

Hit a Home Run with First Financial

In these ever-changing times, First Financial is covering all the bases to make your benefits enrollment successful. From excellent customer service and administrative support to product education and enrollment, we are ready to handle whatever curveballs come your way.



FIRST BASE: FACE-TO-FACE ENROLLMENTS

We always enjoy meeting with customers in person, and now, more than ever, we want to keep them safe. All account managers are equipped with personal protective equipment to safeguard staff and students. When meeting with anyone face to face, they are prepared with the following items to provide an additional layer of protection: plexiglass shields, face masks, gloves, hand sanitizer. Plus, they carry disinfectant wipes to clean their work area before, during and after each day. You won't need to sanitize for us.

SECOND BASE: ENROLLMENT ASSISTANCE CENTER

When COVID-19 first reached the United States, we jumped into action and set up a fully functional call center, the Enrollment Assistance Center (EAC), to provide open enrollment support in a safe, friendly, and efficient way.

Features of the EAC include:



Fully staffed from
8 a.m. to 5 p.m.
Monday through Friday



Schedules can be
arranged by campus



Employee enrollment
completion reports can
be sent each day



Phone call appointments
are available



Virtual appointments
available on demand or
by appointment



Mass text message
reminders available

WHAT THEY ARE SAYING

Many of our districts have used the EAC with successful results. Hear what some of our fans are saying:

“ I talked to several employees during the enrollment process. They were pleased with the help provided by First Financial with their enrollment. I am very pleased with the FFGA Call Center.

- *Marshellia Coleman, Lancaster ISD*

Our schools closed one week after we started our open enrollment...It was also the first year FFGA hosted our products (health, group life, voluntary life and dental). CPSB was either FFGA's first (or one of the first) clients to utilize the phone tree... We ended up with a 99.70% completion. That is by far the BEST we have ever done. Thankfully, the call center was a solution for our employees. It far exceeded our expectations.

- *Skylar Fontenot, Calcasieu Parish School Board*

Read more about what our customers are saying on our blog. ”

FFGA BLOG

THIRD BASE: SELF-ENROLLMENT

Some districts prefer employees to self-enroll in their benefits using our online platform, FEnroll. The system is available 24 hours a day, seven days a week so they can complete enrollment whenever they have time. FEnroll walks employees through each available benefit, making it easy to use. Plus, tech support is available if employees experience issues. Employees who self-enroll can educate themselves on products by visiting their Employee Benefit Center – a customized website for your district that contains all your specific benefit information in one place.

HOME PLATE: SUCCESSFUL ENROLLMENT

Whether you use one or all of the services we offer, you can feel confident in knocking your enrollment out of the park! We partner with you to make sure everyone involved has the support they need during enrollment so you can focus on your staff and students.

*Let First Financial
be the MVP on your team!*

