

**UNMATCHED
SERVICE &
EXPERTISE**



What It Means to Partner with FrankCrum

As a FrankCrum client, our staff becomes an extension of your business to help you and your team tackle everything from day-to-day tasks like hiring and payroll to major HR challenges that involve litigation.

Here is an introduction to our service model and the various teams and subject matter experts that support our valued clients.

New Client Implementation

The New Client Implementation Team is the first to welcome you aboard. Each new client is assigned a New Client Implementation Coordinator who manages enrollment and processes the first payroll. Here are some of the ways the New Client Implementation Coordinator provides support:

- ✓ **Sets up your account to include all the FrankCrum services you are utilizing**
- ✓ **Facilitates the electronic onboarding of employees**
- ✓ **Provides training on the employee and employer self-service portals**
- ✓ **Adds payroll deductions and enters withholdings for employees**



- ✓ **Receives and handles child support orders and other garnishments**
- ✓ **Helps you decide on a payment method that meets your employees' needs, including direct deposit, pay cards, or paper checks**
- ✓ **Facilitates open enrollment between Benefits department and the client**
- ✓ **Enrolls employees in benefits or sets up your existing plan and facilitates open enrollment with our Benefits Specialist and Account Managers**
- ✓ **Processes and audits the first payroll for accuracy and completeness**

Payroll

Once implementation is complete, your account transitions to our Operations team, which includes a dedicated Payroll Coordinator.

Your Payroll Coordinator will be your primary point of contact that will oversee the processing of your payroll every pay cycle and helps keep you in compliance with state and federal pay regulations. You can submit your payroll online, via email, or as a file from your time clock.

Your designated Payroll Coordinator makes things easy by:

- ✓ **Reviewing your payroll for state and federal pay regulation compliance**
- ✓ **Allocating hours or wages per your specification (e.g., department, client project, or cost item)**
- ✓ **Processing complex payrolls that can include various salaries, commissions, bonuses, relocation allowances, loans, tuition reimbursement, taxes or multiple deductions or earning codes**
- ✓ **Withholding, reporting, and remitting federal and state payroll taxes**
- ✓ **Performing year-end audits and distributing W-2s**

The Payroll Team also provides:

- ✓ Standard and advanced (customizable) reporting
- ✓ Employee data management
- ✓ Paid time off management
- ✓ Employee self-service portal for viewing pay stubs and requesting paid time off



Client Experience

Our Client Experience Team supports the long-term success of clients. You will be assigned to a dedicated Account Manager, who is your go-to person for questions and concerns. This individual serves as your quarterback, helping you connect with the right internal representatives when you need support with things like unemployment, loss control, and employee relations issues. The Client Experience Team can also assist with:



- ✓ Certificates of insurance
- ✓ Tax notices
- ✓ Service inquiries
- ✓ Additional services
- ✓ Workers' comp posters
- ✓ Rate inquiries
- ✓ MyFrankCrum portal access and training
- ✓ Account-related changes such as adding a new state for insurance coverage or adding a new job code for added exposure

Human Resources (FrankAdvice)

The FrankAdvice Team, composed of experienced and credentialed HR professionals, tailors solutions so you can effectively manage your workforce and provides you with tools to help maintain legal compliance.

You will work with a Human Resources Consultant for guidance on employment regulations and employee relation issues. With fast, courteous, and accurate responses, you'll be able to make informed decisions while navigating each stage of the employee lifecycle. Turn to FrankAdvice when you need help with:



- ✓ **Hiring, corrective action, and termination questions**
- ✓ **Policy and handbook creation and review**
- ✓ **Wage and hour issues**
- ✓ **Federal Acts such as ADA and FMLA**
- ✓ **Job descriptions**
- ✓ **Training on important topics like sexual harassment in the workplace**

Part of the HR services provided by FrankCrum includes Employment Practices Liability Insurance (EPLI), which will help cover the expenses of potentially costly claims filed against you for employment-related practices.



Risk Management

FrankCrum's Risk Management Team believes that the best way to avoid accidents is by mitigating risks before they occur. For that reason, our clients are encouraged to create a formal safety program. Our Risk Management Team helps by conducting on-site surveys to identify risks, brainstorm practical solutions, and develop an implementation plan for training and maintenance. They also provide recommendations to mitigate and prevent future injuries that can lead to OSHA fines, and workers' compensation premium increases.

Workers' Compensation & Claims Management

Our Workers' Compensation Team oversees workers' compensation compliance, audits, paperwork, and certifications. They are also responsible for comprehensive claims management. We are proud to offer:



- ✓ **24-hour claims reporting**
- ✓ **Quick access to medical and prescription resources**
- ✓ **Return-to-work and light-duty programs**
- ✓ **A direct review of your claims and proper classification of employees under federal codes**
- ✓ **Year-end OSHA reports prepared and submitted on your behalf**
- ✓ **Expertise and resources to help you mitigate risk and stay in compliance**

Employee Benefits

At FrankCrum, we work to understand your needs and budget and help establish the best benefits program for your company. Our licensed Benefits Account Executives tailor plans to meet your company's needs for:



Medical Insurance



Dental Insurance



Vision Insurance



Disability & Life Insurance



Supplemental Insurance



ACA Compliant MEC



Flexible Spending Accounts



Health Savings Accounts



Retirement Savings Plan



Pet, Home, & Auto Insurance

Think of us as your dedicated benefits department. As the Agent of Record, our team of Benefits Specialists administers the benefits program on your behalf. FrankCrum sets up payroll deductions and benefit elections, manages ongoing open enrollment, handles plan questions and changes, and pays the carriers. This team also ensures ACA compliance, including reporting and tracking of eligibility to avoid employer-responsibility penalties.