



**MANION**

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# Annual Report Card 2012

Manion leads the way in the administration of benefits and pension programs in Canada. With cutting-edge systems and highly personal service, we continue to build on our vision for the future — one that puts our clients first.

This report underscores our focus to deliver the best service and to create innovative and streamlined solutions for our valued clients. As you'll see, it's been a remarkable year.

## Manion Milestones

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- Introduced new logo
- Enhanced website
- Launched the Client Portal — Secure access to documents
- Introduced paperless meetings using tablets
- Extended Direct Deposit to all Clients
- Enhanced system to identify potential fraud and isolate claims for auditing
- Developed an On-line Claims Submission option for Client

## Contact Center

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Responded to:

**8,490**  
online queries

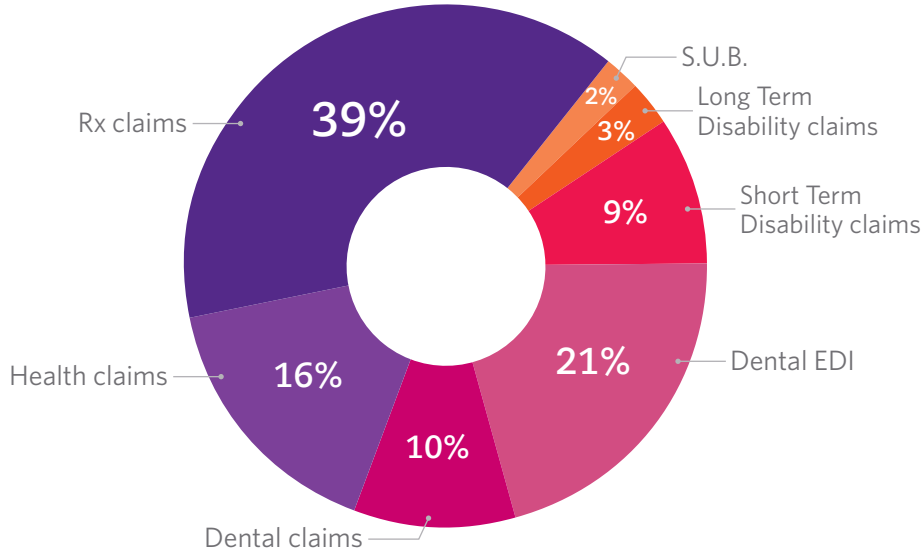
**107,737**  
total calls

**34** seconds  
Average Wait Time per call



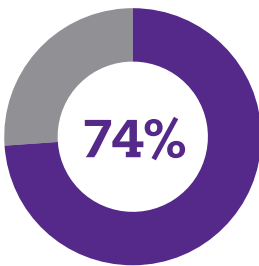
## Claims Processing

**100%** of Health, Dental, Disability Claims processed within 3 to 5 days

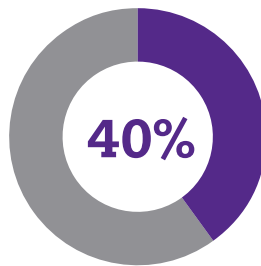


## Administration

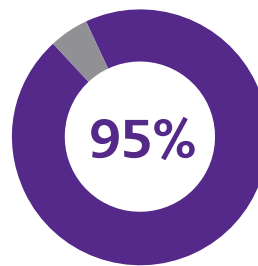
Online Administration is available for members/employees



of Members/  
Employees  
access Online



of payments  
issued using  
Direct Deposit



of enrolments  
processed  
within 5 days

We produced:

**202,000** cheques

We made:

**69,000 +** payments by Direct Deposit

We Care,  
You Benefit.

ManionWilkins.com

## Pension

Pension calculations processed (option form distributed)

**96.5%**  
within 30 days

**175**  
Pre-Retirement  
Information Sessions

**1,695**  
Pension Calculations

## Accounting

**64%**  
of Employers  
are remitting  
electronically

## Audit Results

The Insurer Audits consistently rate us as “exceeding the required standards” with results ranging from

**95%–99%**  
on accuracy,  
timelines and  
customer service.

Manion is audited annually by the firms representing our Clients. Results of these audits consistently rank us in the higher percentile for the Industry.