



MANION

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Annual Report Card 2014

It's been an exciting year for Manion as we continue to enhance our technology in order to remain a leader in the administration of employee benefits, claims payments and pension programs. Our daily focus is providing exceptional customer service to our valuable clients, enhancing technology and streamlining processes to achieve this goal.

This report showcases our continued dedication to offer unique value added solutions and superior customer service. At Manion, you receive the personal touch! Thanks to our clients and our staff for another incredible year.

Manion Milestones

- Introduced Health Spending Account capability to Clients
- Successfully tested comprehensive Business Continuity Plan
- Enhanced collection of information in our Contact Center
- Established relationship with Clearly Contacts, offering a unique vision care program
- Rolled out the new Personalized Pension Benefit Statement to clients
- Enhanced MWAOnline to include the Personalized Pension Benefit Statements and Tax Receipts
- Received top marks in security audit
- Published article on Fraud in Benefits Canada

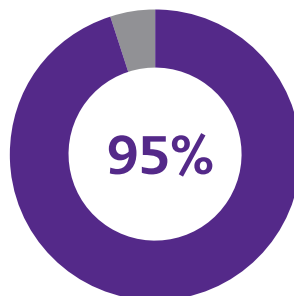
Contact Centre

Responded to:

10,549
online queries

109,297
total calls

60 seconds
Average Wait Time per call



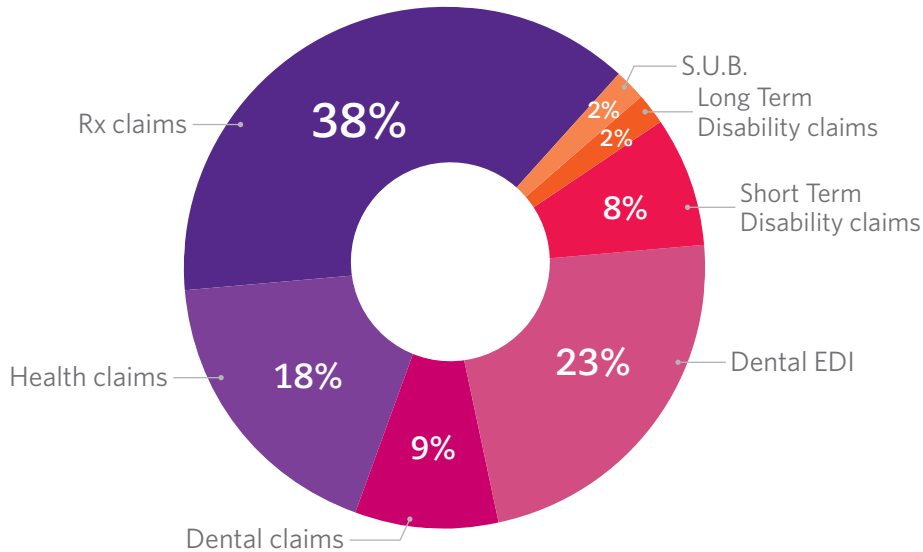
One Call Solution



Claims Processing

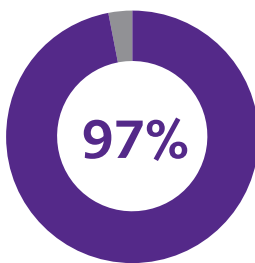
Health and Dental Claims processed within 5 days

Average of **3.75** days in 2014

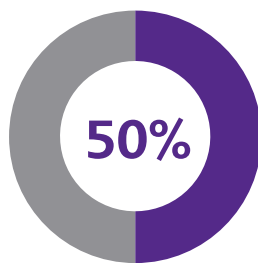


Administration

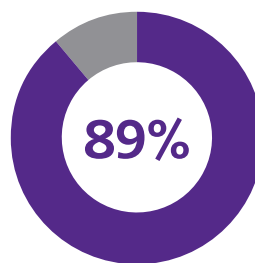
Online Administration is available for members/employees



of Members/
Employees
access Online



of payments issued
to members using
Direct Deposit



of enrolments
processed
within 5 days

We produced:



We made:



We Care,
You Benefit.

ManionWilkins.com

Life / Disability

243

Life claims processed

2,327

Disability claims
adjudicated

Pension

194

Pre-Retirement
Information Sessions

1,957

Pension Calculations

Accounting

56%

of Employers
are remitting
electronically

Audit

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 above industry standards.