,070 phone calls received

**1.78 days processing speed on claims**  
520,521 total claims processed

**4.75 out of 5 stars**  
1,806 customer survey responses

# Producer Partner Success

# \$62M

in new medical premium

86

new broker of records won

\$2.5 Million

in new revenue for broker partners

## Top Producer Partners

Alliant

BenefitMall

HUB

USI

Marsh

NFP

1st Source

Ertel & Company



# wrap ped

**service  
excellence is a  
difference card  
core objective**



**52**

**NET  
PROMOTER  
SCORE**

**96%**

**think their Difference Card  
Contact is very responsive**

**90%**

**are very confident in The Difference  
Card to remedy any concerns**

**87%**

**have an above average experience  
with The Difference Card**

# Top Industries

Wr  
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1. Manufacturing
2. Education
3. Healthcare
4. Non-Profit Organizations
5. Law Firms
6. Construction
7. Technology
8. Financial Institutions
9. Food and Beverage Companies
10. Transportation Companies

ap  
d



# Top Case Studies

#1



Nonprofit Client  
Saves 60% on  
Insurance Premiums

#2



Law Firm Saves  
43% on Insurance  
Premiums

#3



Education Client  
Saves 40% on  
Insurance Premiums

#4



Auto Group Client  
Saves 35% on  
Insurance Premiums

#5



Car Dealership saves  
31% on Insurance  
Premiums



The background of the top section is dark purple. It features two large, light purple geometric shapes: a square with an 'X' inside in the top left and a triangle with an 'X' inside in the bottom right. The four values are written in a white, outlined, sans-serif font, stacked vertically in the center.

passion  
accountability  
innovation  
respect

# 4 Values Served

Staying true to our mission in 2022